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

Agenda - Final

Thursday, March 19, 2026

1:00 PM

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Operations, Safety, and Customer Experience Committee

Holly J. Mitchell, Chair
Imelda Padilla, Vice Chair
Janice Hahn
Tim Sandoval
Katy Yaroslavsky
Gloria Roberts, non-voting member

Stephanie Wiggins, Chief Executive Officer

METROPOLITAN TRANSPORTATION AUTHORITY BOARD AGENDA RULES

(ALSO APPLIES TO BOARD COMMITTEES)

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 not withstanding 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.

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

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

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323.466.3876
x2 *Español (Spanish)*
x3 中文 *(Chinese)*
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x5 Tiếng Việt *(Vietnamese)*
x6 日本語 *(Japanese)*
x7 русский *(Russian)*
x8 Հայերէն *(Armenian)*

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Live Public Comment Instructions:

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

The Meeting begins at 1:00 PM Pacific Time on March 19, 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 19 de Marzo de 2026. Puedes unirte a la llamada 5 minutos antes del comienso 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: 28, 29, and 30.

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

CONSENT CALENDAR

28. SUBJECT: PARTS WASHER LEASING AND MAINTENANCE SERVICES 2026-0003

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS7235000 with FRS Environmental, Inc., to continue to provide parts washer leasing and maintenance services, increasing the total Not-To-Exceed (NTE) contract value by $356,513.62 from $1,587,712.50 to $1,944,226.12, and extending the period of performance for the duration of one year, from May 1, 2026, through April 30, 2027.

Attachments:
Attachment A - Procurement Summary
Attachment B - Contract Modification-Change Order Log
Attachment C - DEOD Summary
Presentation

29. SUBJECT: FENCE REPAIR AND MAINTENANCE SERVICES 2026-0048

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. OP1788370008370 to exercise the two-year option with Deco Fence Company to provide fence repair and maintenance services in the Not-To-Exceed (NTE) amount of $1,654,560, increasing the total contract NTE amount from $2,290,068 to $3,944,628, and extending the period of performance from May 1, 2026, to April 30, 2028.

Attachments:
Attachment A - Procurement Summary
Attachment B - Contract Modification Change Order Log
Attachment C - DEOD Summary
Presentation

30. SUBJECT: METRO BIKE SHARE 2026-0127

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 21 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from June 1, 2026, to November 30, 2026, to continue Metro Bike Share (MBS) program services in the Not-to-Exceed (NTE) amount of $6,505,955, increasing the total contract value from $131,155,423 to $137,661,378; and

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

Attachments: Attachment A - Board Motion 41
Attachment B - Procurement Summary
Attachment C - Modification Change Order Log
Attachment D - DEOD Summary
Presentation

NON-CONSENT

31. SUBJECT: OPERATIONS EMPLOYEES OF THE MONTH 2026-0065

RECOMMENDATION

RECOGNIZE Operations Employees of the Month.

Attachments: Presentation

32. SUBJECT: CHIEF OPERATIONS OFFICER'S MONTHLY REPORT 2026-0066

RECOMMENDATION

RECEIVE oral report on Metro Operations.

33. SUBJECT: METRO EXPRESSLANES BACK OFFICE SYSTEM 2026-0062

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate contract, Contract No. PS53258000 to BRiC-TPS, LLC, for implementing, operating, and maintaining a new ExpressLanes Back Office System (BOS) in the Not-To-Exceed (NTE) amount of $114,749,473 for the eight-year base period, excluding contract options, and which shall be authorized as follows, subject to the resolution of any properly submitted protest(s), if any:

1. The Design and Implementation phase of the new BOS will be authorized immediately upon contract execution in an amount NTE $15,583,030;
2. The Operations and Maintenance (O&M) phase of the new BOS will be authorized at the completion of the BOS Implementation in an amount NTE $99,166,443; and

B. EXECUTE individual contract modifications for Contract No. PS53258000 within the Board-approved contract modification authority.

Attachments: Attachment A - Procurement Summary
Attachment B - DEOD Summary
Presentation

34. SUBJECT: MONTHLY UPDATE ON PUBLIC SAFETY 2026-0096

RECOMMENDATION

RECEIVE AND FILE the Public Safety Report.

Attachments: Attachment A - Station Experience Updates

35. SUBJECT: DEPARTMENT OF PUBLIC SAFETY QUARTERLY UPDATE 2025-0997

RECOMMENDATION

RECEIVE AND FILE the:

A. quarterly update on the Department of Public Safety (DPS) Implementation Plan; and

B. first reading of the Ordinance affirming Metro's commitment to meet the minimum recruitment and training standards set by the California Commission on Peace Officer Standards and Training (POST) (Attachment A).

Attachments: Attachment A - POST Ordinance
Presentation

SUBJECT: GENERAL PUBLIC COMMENT 2026-0206

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

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

File #: 2026-0003, **File Type:** Contract **Agenda Number:** 28.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2026

SUBJECT: PARTS WASHER LEASING AND MAINTENANCE SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS7235000 with FRS Environmental, Inc., to continue to provide parts washer leasing and maintenance services, increasing the total Not-To-Exceed (NTE) contract value by $356,513.62 from $1,587,712.50 to $1,944,226.12, and extending the period of performance for the duration of one year, from May 1, 2026, through April 30, 2027.

ISSUE

The existing contract with FRS Environmental, Inc. is for the leasing and servicing of various types of cleaning stations, i.e., hot tanks, aqueous parts washers, and paint gun cleaners. The contract covers both the rental of such units, repairs, and scheduled maintenance, including fluid exchanges and is set to expire on April 30, 2026.

BACKGROUND

The current contract was awarded in May 2021 in the amount of $1,443,375 for a base period of five years. This extension would provide continued service for a one-year period, allowing sufficient time to accomplish the following objectives: 1. Revise and strengthen the contract language to better align with and support the Authorities' operational needs. 2. Research and identify improved equipment options. 3. Provide additional prospective vendors with the opportunity to participate in a competitive bidding process. The current machines that have been provided were manufactured in Germany; replacement parts are not available anywhere in the US, rendering the wash tanks useless until parts are procured. A one-year extension provides ample time to source adequate replacements that are domestically produced and made with parts that are domestically sourced. Additionally, staff has added more machines throughout this contract, and several divisions have requested to increase the number of machines they currently employ.

Under the existing contract, parts washing services are performed throughout Metro Bus and Rail Maintenance facilities. The parts washers are used to remove dirt, grime, and grease from parts, tools, and equipment using aqueous (water or solvent-based) solutions. These units support the diverse production requirements of maintenance shops for both bus and rail operating divisions.

DISCUSSION

The Central Maintenance Shop (CMS) provides maintenance support to Metro's extensive bus fleet and utilizes 33 of the 69 parts washers that shall be leased and maintained as part of this contract. Parts washer equipment is used at the CMS to support the operating divisions in completing engine repairs and replacements, transmission disassembly, rebuilding and replacement, major accident repair, complete bus painting, and the rebuilding of components for power plant assemblies. Bus and rail operating divisions also utilize parts washer equipment to support their daily maintenance requirements. The contract includes the lease of contractor-owned parts washing equipment, refilling these machines to their optimal level, removal and proper disposal of hazardous waste materials, and preventative maintenance of the units. Services are performed at various scheduled intervals depending on the requirements of each location.

DETERMINATION OF SAFETY IMPACT

The use of hot tanks and aqueous parts washers ensures that components are thoroughly cleaned, allowing for detailed inspection of their suitability during the rebuild process. This helps ensure that the integrity of rebuildable parts is not compromised.
Paint gun cleaning stations are used to maintain paint guns in optimal operating condition. Proper maintenance supports correct paint adhesion, thereby enhancing the durability and longevity of painted surfaces.

FINANCIAL IMPACT

Funding for this contract is included in the FY26 Budget in multiple cost centers in the amount of $89,128.41 under Service Contract Maintenance account 50308 and project 306002 including 3366-Central Maintenance Shops (CMS), 5430-Revenue Collection Equipment Maintenance, 3790-Maintenance Administration, 3601-Maintenance Division 1, 3503-Maintenance Division 3, 3805-Maintenance Division 5, 3707-Maintenance Division 7, 3508-Maintenance Division 8, 3609-Maintenance Division 9, 3513-Maintenance Division 13, 3515-Maintenance Division 15, 3818-Maintenance Division 18; 3942-Red Line, project 300044; and 3943-Green Line, project 300033. The cost center manager, project manager, Executive Director, and Maintenance will ensure that the balance of funds is budgeted in future years.

Impact to Budget
The current sources of funding for this action include Prop A, Prop C, Measure R, Measure M, TDA, STA, and SB1. These funding sources are eligible for bus and rail operations.

EQUITY PLATFORM

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

FRS Environmental, Inc. (FRS), a Small Business (SB) Prime, made a 100% Small Business Enterprise (SBE) commitment. Based on payments, the contract is 94% complete, and 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.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through operational, equipment purchase, and maintenance activities that will improve fleet reliability as well as further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets 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 parts washer services support Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. Proper cleaning of parts and components will help maintain the reliability of the bus and rail fleet and ensure that our customers arrive at their destinations on time, in accordance with the scheduled service intervals for Metro bus and rail operations.

ALTERNATIVES CONSIDERED

The alternative would be to forgo the extension and immediately initiate procurement of a new five-year contract. This option is not recommended, as it would likely result in several months during which all bus divisions would be without parts-cleaning equipment and paint-gun cleaning materials.

Such a lapse in service would compromise the integrity and reliability of replacement parts, as well as the quality and durability of paint applications on buses and rail equipment.

NEXT STEPS

Upon Board approval, staff will extend Contract No. PS7235000 with FRS Environmental Inc. to provide parts washer leasing and maintenance services.

ATTACHMENTS

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

Prepared_by
Prepared by:

Tony Soler, Senior Manager, Equipment Maintenance, (213) 922-5899
Harold Torres, Senior Director, Equipment Maintenance, (213) 922-5714
Gary Jolly, Senior Executive Officer, Maintenance, (213) 9225-802
Mathew Dake, Deputy Chief Operations Officer (213) 922-4061
Debra Avila, Deputy Chief, Vendor/Contract Management Officer, (213) 418-3051

Reviewed by:

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

Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A

PROCUREMENT SUMMARY
PARTS WASHER LEASING AND MAINTENANCE SERVICES/PS72350000

<table>
<tr><td>1.</td><td colspan="4">Contract Number: PS72350000</td></tr>
<tr><td>2.</td><td colspan="4">Contractor: FRS Environmental, Inc.</td></tr>
<tr><td>3.</td><td colspan="4">Mod. Work Description: Increase contract authority and extend period of performance.</td></tr>
<tr><td>4.</td><td colspan="4">Contract Work Description: Lease parts washer machines to Metro facilites, and provide maintenance services to leased and Metro-owned parts washing machines.</td></tr>
<tr><td>5.</td><td colspan="4">The following data is current as of: 2/5/2026</td></tr>
<tr><td>6.</td><td colspan="2">Contract Completion Status:</td><td colspan="2">Financial Status:</td></tr>
<tr><td></td><td colspan="2"></td><td colspan="2"></td></tr>
<tr><td></td><td>Contract Awarded:</td><td>05/01/2021</td><td>Contract Award Amount:</td><td>$1,443,375.00</td></tr>
<tr><td></td><td>Notice to Proceed (NTP):</td><td>N/A</td><td>Total of Modifications Approved:</td><td>$144,337.50</td></tr>
<tr><td></td><td>Original Completion Date:</td><td>04/30/2026</td><td>Pending Modifications (including this action):</td><td>$356,513.62</td></tr>
<tr><td></td><td>Current Est. Completion Date:</td><td>04/30/2027</td><td>Current Contract Value (with this action):</td><td>$1,944,226.12</td></tr>
<tr><td></td><td colspan="2"></td><td colspan="2"></td></tr>
<tr><td>7.</td><td colspan="2">Contract Administrator:
John Platt</td><td colspan="2">Telephone Number:
(213) 922-4237</td></tr>
<tr><td>8.</td><td colspan="2">Project Manager:
Tony Soler</td><td colspan="2">Telephone Number:
(213) 922-5899</td></tr>
</table>

A. Procurement Background

This Board Action is to approve Contract Modification No. 4 to continue to lease parts washers and to continue performing maintenance services of parts washing machines for Metro’s Central Maintenance Shops (CMS) and at various bus/rail maintenance divisions.

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

In March 2021, the Board approved the award of a five-year contract to FRS Environmental, Inc. to provide leasing and maintenance services of leased and Metro-owned parts washers at Metro’s CMS and bus/rail maintenance divisions.

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

B. Cost/Price Analysis

The recommended amount has been determined to be fair and reasonable based on utilization of the existing contract rates, research of current market pricing, and an assessment of Metro's projected needs for services for the extended period of performance. The Independent Cost Estimate (ICE) is based on the original negotiated contract rates.

Proposed Amount	Metro ICE	Recommended Amount
$356,513.62	$356,513.62	$356,513.62

ATTACHMENT B

CONTRACT MODIFICATION/CHANGE ORDER LOG
PARTS WASHER LEASING AND MAINTENANCE SERVICES/PS72350000

Mod. no.	Description	Status (approved or pending)	Date	Amount
1	Updated pricing agreement	Approved	11/28/2022	$0
2	Revised scope of services	Approved	3/25/2024	$0
3	Increased contract authority	Approved	1/26/2026	$144,337.50
4	**Increase contract authority and extend Period of Performance through April 30, 2027**	**Pending**	**Pending**	**$356,513.62**
	Modification Total:			**$500,851.12**
	Original Contract:		5/1/2021	**$1,443,375.00**
	Total:			**$1,944,226.12**

DEOD SUMMARY
PARTS WASHER LEASING AND MAINTENANCE SERVICES / PS7235000

A. Small Business Participation

SB Prime, FRS Environmental, Inc. (FRS) made a 100% Small Business Enterprise (SBE) commitment. Based on payments the contract is 94% complete and the current level of participation is 100%, meeting the commitment.

	SBE Subcontractor	% Committed	% Participation
1.	FRS Environmental, Inc. (SB Prime)	100%	100%
	Total Commitment	**100%**	**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.

Parts Washer Leasing and Maintenance Services

Metro

Operations, Safety, & Customer Experience Committee Meeting
March 19, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 4 to Contract No. PS7235000 with FRS Environmental, Inc., to continue to provide parts washer leasing and maintenance services, increasing the total Not-To-Exceed (NTE) contract value by $356,513.62 from $1,587,712.50 to $1,944,226.12, and extending the period of performance for the duration of one year, from May 1, 2026 through April 30, 2027.

Metro

ISSUE & DISCUSSION

AWARDEE

FRS Environmental

DEOD COMMITMENT

FRS Environmental, Inc. (FRS), a Small Business (SB) Prime, made a 100% Small Business Enterprise (SBE) commitment. Based on payments, the contract is 94% complete and the current level of participation is 100% SBE.

Metro

ISSUE & DISCUSSION

ISSUE

The current contract with FRS Environmental will expire on April 30, 2026. The original contract was awarded May 1, 2021. An extension for the continued leasing of parts washers ensures the integrity and reliability of parts and components that are remanufactured. A one-year extension will ensure continuity of service while a new contract is developed to address concerns related to the products currently in use.

DISCUSSION

Parts and components that will be maintained by this contract includes hot tanks, aqueous parts washers, and paint gun cleaners. The contract covers both the rental of such units, their repairs, and scheduled maintenance.

Metro

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

File #: 2026-0048, **File Type:** Contract **Agenda Number:** 29.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2026

SUBJECT: FENCE REPAIR AND MAINTENANCE SERVICES

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. OP1788370008370 to exercise the two-year option with Deco Fence Company to provide fence repair and maintenance services in the Not-To-Exceed (NTE) amount of $1,654,560, increasing the total contract NTE amount from $2,290,068 to $3,944,628, and extending the period of performance from May 1, 2026, to April 30, 2028.

ISSUE

The existing contract's base period with Deco Fence Company to provide as-needed fence repair and maintenance services expires April 30, 2026. To avoid a lapse in service and continue providing critical as-needed fence repair and maintenance services, ensuring compliance with regulatory requirements, a Contract Modification is required to exercise the one, two-year option, effective May 1, 2026.

BACKGROUND

On May 27, 2021, the Metro Board of Directors awarded a firm-fixed unit rate Contract No. OP1788370008370 to Deco Fence Company, to provide as-needed fence repair and maintenance services for Metro Rail Right-of-Ways (ROWs), facilities, and parcel properties, effective July 1, 2021.

During the contract's base term, services were expanded to include the A-Line Regional Connector, Foothill Extension Phase 2, K-Line Crenshaw/LAX, including the Metro Transit Center (MTC), and the Rail-to-Rail (R2R) Pedestrian Corridor.

Under the existing contract, Deco Fence Company has been providing satisfactory services, performing as-needed repair and maintenance services.

DISCUSSION

Under Modification No. 5, the contractor will continue to provide as-needed fence repair and maintenance services to meet Metro's security and safety needs, protecting Metro's active ROWs, electrified railroad yards, and traction power substations from unauthorized access, thereby reducing the risk of being hit by trains or electrocuted by a third rail or high-powered electrical lines.

Fencing on other Metro rail operating properties and storage yards is necessary to restrict access to trespassers, mitigate illegal dumping, and protect Metro properties from theft and vandalism.

During the one, two-year option period, the existing contract scope of services will further expand to include D-Line Subway Extension Phases 1, 2, and 3.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure the continuity of providing safe, timely, and quality as-needed fencing repair and maintenance services systemwide, while maintaining compliance with California Public Utilities Code § 7626 regulatory requirements.

FINANCIAL IMPACT

For the remainder of FY26, funding of $162,223 is included under cost center 8370-Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

Impact to Budget

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

EQUITY PLATFORM

This contracted fence repair and maintenance services for all Metro owned ROWs, facilities, and parcel properties will be applied equally to all Metro divisions, stations, and locations. Transportation vehicles, patrons, and other individuals have substantial interaction with this protective fencing; therefore, it is imperative that the fencing is maintained in proper order to continue providing safe and reliable protection services, while safeguarding patrons, employees, critical rolling stock, and Metro assets.

Deco Fence Company, a Metro-certified Small Business Enterprise (SBE) contractor, made a 60% SBE commitment as the prime contractor. The current level of SBE participation is 98.83%, exceeding their commitment by 38.83%.

VEHICLE MILES TRAVELED OUTCOME

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

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

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5; Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely fence repair and maintenance services ensures compliance with regulatory standards and requirements while protecting critical equipment and providing a safe environment for Metro employees and patrons.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service, severely impacting the security, safety, and operations of Metro's system.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff have analyzed insourcing/outsourcing options for providing fence repair and maintenance services, amongst other services. Based on initial findings, fence repair and maintenance services for all Metro-owned ROWs, facilities, and parcel properties were not recommended for insourcing, as this would require Metro to hire dedicated staff to be trained, purchase additional equipment, vehicles, and make a significant investment in parts and materials for multiple fencing types to support the expanded responsibility.

NEXT STEPS

Upon approval by the Board, staff will execute Modification No. 5 to Contract No. OP1788370008370 with Deco Fence Company to provide fence repair and maintenance services effective May 1, 2026.

ATTACHMENTS

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

Prepared by:
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Ruben Cardenas, Senior Director, Facilities Contracted Maintenance Services, (213) 922-5932
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

FENCE REPAIR AND MAINTENANCE SERVICES/OP1788370008370

1.	**Contract Number**: OP1788370008370			
2.	**Contractor**: Deco Fence Co.			
3.	**Mod. Work Description**: Exercise two-year option			
4.	**Contract Work Description**: Repair and maintenance			
5.	**The following data is current as of**: 2/5/2026			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	5/27/2021	**Contract Award Amount:**	$2,290,068
	Notice to Proceed (NTP):	08/23/2021	**Total of Modifications Approved:**	$0
	Original Complete Date:	9/2/2024	**Pending Modifications (including this action):**	$1,654,560
	Current Est. Complete Date:	4/30/2028	**Current Contract Value (with this action):**	$3,944,628
7.	**Contract Administrator**: Ana Rodriguez		**Telephone Number**: 213-922-1076	
8.	**Project Manager**: Ruben Cardenas		**Telephone Number**: 213-922-5932	

A. Procurement Background

This Board Action is to approve Contract Modification No. 5 to exercise a two-year option in the Not-To-Exceed (NTE) amount of $1,654,560, increasing the total NTE amount from $2,290,068 to $3,944,628 and extending the period of performance from May 1, 2026 to April 30, 2028.

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

On May 27, 2021, the Board authorized the award of a firm fixed unit rate Contract No. OP1788370008370 to Deco Fence Co. to provide fence repair and maintenance services, effective August 2021, inclusive of a three-year base and one, two-year option.

Refer to Attachment B – Contract Modification/Change Order Log

B. <u>Cost/Price Analysis</u>

The recommended price of the option has been determined to be fair and reasonable based upon firm fixed unit rates that were evaluated and established as part of the current contract awarded in May of 2021. The Independent Cost Estimate (ICE) is based on the original negotiated contract rates.

Proposal Amount	Metro ICE	Negotiated Amount
NTE $2,290,068	NTE $2,290,068	NTE $2,290,068

CONTRACT MODIFICATION/CHANGE ORDER LOG

FENCE REPAIR AND MAINTENANCE SERVICES/ OP1788370008370

Mod. no.	Description	Status (approved or pending)	Date	$ Amount
1	Modification of Base and Option and extension through April 30, 2026	Approved	8/31/23	$0
2	Addition of locations	Approved	5/17/24	$0
3	Addition of locations	Approved	5/3/25	$0
4	Addition of locations	Approved	10/2/25	$0
5	**Exercise two-year option and extend Period of Performance through April 30, 2028**	**Pending**		**$1,654,560**
	Modification Total:			**$1,654,560**
	Original Contract:		8/23/2021	**$2,290,068**
	Total:			**$3,944,628**

DEOD SUMMARY

FENCE REPAIR AND MAINTENANCE SERVICES / OP1788370008370

A. Small Business Participation

Deco Fence Co (Deco), an SBE Prime, made a 60% SBE commitment on this contract. Based on payments, the contract is 47% complete and the current level of SBE participation is 98.83%, exceeding the commitment by 38.83%.

Small Business Commitment	**60% SBE**	**Small Business Participation**	**98.83% SBE**

	SBE Subcontractors	% Committed	Current Participation[1]
1.	Deco Fence Co (Prime)	60%	98.83%
	Total	**60%**	**98.83%**

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

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

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

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

Shared Mobility - Facilities Contracted Maintenance Services

FENCE REPAIR AND MAINTENANCE SERVICES

Metro

Operations, Safety, & Customer Experience Committee Meeting
March 19, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 5 to Contract No. OP1788370008370 to exercise the two-year option with Deco Fence Company to provide fence repair and maintenance services in the Not-To-Exceed (NTE) amount of $1,654,560, increasing the total contract NTE amount from $2,290,068 to $3,944,628, and extending the period of performance from May 1, 2026, to April 30, 2028.

Metro®

ISSUE & DISCUSSION

AWARDEE

Deco Fence Company

DEOD COMMITMENT

This contract was a solicited as part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Deco Fence Company, a Metro-certified SBE contractor, made a 60% SBE commitment as the prime contractor. The current level of SBE participation is 98.83%, exceeding their commitment by 38.83%.

ISSUE

The existing contract's base period with Deco Fence Company to provide as-needed fence repair and maintenance services expires April 30, 2026. To avoid a lapse in service and continue providing critical as-needed fence repair and maintenance services ensuring compliance with regulatory requirements, a Contract Modification is required to exercise the one, two-year option, effective May 1, 2026.

Metro

ISSUE & DISCUSSION

DISCUSSION

Under Modification No. 5, the contractor will continue to provide as-needed fence repair and maintenance services to meet Metro's security and safety needs, protecting Metro's active ROWs, electrified railroad yards, and traction power substations from unauthorized access, thereby reducing the risk of being hit by trains or electrocuted by a third rail or high-powered electrical lines.

Fencing on other Metro rail operating properties and storage yards is necessary to restrict access to trespassers, mitigate illegal dumping, and protect Metro properties from theft and vandalism.

During the one, two-year option period, the existing contract scope of services will further expand to include D-Line Subway Extension Phases 1, 2 and 3.

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

File #: 2026-0127, **File Type:** Contract **Agenda Number:** 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2026**

SUBJECT: METRO BIKE SHARE

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 21 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from June 1, 2026, to November 30, 2026, to continue Metro Bike Share (MBS) program services in the Not-to-Exceed (NTE) amount of $6,505,955, increasing the total contract value from $131,155,423 to $137,661,378; and

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

ISSUE

The Board approved Motion Item No. 41 by Directors Krekorian, Garcetti, Kuehl, and Sandoval at its December 2021 meeting (Attachment A). Directive C of the motion requires that staff ensure uninterrupted bike share service as the next iteration of the MBS program is determined and executed. The current MBS contract with BTS expires May 31, 2026, and this extension is needed to ensure uninterrupted service until the award of the new multi-year contract, which is currently an active procurement.

BACKGROUND

MBS launched in July 2016 in partnership with the City of Los Angeles. It services Los Angeles County residents with 225 stations located in the Downtown Los Angeles, Central Los Angeles, Hollywood, Westside, and North Hollywood areas. To date, over 3.0 million trips have been taken, 10.6 million miles have been traveled, and 10.0 million pounds of CO_2 have been averted.

The program continues to provide service to the Los Angeles community. More than 430,000 rides were recorded in 2025. Of these, more than 145,000 trips (or 33%) were taken by users with reduced fare 30-Day and 365-Day passes. Reduced fare passes are offered to low-income individuals through EBT verification, and Metro's Low Income Fare is Easy (LIFE) program. They are also offered to seniors (62 years and over), students (16 years and over), and individuals with disabilities. During 2025, the program expanded to the South Los Angeles community by installing five (5) stations along the Rail-to-Rail project at Denker & Slauson, Vermont & Slauson, Figueroa & Slauson, Avalon & Slauson, and Compton & Slauson. Activity at stations continues to increase, with 10% growth seen between November 2025 and December 2025. In addition, as of December 2025, the ridership at the Vermont & Slauson station was within the top 25%.

The MBS motion passed by the Board in December 2021 also directed staff to take a series of actions focused on stabilizing the current program and preparing for the next iteration of bike share in Los Angeles County.

DISCUSSION

Based on the Board-approved model, a procurement to secure a new MBS contract is currently underway and subject to communications blackout. Staff is requesting an extension of the current contract to allow for the completion of the procurement, award of the new contract, and the transition of services to the newly awarded contract. It is anticipated to take up to four months from the Notice to Proceed (NTP) to complete the transition of operations to the new contract. The current contract expires May 31, 2026, and if the Board approves the extension, the contract will end, if all six option months are executed, on November 30, 2026. Based upon current conditions, an extension of the current contract with BTS is needed to ensure uninterrupted MBS service. Execution of the extension will be dependent upon issuance of the NTP and the implementation of the approved transition schedule. Execution of any extensions will be managed to ensure a seamless transition while minimizing costs associated with dual operations.

Per the MOU with the City of Los Angeles, the City will provide 65% of the funds in support of the ongoing operation and maintenance of MBS. Staff has reviewed this item with the City of Los Angeles and has received their concurrence to proceed with the extension.

DETERMINATION OF SAFETY IMPACT

Metro's safety standards will be improved through the approval of this recommendation by ensuring the continued operation of a safe and secure bike share program.

FINANCIAL IMPACT

Funding in the amount of $26,071,011 is included in FY26, and funding is allocated in the FY27 proposed budget under Cost Center 4540 - TDM Policy & Regional Shared Mobility, Account 50316 - Professional Services, Project 308010 - Bikeshare Program Operating & Maintenance.

Impact to Budget

The funding sources for this expense consist of the City of Los Angeles subsidy, advertising/sponsorship, system user fees, and general funds. The general fund is eligible for bus and rail operating projects and capital projects.

EQUITY PLATFORM

The approval of this contract modification and extension will ensure Metro's ability to continue to operate and maintain a regional bike share program that is accessible to Los Angeles County residents. This contract extension will allow Metro to continue to provide current service to those who live and work within Equity Focus Communities (EFCs) in Downtown/Central Los Angeles, Westside, and North Hollywood. Currently, 47% of MBS stations are located in EFCs, and 40% of all trips are initiated from these stations. In addition, maintaining low bike share fares and ensuring that participants of the LIFE and Reduced Fare programs continue to have uninterrupted access to service with continued discounted fare media are critical components of this program. As mentioned, 33% of all rides are taken by passholders with 30-Day and 365-Day Reduced Fare passes.

As part of the annual survey conducted by MBS, demographic data is collected. In 2025, trends from previous surveys were consistent; however, certain changes were observed. For example, although 55% of respondents were male, this was lower compared to 2024, when males represented 61% of respondents. Similarly, Caucasians represent the largest group of survey respondents in 2025 at 35%, but this is lower compared to 2024 when they represented 44% of respondents. Respondents younger than 50 years also decreased from 79% in 2024 to 75% in 2025.

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment on this contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including the suspension of goals, counting participation, and enforcement effective October 3, 2025. While the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract.

VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. Metro conducted a preliminary analysis to show that the net effect of this item is to decrease VMT through operational activities that will improve and further encourage transit ridership, ridesharing, and active transportation. To date, more than 10.0 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 2.4 million Vehicle Miles Traveled since the 2025 MBS survey results show that approximately 24% of users would have driven their personal vehicles or used a taxi or equivalent vehicle to complete their travel if not for Metro Bike Share.

With the extension of this contract, avoided or reduced VMT would be expected to continue as it has for the duration of the program to date. Future changes or expansions to the MBS program could result in changes to the anticipated VMT reduction effects of this program; that information will be provided in subsequent Board reports.

*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

MBS program supports the following Vision 2028 Strategic Plan Goals:

1. Provide a high-quality mobility option that enables people to spend less time traveling.
2. Deliver an outstanding trip experience for all users of the transportation system.
3. Enhance communities and lives through mobility and access to opportunity.
4. Transform LA County through regional collaboration and national leadership.
5. Provide responsive, accountable, and trustworthy governance within the organization.

ALTERNATIVES CONSIDERED

The Board may choose not to authorize the requested action. This alternative is not recommended as this would not support the Board motion, would impact the stability of the program, and Metro's ability to provide uninterrupted MBS service. If the current contract is not extended, Metro Bike Share operations will end on May 31, 2026.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 21 to Contract No. PS272680011357 with BTS to exercise up to six, one-month options, each separately, as needed from June 1, 2026, through November 30, 2026, to continue MBS program services.

ATTACHMENTS

Attachment A - Board Motion 41
Attachment B - Procurement Summary
Attachment C - Contract Modification/Change Order Log
Attachment D - DEOD Summary

Prepared by:
Paula Carvajal-Paez, Deputy Executive Officer, Shared Mobility, (213) 922-4258
Ken Coleman, Executive Officer, Shared Mobility, (213) 922-2951
Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

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

Stephanie Wiggins
Chief Executive Officer

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

File #: 2021-0743, **File Type:** Motion / Motion Response **Agenda Number:** 41.

EXECUTIVE MANAGEMENT COMMITTEE
NOVEMBER 18, 2021

Motion by:

DIRECTORS KREKORIAN, GARCETTI, KUEHL, AND SANDOVAL

Improving the Effectiveness and Sustainability of Metro Bike Share

Metro Bike Share, a county-wide bike share program, launched in 2016. Since then, Metro has had over 3,300 bicycles in the system, consisting of a mix of Classic, Smart, and E-bikes.

Currently, Metro only has 38% of the total original fleet remaining in operation. Metro Bikes have been targets of theft, and rates of fleet loss ebb and flow as new methods of theft are discovered and addressed. The Metro Bike Share team has increased efforts to recover lost and stolen bicycles but this is not sustaining the fleet and the program does not have an established fleet replenishment strategy. As a result, fewer Metro Bikes are available for use, which degrades the quality of service available to the public.

Affordable, accessible public transportation and active transportation options such as Metro Bike Share are a cornerstone of meeting our region’s climate goals. As local jurisdictions in the County continue expanding bicycle infrastructure and mobility options to meet climate goals and improve the quality of life for residents, a successful and sustainable Metro Bike Share program is more important than ever.

SUBJECT: IMPROVING THE EFFECTIVENESS AND SUSTAINABILITY OF METRO BIKE SHARE

RECOMMENDATION

APPROVE Motion by Directors Krekorian, Garcetti, Kuehl, and Sandoval that the Board direct the Chief Executive Officer to report back in 90 days on:

A. An action plan to stabilize the current fleet size including actions for how to identify, prioritize, and address new mechanisms of theft as they arise.

B. An action plan to address equitable access in the current program and in any future form of the program. This plan shall include recommendations on issues such as serving people who may be unbanked, addressing the digital divide, and keeping fare cost low.

C. A plan to provide uninterrupted service as the next iteration of the program is determined and executed.

D. A plan to convene an industry forum (as was performed for Metro Micro) to bring together academics, cities with existing bike share programs, community stakeholders, and industry experts to provide recommendations on advancing Metro Bike Share beyond the current contract in one of several forms including but not limited to:

1. Continuing Metro Bike Share as a contracted service,
2. Operating the program In-house with Metro employees,
3. A private-sector model with financial subsidy provided by Metro.

E. Performing a market survey to identify best practices and business models among existing bike-share systems in the US, and comparable global systems (e.g., Paris, London, Barcelona, Madrid, and Mexico City), and to develop comparative data on subsidy cost per ride, total ridership, size of fleet, vehicle technology, theft and damage loss and prevention, and alternative financing sources like sponsorship and advertising.

F. Recommendations for continuing and evolving the Metro Bike Share program to meet the goals of the agency, with countywide stakeholder engagement and consideration of cost-sharing, with the goal of expanding service area and local participation to all subregions in the County. These recommendations should include eligible local, state, and federal funding sources for capital and operations budgets, as well as legislative opportunities to expand such funding eligibility.

PROCUREMENT SUMMARY

METRO BIKE SHARE / PS272680011357

1.	**Contract Number**: PS272680011357			
2.	**Contractor**: Bicycle Transit Systems, Inc.			
3.	**Mod. Work Description**: Exercise up to six, one-month options, each separately, as needed from June 1, 2026, to November 30, 2026, to continue Metro Bike Share Program services.			
4.	**Contract Work Description**: Metro Bike Share Program			
5.	**The following data is current as of**: 02/17/2026			
6.	**Contract Completion Status**		**Financial Status**	
	Contract Awarded:	06/25/15	**Contract Award Amount:**	$11,065,673
	Notice to Proceed (NTP):	07/31/15	**Total of Modifications Approved:**	$120,089,750
	Original Complete Date:	07/29/22	**Pending Modifications (including this action):**	$6,505,955
	Current Est. Complete Date:	11/30/26	**Current Contract Value (with this action):**	$137,661,378
7.	**Contract Administrator**: Lily Lopez		**Telephone Number**: (213) 922-4639	
8.	**Project Manager**: Paula Carvajal		**Telephone Number**: (213) 922-4258	

A. Procurement Background

This Board Action is to approve Contract Modification No. 21 to exercise up to six, one-month options, each separately, as needed from June 1, 2026 to November 30, 2026, to continue Metro Bike Share (MBS) program services and ensure uninterrupted service until the award of the new contract.

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

On June 25, 2015, the Board approved firm fixed Contract No. PS272680011357 to Bicycle Transit Systems, Inc. for the equipment, installation and operations of the Metro Bike Share Phase I Pilot in the amount of $11,065,673 for a two-year period.

There have been 20 modifications issued to date.

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

B. Cost Analysis

The recommended amount has been determined to be fair and reasonable based on an Independent Cost Estimate (ICE), cost analysis based on existing rates established in the contract, and technical analysis.

Proposal Amount	Metro ICE	Recommended Amount
$6,505,955	$6,701,133	$6,505,955

CONTRACT MODIFICATION/CHANGE ORDER LOG
METRO BIKE SHARE / PS272680011357

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Addition of Sponsorship Broker Agreement	Approved	12/30/15	$0
2	Additional Support for Phase I – Downtown Los Angeles	Approved	06/06/16	$108,656
3	Addition of 2 Subcontractors	Approved	07/07/16	$0
4	Extend Phase I (Downtown Los Angeles Pilot), expand and accelerate Phase II (Pasadena) and Phase III (Venice and Port of Los Angeles)	Approved	11/07/16	$42,618,583
5	Update Exhibit A-1 Milestone Payment Schedule	Approved	03/22/17	$0
6	Addition of TAP Integration Step 3	Approved	05/31/17	$610,076
7	Extend and activate Phase III and Phase IV	Approved	10/08/18	$34,598,747
8	Metro Countywide Bike Share Greenhouse Gas Reduction Fund (GGRF) Grant	Approved	12/06/18	$6,342,126
9	Revised SOW and Milestones	Approved	12/14/18	$0
10	Reallocation of bikes and update milestones	Approved	08/21/21	$0
11	Extended period of performance (POP) through 7/29/23, purchase new bicycles to replenish and stabilize the on-street bicycle fleet, purchase and install GPS equipment, and maintain a 10% inventory.	Approved	05/03/22	$15,250,213
12	Extended POP through 12/31/23.	Approved	05/25/23	$5,698,010

13	Extended POP through 4/30/24.	Approved	11/02/23	$0
14	Extended POP through 6/30/24.	Approved	12/21/23	$0
15	Extended POP through 8/30/24.	Approved	03/07/24	$0
16	Extended POP through 3/31/25.	Approved	07/23/24	$0
17	Extended POP through 4/30/25.	Approved	12/11/24	$0
18	Extended POP through 8/31/25.	Approved	3/27/25	$4,730,373
19	Exercise up to three, one-month options, each separately, and extend the POP through 11/30/25.	Approved	7/24/25	$3,627,011
20	Loan bikes and extend POP through 5/31/26.	Approved	10/29/25	$6,505,955
21	Exercise up to six, one-month options, each separately, and extend the POP through 11/30/26, as needed.	**Pending**	**Pending**	**$6,505,955**
	Modification Total:			**$126,595,705**
	Original Contract:		**06/25/15**	**$11,065,673**
	Total:			**$137,661,378**

DEOD SUMMARY

METRO BIKE SHARE / PS272680011357

A. Small Business Participation

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment on this contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including the suspension of goals, counting participation, and enforcement effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance. While the DBE commitment is not a factor in the staff recommendation, there are two certified small businesses participating in this contract.

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.

METRO BIKE SHARE

Metro

Operations, Safety, & Customer Experience Committee Meeting
March 19, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 21 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to six, one-month options, each separately as needed from June 1, 2026, to November 30, 2026, to continue Metro Bike Share (MBS) program services in the Not-to-Exceed (NTE) amount of $6,505,955, increasing the total contract value from $131,155,423 to $137,661,378; and

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

Metro

ISSUE & DISCUSSION

AWARDEE

Bicycle Transit Systems, Inc. (BTS)

NUMBER OF BIDS/PROPOSALS

One proposal received as this is a modification to an existing contract.

DEOD COMMITMENT

DBE commitment is 22.37%

ISSUE

The current MBS contract expires May 31, 2026, and this modification is needed to ensure uninterrupted service until the award of the new multi-year contract.

DISCUSSION

The recommendation authorizes the CEO to exercise up to six one-month options to extend the contract to November 30, 2026.

Metro

BACKGROUND

MBS service available in Central/DTLA, Westside and North Hollywood

- 225 stations & 1,800 bikes (10% e-bikes)
- 5 stations located along Rail-to-Rail project
- More than 3M rides taken to date; 2025 ridership 430K
- 33% of rides in 2025 taken by users with reduced fare passes
- Reduced fare passes include LIFE, EBT Verification, Seniors 62+, Students 16+, individuals with disabilities

Metro

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

File #: 2026-0065, **File Type:** Oral Report / Presentation **Agenda Number:** 31.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 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 March 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 must be for frontline employees or field supervisors in a customer-facing role. Operations management is encouraged to nominate employees who have achieved excellence, went above and beyond their assigned job description, and are diverse in both genders/ethnicities. In addition, a review of the location, job responsibilities, and seniority is considered for final selections to ensure diverse representation among the various groups within the department. Operations also works with Logistics and the Department of Public Safety (DPS) to nominate employees at various Metro locations.

VEHICLE MILES TRAVELED OUTCOME

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

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it highlights frontline employees and field supervisors in the Operations, Logistics, and DPS Departments. Because the 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 Administration (213) 922-7676

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

Stephanie Wiggins
Chief Executive Officer

MARCH 2026

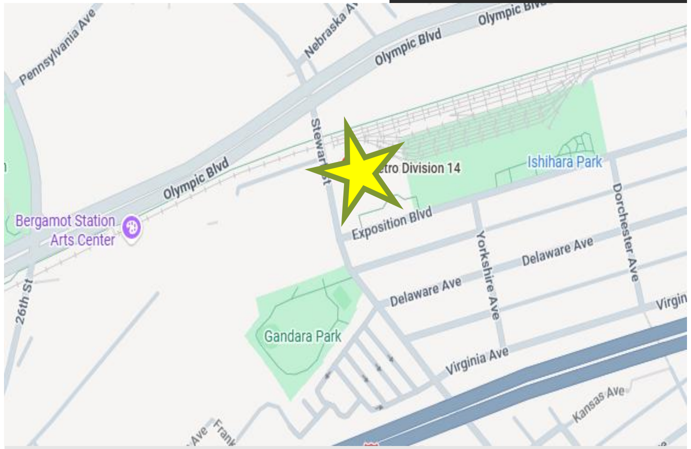
Employees of the Month

March Employees of the Month

Rail Fleet Services

Maintenance Specialist

Hugo Ramirez

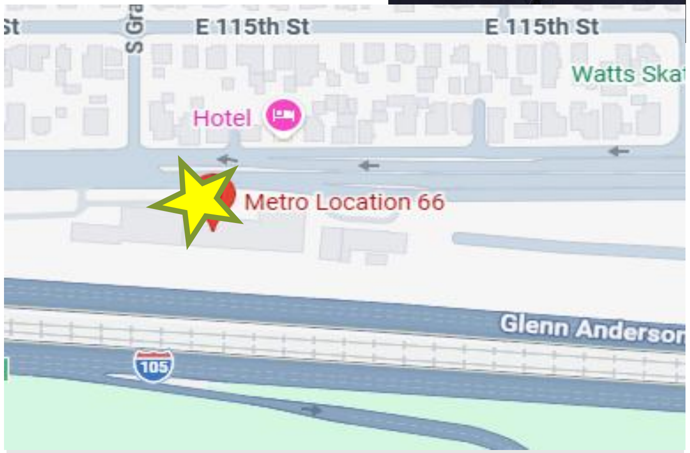


Division 14 – Santa Monica

Maintenance & Engineering

Track Inspector

Marty Hernandez



Location 66 – South Central Los Angeles

Metro

Employees of the Month

Metro®

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

Metro

Board Report

File #: 2026-0066, **File Type:** Oral Report / Presentation **Agenda Number:** 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 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

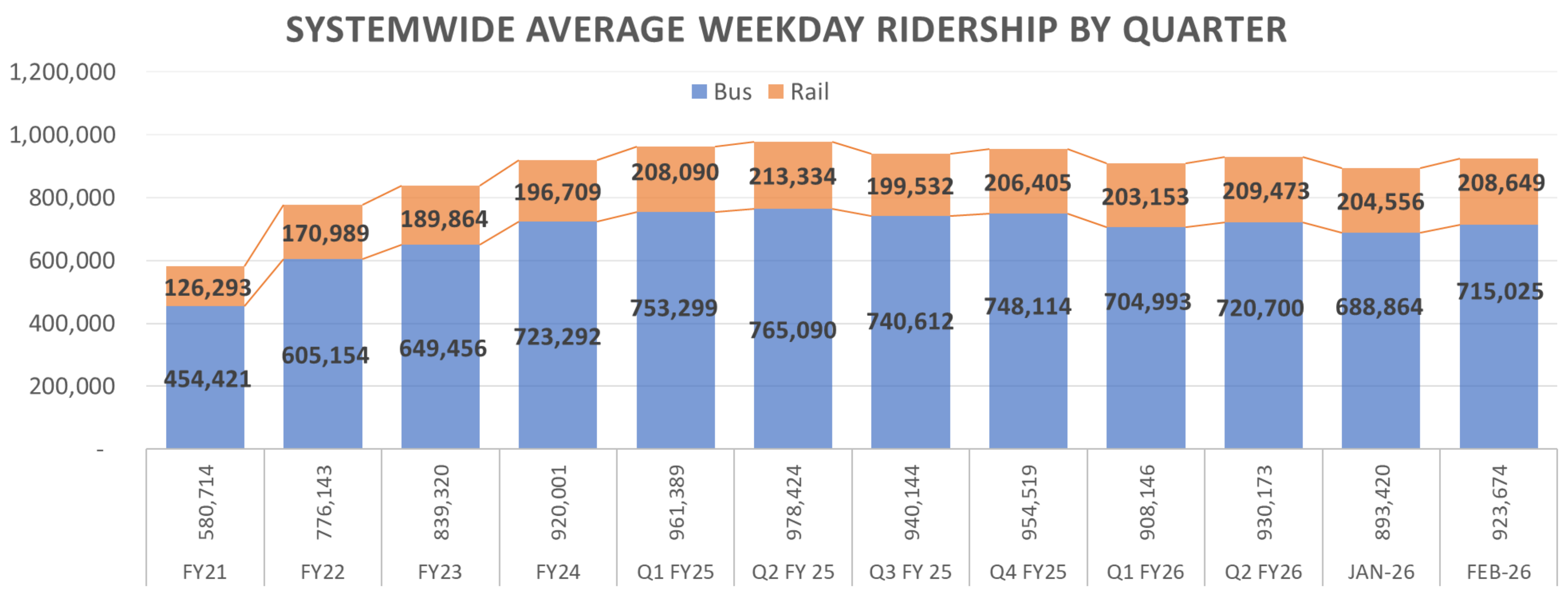
Reviewed by:
Conan Cheung, Chief Operations Officer, (213) 418-3034

Stephanie Wiggins
Chief Executive Officer

COO Monthly Report

Operations, Safety & Customer Experience Committee Meeting
March 19, 2026

Ridership Update



February Total Ridership Percentage Change 2026 over 2025:

- Bus: -7.1% Rail: -3.3%
- Monitoring ridership for impacts from workers returning to full time office attendance. Please note February 2026 had same number of weekdays, Saturdays, and Sundays compared to 2025.

Average Weekday Rail Ridership By Line - Feb 2026

Line	Feb-26	Feb-25	% Recovery
A/E/L	121,519	116,454	104.3%
B/D	59,563	64,978	91.7%
C/K	27,567	25,002	110.3%

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

- Bus – Percent of all weekday bus activity within Equity Focus Communities increased from 73% in November 2019 to 79.3% in February 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 77.2% in February 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 February 2026.
- Cancellation rates overall have decreased at the end of 2024 through 2025 with a slight increase in February 2026 over the same month of 2025. While increased bus and rail service have needed more operators and attrition and absenteeism have continued, recruitment has been increased, and full operator staffing had reduced cancellations in 2025 and 2026.

% Cancelled Service	Weekday	Saturday	Sunday
Pre- Dec 2022 Service Change 4 week Average	3.2%	3.9%	7.4%
One Year Ago WE 3/15/25	0.30%	0.50%	1.40%
Week Ending 3/14/26	0.80%	0.50%	1.70%
Week Ending 3/7/26	1.00%	0.60%	1.50%
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%
December 2022 (from 12/11 service change)	4.20%	3.40%	11.40%

February 2026 Top Ten Highest Service Cancellations by Line

Division	Line	Name	Feb-26	Feb-25	% of Line Miles in EFC
2	55	Compton Av	3.1%	1.8%	83%
5	110	Gage Av	2.9%	0.6%	72%
2	105	Vernon Av/La Cienega Bl	2.8%	0.9%	57%
2	60	Long Beach Bl	2.7%	1.3%	61%
5, 18	207	Western Av	2.6%	3.0%	89%
5, 18	204	Vermont Av Local	2.5%	1.3%	98%
2	51	Avalon Bl/W.7th St	2.3%	1.0%	75%
1	18	Whittier Bl/W.6th St	1.9%	0.9%	83%
18	40	Hawthorne Bl/MLK Bl	1.6%	1.9%	52%
5	108	Slauson Av	1.5%	1.4%	55%

ADA Pass-Up Update

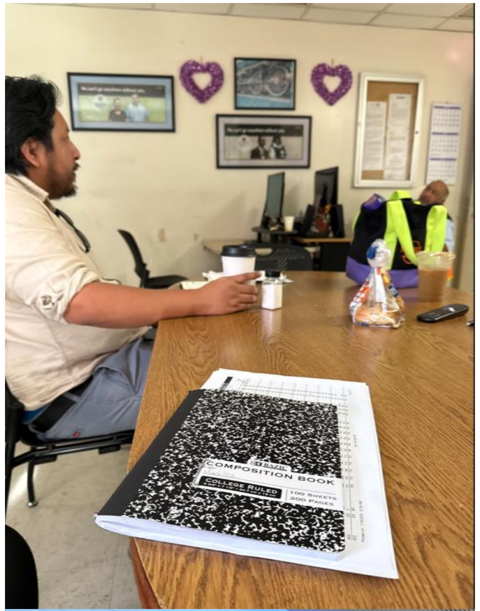
ADA wheelchair passenger pass up rates for Q4 CY2025 at system level remain well below the 5.0% target rate per wheelchair passenger system total boardings. The pass up rate declined slightly compared to the same quarter of 2024.

Scheduling staff review data monthly for ADA passenger pass up rates at line level to determine if any additional trips are warranted. No extra trips are recommended for the June 2026 Service Change. Staff will continue to monitor these pass up rates.

Only one line (Line 18 – Whittier Bl/ W 6th St via downtown LA) had a pass up rate above 5.0% (at 6.1%) in the most recent reporting quarter for Q4 CY2025. However, pass ups do not consistently occur during the same time periods making it difficult to focus any additional service needs. In addition, service is provided every 7.5 min throughout the week, and other lines serve the same corridor, mitigating the impacts. Staff will continue to monitor for any adjustments needed.

Time Period	Systemwide Wheelchair Passenger Pass Up Rate for Time Period
Q4 CY2025	2.15%
Q4 CY2024	2.38%

Scheduling Metro Services



- The team consists of a Senior Director, 2 Senior Managers, 4 Schedule Supervisors (AFSCME), 24 Schedule Analysts (SMART), 3 Document Technicians (TCU) producing:

  Master Service Plans (Bus and Rail):

  - Twice yearly service changes (shake-ups) in June and December.
  - Daily vehicle assignments for all Metros 117 bus lines and 6 rail lines.
  - Daily runs, weekly roster assignments for Metro’s 3,700+ bus and 400+ rail operators.
  - Printed timetables and data exports for trip planning apps, operating systems.

  Special Event, Maintenance, and New Corridor Schedules:

  - The team also prepares hundreds of rail schedule adjustments per year to accommodate special events (Expo Park, SoFi Stadium, Dodger Stadium, etc.) as well as planning for 2026 World Cup and 2028 Olympic/Paralympic games.
  - They arrange single tracking as well as system maintenance (State of Good Repair, all lines) and infrastructure upgrades (e.g. C Line overhead replacement) and new lines (e.g. LAXMTC, Pomona A Line, PLE1).

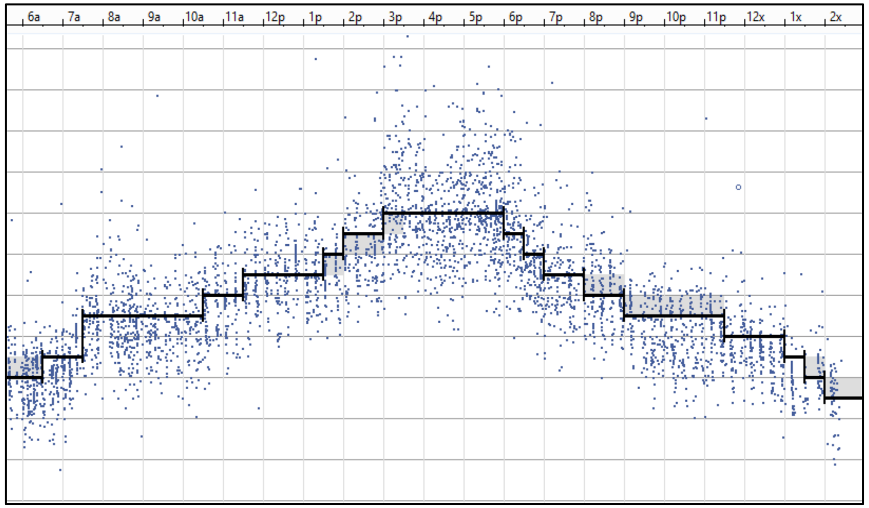
  Internal and External Customer Service:

  - The team works towards improving reliability (on time performance) and avoiding consistent crowding on trips to better serve our riders and operators.
  - Schedule Analysts visit each division to gather feedback after operators settle into their new assignments. They also receive Service Feedback Forms from Operators and Supervisors.
  - The team responds to rider comments received through Metro Customer Relations.
  - Staff perform field investigations to validate data and develop solutions for operator, and passenger concerns.

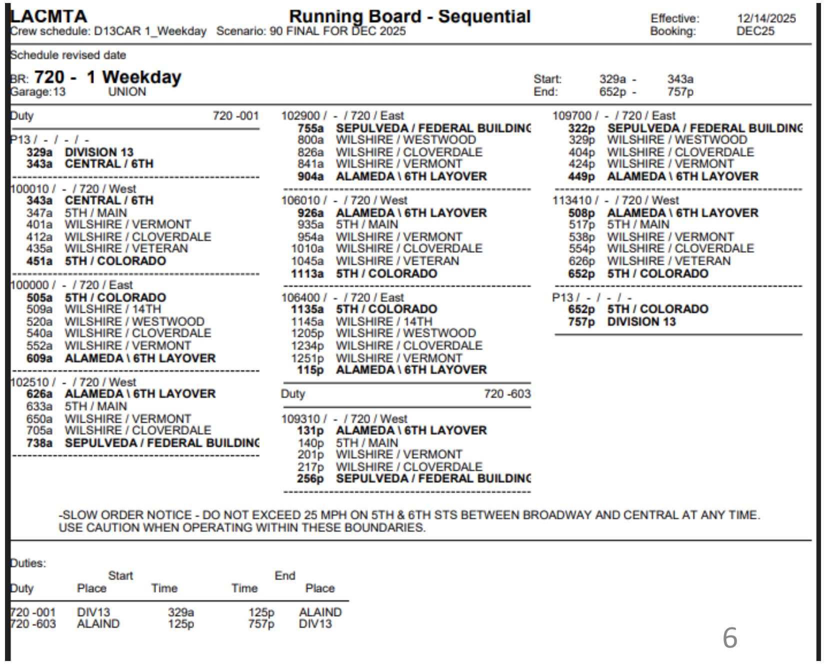
Scheduling Metro Services

- The bus network is scheduled based on service frequencies outlined in the NextGen Bus Plan and adjusted based on demand, maintaining the core NextGen frequencies (Tier 1, Tier 2, Tier 3, Tier 4).
- Rail service frequencies are based on minimum peak and off-peak levels. Schedules also change as the system expands with extensions (e.g. A Line to Pomona North, D Line PLE1 to Wilshire/La Cienega).
- Operator assignments must meet all work conditions specified in the SMART Bus and Rail Operator Contract.

Run Time Analysis



Running Board (Operator Paddle)



LACMTA **Running Board - Sequential**
Crew schedule: D13CAR 1_Weekday   Scenario: 90 FINAL FOR DEC 2025
Effective: 12/14/2025
Booking: DEC25

Schedule revised date

BR: **720 - 1 Weekday**
Garage: 13   UNION
Start: 329a - 343a
End: 652p - 757p

Duty 720 -001

P13 / - / - / -
329a DIVISION 13
343a CENTRAL / 6TH

100010 / - / 720 / West
343a CENTRAL / 6TH
347a 5TH / MAIN
401a WILSHIRE / VERMONT
412a WILSHIRE / CLOVERDALE
435a WILSHIRE / VETERAN
451a 5TH / COLORADO

100000 / - / 720 / East
505a 5TH / COLORADO
509a WILSHIRE / 14TH
520a WILSHIRE / WESTWOOD
540a WILSHIRE / CLOVERDALE
552a WILSHIRE / VERMONT
609a ALAMEDA \ 6TH LAYOVER

102510 / - / 720 / West
626a ALAMEDA \ 6TH LAYOVER
633a 5TH / MAIN
650a WILSHIRE / VERMONT
705a WILSHIRE / CLOVERDALE
738a SEPULVEDA / FEDERAL BUILDINC

102900 / - / 720 / East
755a SEPULVEDA / FEDERAL BUILDINC
800a WILSHIRE / WESTWOOD
826a WILSHIRE / CLOVERDALE
841a WILSHIRE / VERMONT
904a ALAMEDA \ 6TH LAYOVER

106010 / - / 720 / West
926a ALAMEDA \ 6TH LAYOVER
935a 5TH / MAIN
954a WILSHIRE / VERMONT
1010a WILSHIRE / CLOVERDALE
1045a WILSHIRE / VETERAN
1113a 5TH / COLORADO

106400 / - / 720 / East
1135a 5TH / COLORADO
1145a WILSHIRE / 14TH
1205p WILSHIRE / WESTWOOD
1234p WILSHIRE / CLOVERDALE
1251p WILSHIRE / VERMONT
115p ALAMEDA \ 6TH LAYOVER

Duty 720 -603

109310 / - / 720 / West
131p ALAMEDA \ 6TH LAYOVER
140p 5TH / MAIN
201p WILSHIRE / VERMONT
217p WILSHIRE / CLOVERDALE
256p SEPULVEDA / FEDERAL BUILDINC

109700 / - / 720 / East
322p SEPULVEDA / FEDERAL BUILDINC
329p WILSHIRE / WESTWOOD
404p WILSHIRE / CLOVERDALE
424p WILSHIRE / VERMONT
449p ALAMEDA \ 6TH LAYOVER

113410 / - / 720 / West
508p ALAMEDA \ 6TH LAYOVER
517p 5TH / MAIN
538p WILSHIRE / VERMONT
554p WILSHIRE / CLOVERDALE
626p WILSHIRE / VETERAN
652p 5TH / COLORADO

P13 / - / - / -
652p 5TH / COLORADO
757p DIVISION 13

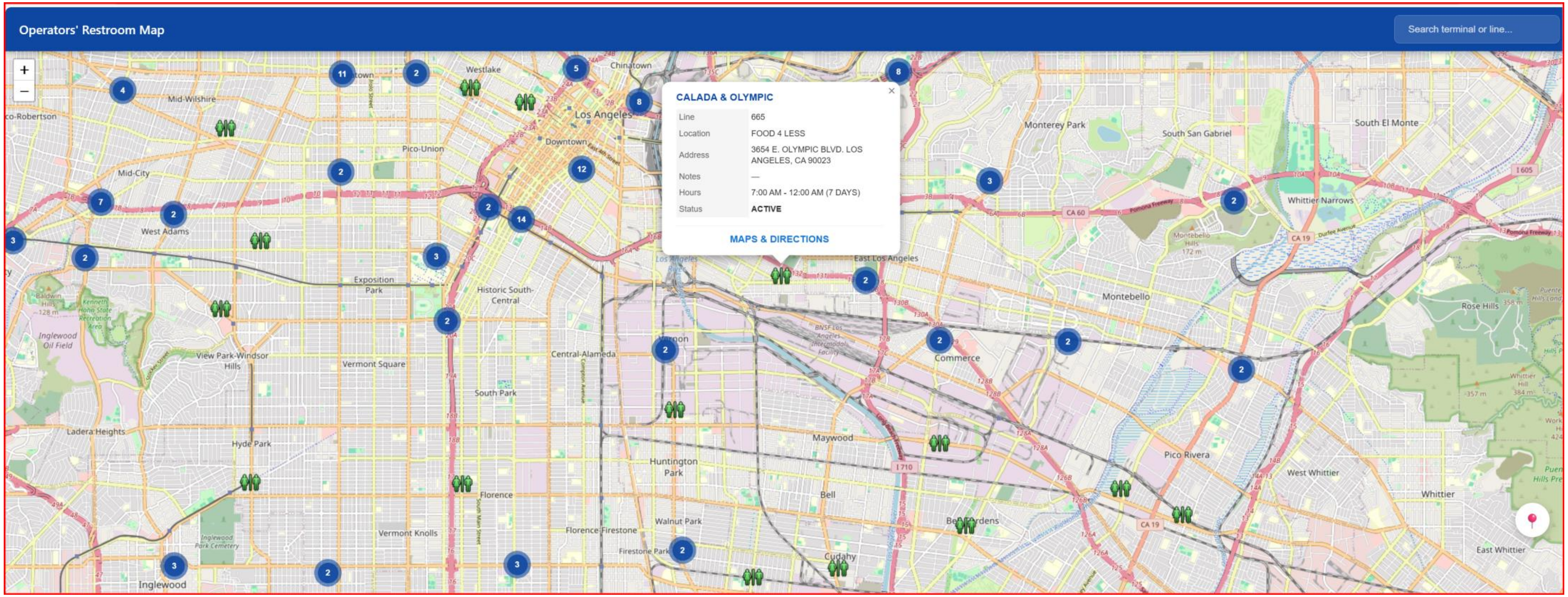
-SLOW ORDER NOTICE - DO NOT EXCEED 25 MPH ON 5TH & 6TH STS BETWEEN BROADWAY AND CENTRAL AT ANY TIME.
USE CAUTION WHEN OPERATING WITHIN THESE BOUNDARIES.

Duties:

Duty	Start Place	Start Time	End Time	End Place
720 -001	DIV13	329a	125p	ALAIND
720 -603	ALAIND	125p	757p	DIV13

Operator Restroom Application

- A newly launched **Operator Restroom Web App** allows operators to quickly locate Metro and contracted restroom facilities using a QR code or the easy-to-remember website: **operationpub.metro.net/restrooms**
- Operators can tap the red pin icon to enable location services, allowing the map to zoom to their current location and quickly identify the nearest available restroom.



Metro

Board Report

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

File #: 2026-0062, **File Type:** Contract **Agenda Number:** 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2026

SUBJECT: METRO EXPRESSLANES BACK OFFICE SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate contract, Contract No. PS53258000 to BRiC-TPS, LLC, for implementing, operating, and maintaining a new ExpressLanes Back Office System (BOS) in the Not-To-Exceed (NTE) amount of $114,749,473 for the eight-year base period, excluding contract options, and which shall be authorized as follows, subject to the resolution of any properly submitted protest(s), if any:

1. The Design and Implementation phase of the new BOS will be authorized immediately upon contract execution in an amount NTE $15,583,030;
2. The Operations and Maintenance (O&M) phase of the new BOS will be authorized at the completion of the BOS Implementation in an amount NTE $99,166,443; and

B. EXECUTE individual contract modifications for Contract No. PS53258000 within the Board-approved contract modification authority.

ISSUE

A tolling BOS is required to enable Metro to efficiently operate the current I-10 and I-110 ExpressLanes and the future I-105 ExpressLanes. In 2018, Metro entered into an eight-year base contract (PS40164-2000) with TransCore LP to design, build, operate, and maintain the I-10 and I-110 ExpressLanes BOS. The existing contract is scheduled to expire on March 9, 2029. Staff is seeking to award a new BOS Contract No. PS53258000 to BRiC-TPS, LLC, to begin the design, development, and implementation of a new BOS that will provide Metro ExpressLanes with significant system improvements and efficiencies, resulting in streamlined operations and cost savings. The existing contract will be kept and managed for continued Operations and Maintenance (O&M) of ExpressLanes, while a new and improved BOS is developed in parallel. Development of a new BOS for tolling typically requires 18 months, given the complexities with the system design, development, implementation, and migration of the existing BOS customer data, including account and transaction data to a new BOS.

BACKGROUND

The ExpressLanes BOS encompasses services, software, and hardware that serve as the system of record to provide critical functionality, including transaction processing, customer account management, transponder management, legally mandated interoperability, payment processing, and toll violation handling. The BOS is closely integrated with two other core components of the ExpressLanes system: the Roadside Toll Collection System that handles roadside infrastructure and dynamic pricing, and the Account Services component that covers the staff and facilities needed to provide account support to ExpressLanes users.

DISCUSSION

Staff is seeking this Board Action to award a new BOS contract that will allow ExpressLanes to continue expansion, including support for the new I-105 corridor. The new BOS will be designed to handle the transaction growth anticipated with the I-105 and will go live prior to the first segment of the I-105 ExpressLanes opening, in advance of the 2028 Olympics and Paralympics. In addition, the new BOS contract will implement the latest tolling capabilities, including features available to our partner California Toll Operators Committee (CTOC) agencies to establish regional and national interoperability. This will allow Metro ExpressLanes customers to use their account at toll facilities throughout the region and country to align with state legislation currently being advanced. The advancements in the new BOS will position Metro to join others at the forefront of interoperability.

The new BOS contract will include new state-of-the-practice tolling architecture, including advanced processing systems, new network technology, new security technology, updated hardware, along with new system architecture and design that delivers best-in-class BOS tolling capabilities and the latest tools for transaction processing and customer interfaces. The new BOS will afford Metro with opportunities to increase efficiencies in transaction and account processing, improvements in overall transaction reconciliation, increase toll revenue collection by improving processing timelines by a minimum of 15%, and will furnish opportunities to drive down mailing costs- affording Metro a 25% potential savings in printing and postage costs. These savings are anticipated to increase net toll revenue as well as potentially lower the Pay As You Go fee.

Continued growth in transaction volume will be supported with the new BOS contract, including a scalable system design that can meet the long-term projections for increased volume. Volumes are expected to more than double with the I-105 corridor expansion. The proposed solution has been proven to operate both reliably and effectively in other California Toll agencies.

Further, the new BOS will have the capability to support regional interoperability with western region states, with the latitude to expand support at the national level.

Additional design improvements include a simplified and intuitive User Interface that will improve account servicing by reducing call average handle times by an anticipated 25% for customers, along with improvements to the self-service external websites, including expansion of payment methods, and addition of a new Mobile App enabling a more simplified account management and improved customer experience. In addition, the design will incorporate usability features that focus on ease of use and customer satisfaction.

For these reasons, design, development, implementation, and the transition to a new BOS that incorporates a scalable architecture and is fundamentally capable of meeting the program's future needs are essential. The design, development, and delivery of a bespoke BOS developed to meet the requirements of ExpressLanes is a highly complex effort. The process requires significant planning, a meticulous design around ExpressLanes Business Rules, conformity with specialized laws unique to California, acquisition and build out of new infrastructure, development, configuration, and multiple levels of testing, including unit testing, functional testing, system integration testing, performance testing, and user acceptance testing. The process also requires a complex data migration that involves data analysis, data mapping, and countless resources in order to facilitate a seamless transition of operations from the existing BOS to the new BOS. The recommended vendor has proven experience, including staff expertise to deliver all facets of this highly complex process. In addition, Metro staff's experience with prior migrations will be leveraged to mitigate risk associated with moving from the current BOS operations to the new BOS.

Since each toll agency has very specific business rules, rates, customer policies, and standard operating procedures dictated by the agency and statute, the BOS will be customized to meet Metro's specified requirements. The new BOS has demonstrated ease in customization, helping to mitigate the effort in adapting to Metro's Business rules.

All in all, the new BOS will position ExpressLanes for continued growth and improved customer experience.

Contract Duration

The BOS contract duration and statement of work, which includes over 1,500 requirements, were developed in consultation with a team of tolling industry subject matter experts and further informed by lessons learned from Metro's previous BOS procurements. Designing, building, and implementing a new BOS of this magnitude and complexity is a highly resource-intensive task that requires years of planning, development, configuration, and testing. Furthermore, transitioning operations from an existing BOS to a new BOS necessitates a significant amount of careful data coordination, privacy protection, data security, and program management for the millions of transponders and hundreds of millions of transactions that the system actively manages. As a result, the current best practice in the tolling industry is to incorporate base contract durations for BOS contracts that are on the order of 5-10 years to maximize the value received. The new BOS contract adheres to this best practice by incorporating a base contract duration of 8 years.

Base Contract Cost

Item	Cost
Design and Implementation:	$15.6M
Software Design and Integration	$6.7M
Hardware and Software Licenses	$8.9M
Operations and Maintenance (O&M)	$45.1M
Pass-through	$54M
Total Base Contract	$114.7M

Implementation

The implementation cost of $15.6M includes software design and integration cost of $6.7M which includes the software delivery components including resources to support software design, software architecture, software development, all customization and configuration, along with the resources required to support the multiple phases of software validation. The implementation cost also includes all technical documentation deliverables including design documents, interface control documents, etc. In addition, these cost account for all of the development and resources required to support data migration from the existing BOS to the new system. Lastly implementation cost include the staffing and resources required to deliver training in preparation for production delivery.

The $8.9M for all hardware acquisition includes computers, servers, storage, memory, network, as well as all initial software licenses required to operate the BOS.

Operations and Maintenance (O&M)

The maintenance cost of $45.1M, covers O&M for the 7-year duration of the Base contract. At a high-level this includes maintenance of the 877-phone line, interactive voice response system, website, service center representative computer and interface maintenance, data center, ongoing software license renewals, cash/check/credit card payment processing, Payment Card Industry (PCI) compliance and yearly financial audits. In terms of staffing, the O&M period includes service center on-site technical experts along with dedicated software developers, database administrators and software testers to maintain and improve the system during this period.

Pass-Through Costs

Staff has identified items to be handled as pass-through costs on this contract, which eliminates markup on those items, reduces contract risk, translates into lower fixed unit price proposals, and therefore provides the best value for Metro. These include postage, mail house handling costs (e.g., printing), monthly phone licenses, credit card tokenization fees, DMV lookup costs, and communications leased lines.

For the base term of the contract, pass-through costs include $54 million, of which $17 million is associated with Printing and Telecommunications costs and $37 million is direct postage costs, equating to approximately 50% of the overall contract value, and are required expenses regardless of the contractor operating the BOS system.

DETERMINATION OF SAFETY IMPACT

This Board action is not anticipated to have an impact on the safety of Metro’s patrons or employees.

The BOS contracts do not include any physical infrastructure on the Metro corridors.

FINANCIAL IMPACT

The project schedule will require $7.7 million in FY26. These costs have been included in the FY26 budget for Cost Center 2220, Project Numbers 307001 and 307002, Account 50308, Task 03.11.

Since this is a multi-year project, the cost center manager, the Executive Officer, and the Deputy Chief Operations Officer of Shared Mobility will be responsible for budgeting the cost in future years.

Impact to Budget

The funding for this contract is from toll revenues generated on the I-10 and I-110 ExpressLanes. Toll revenue funds are eligible for bus and rail operating expenses within the ExpressLanes corridors.

EQUITY PLATFORM

This BOS contract delivers the ExpressLanes program with essential system capabilities to efficiently and effectively implement equity-oriented initiatives and programs to ensure low-income households are afforded equitable access to the ExpressLanes and their benefits. The BOS is required to enable, provide, and/or support all of the ExpressLanes program's equity benefits, including but not limited to: administration of the Low Income Assistance Program, efficient deployment of a Pay-As-You-Go (PAYG) alternative, collection of revenues for disbursement through net toll grants to local communities, provision of incremental transit service subsidies, and faster and more reliable service for transit patrons on the corridors. Metro ExpressLanes currently has 19,229 qualifying LA County households actively enrolled in the Low Income Assistance Program, has awarded over $103 million in grants to improve the neighborhoods around the ExpressLanes corridors (52% of which are Equity Focus Communities), and offers transit users a time savings of 12 minutes per trip on average compared to the general purpose lanes.

The Diversity and Economic Opportunity Department (DEOD) established a 3% Small Business Enterprise (SBE goal on the new Contract No. PS53258000.BRiC-TPS, LLC, met the goal by making a 3% SBE commitment.

VEHICLE-MILES TRAVELED OUTCOME

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

The ExpressLanes program offers several programs that support VMT reduction, including the Transit Rewards program to incentivize transit use and the Carpool Loyalty program to encourage ridesharing. Additionally, toll revenues are used to fund transportation corridor improvements that promote non-driving travel modes, including pedestrian infrastructure enhancements, bicycle facilities, transit amenities, and more frequent transit service. Quantitatively, a recent report by the California State Transportation Agency indicates that roadway pricing strategies like congestion pricing (e.g., ExpressLanes) are estimated to produce an overall VMT reduction of 17% on average (CTP 2040).

The BOS in this report has mixed outcomes, but on the whole, it will likely decrease VMT in LA County. Within the BOS suite of transactions, Metro seeks to reduce single-occupancy vehicle trips, provide a safe transportation system, and increase accessibility to destinations via transit, cycling, walking, and carpooling. The BOS will ease congestion for cars and trucks, or expand vehicle capacity, resulting in the possibility of increased VMT. However, it will also provide for carpooling infrastructure and reinvestment of funding towards transit projects; thus, the projects' multi-modal benefits may contribute to offsetting the possible increase in 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 ExpressLanes Back Office System contract supports Strategic Goal 1, providing high-quality mobility options that enable people to spend less time traveling by offering travelers on the corridor a reliable and convenient travel mode alternative.

The ExpressLanes Back Office System contract also supports Strategic Goal 2, delivering outstanding trip experiences for all users of the transportation system, by improving the customer experience for ExpressLanes travelers.

ALTERNATIVES CONSIDERED

The Board may elect to direct staff to develop the system software using in-house resources. This alternative is not recommended since Metro staff currently do not possess expertise in developing tolling software and integrating with multiple external parties, such as DMVs and other tolling agencies.
The Board may elect not to award the new BOS Contract. This alternative is not recommended for the following reasons:

- The existing BOS does not support the new planned efficiencies in transaction processing, toll revenue collection, improved customer account service offerings, and violation bundling, proposed by the new BOS contractor.

- The existing BOS contract does not support the level of transaction processing required for I-105 ExpressLanes. The current system hardware would need upgrades and system development requiring a contract modification to add an estimated $43 million in funds to the existing contract, requiring a contract modification if this alternative is chosen.

The new BOS affords Metro cost savings. When comparing the existing BOS contract and the new

BOS contract, the new BOS results in a 9% (over $11 million) cost savings over the base contract term.

NEXT STEPS

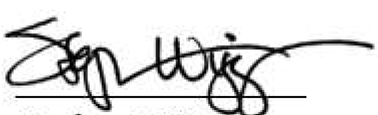
Upon Board approval, staff will execute Contract No. PS53258000 with BRiC-TPS, LLC to begin design, implementation, operations, and maintenance of a new ExpressLanes BOS.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by:
Rosa Zamorano, Senior Manager, Transportation Planning, (213) 503-0991
Stephen Lee, Senior Manager, Transportation Planning (213) 407-4538
Tim Lew, Deputy Executive Officer, (213) 418-3134
Mark Linsenmayer, Executive Officer, (213) 922-5569
Shahrzad Amiri, Deputy Chief Operations Officer, (213) 922-3061
Debra Avila, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

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



Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

METRO EXPRESSLANES BACK OFFICE SYSTEM / PS53258000

1.	**Contract Number**: PS53258000	
2.	**Recommended Vendor**: BRiC-TPS, LLC	
3.	**Type of Procurement (check one):** ☐ IFB ☒ RFP ☐ RFP–A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	**Procurement Dates**:	
	A. **Issued**: 12/18/2024	
	B. **Advertised/Publicized**: 12/18/2024	
	C. **Pre-Proposal Conference**: 1/7/2025	
	D. **Proposals Due**: 3/11/2025	
	E. **Pre-Qualification Completed**: 11/24/2025	
	F. **Ethics Declarations Form Submitted to Ethics**: 3/12/2025	
	G. **Protest Period End Date**: 3/24/2026	
5.	**Solicitations Downloaded**: 89	**Bids/Proposals Received**: 2
6.	**Contract Administrator:** Antonio Monreal	**Telephone Number:** (213) 922-4679
7.	**Project Manager**: Rosa Zamorano	**Telephone Number**: (213) 922-5584

A. Procurement Background

This Board Action is to approve Contract No. PS53258000 for the implementation, operation, and maintenance of the Metro ExpressLanes Back Office System (BOS). Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. PS53258 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

The RFP was issued with a Small Business Enterprise (SBE) goal of 3% and required a Contract Outreach and Mentoring Plan (COMP), which requires the selected Contractor to mentor one (1) firm for protégé development. Further, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which awards a 5% bonus to Proposers who commit to subcontract at least 30% of the contract value to local small businesses. The LSBE bonus points are added to the Proposers' total point score if DEOD determines the Proposer earned the LSBE bonus points.

Four (4) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued January 17, 2025, revised the Contract Outreach and Mentoring Plan requirements, revised the sample agreement, and extended the proposal due date.
- Amendment No. 2, issued February 10, 2025, revised the submittal requirements, pricing forms, and statement of work.

- Amendment No. 3, issued February 24, 2025, revised the submittal requirements, sample agreement, pricing forms, and evaluation criteria.
- Amendment No. 4, issued March 3, 2025, updated the prequalification application requirements, and revised the pricing form.

A total of 89 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on January 7, 2025, and was attended by 59 participants. There were 125 questions received for this RFP and responses were provided prior to the proposal due date.

A total of two proposals were received by the due date of March 12, 2025, and are listed below in alphabetical order:

1. BRiC-TPS, LLC. (BRiC-TPS)
2. Conduent State and Local Solutions, Inc. (Conduent)

Staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. Three firms stated they did not meet the minimum requirements, four firms responded that the scope did not align with their services, and three firms stated they were interested in the project but decided not to propose. The results of the market survey indicated that factors beyond Metro's control contributed to the firms' decisions not to propose.

B. <u>Evaluation of Proposals</u>

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Shared Mobility department and Orange County Transportation Authority (OCTA) was convened to conduct a comprehensive technical evaluation of the proposals received.

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

The minimum qualifications were as follows:

1. Implementation Experience: Proposer shall demonstrate that they have completed at least two (2) system implementation projects of a similar nature to the Statement of Work and Business Rules on this Project.

2. Operation and Maintenance Experience: Proposer shall demonstrate that they have performed at least two (2) system maintenance projects of a similar nature to the Statement of Work and Business Rules on this Project.

3. System Capacity: The proposed BOS shall have at a minimum the ability to support 500,000 full-service accounts (excluding accounts that are Violation

accounts that are established using registry of motor vehicle information) and ability to process a minimum of 50,000,000 trips annually at Go-Live.

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

• Demonstrated Proposer Experience and Qualifications	12 points
• Key Personnel Experience	5 points
• Approach to Work	24 points
• System Demonstration	35 points
• Contracting Outreach and Mentoring Plan	4 points
• Price Proposal	20 points
• Local Small Business Enterprise Preference Program	5 bonus points

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

As part of the evaluation, proposers were invited to conduct on-site system demonstrations, in accordance with the use case requirements included in the solicitation. Firms were required to demonstrate how their proposed BOS functionality met Metro's requirements. The system demonstrations began on April 1, 2025, and concluded on April 4, 2025.

On May 13, 2025, and May 14, 2025, the evaluation committee conducted virtual interviews with the firms. The firms' key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the baseline solution being proposed, its reliability, the user interface, as well as the team's organizational structure for the implementation and operation and maintenance phases, and an overview of the system architecture and major hardware components.

Following the completion of interviews, both proposals were determined to be within the competitive range.

Qualifications Summary of Firms within the Competitive Range:

BRC-TPS

BRiC-TPS, LLC, specializes in tolling and transportation transaction processing, delivering scalable Back Office Systems (BOS) for electronic tolling and congestion mitigation. BRiC-TPS has completed multiple implementations of Back Office Systems (BOS) and has experience in California. Two of BRiC-TPS' implementation projects of Back Office Systems that are currently live in California include BRiC-

VTX at Riverside Express Lanes which was completed in 2021, and a system replacement from a legacy VTX system to BRiC's TPS Enterprise system at the Transportation Corridor Agencies in 2023. BRiC-TPS has also performed operations and maintenance services for the two agencies.

Conduent

Conduent has experience with the implementation, migration, transition, and operations of the ExpressLanes Back Office Systems (BOS). Over the past 30 years, Conduent has serviced projects for tolling programs across the United States including Bay Area FasTrak, E-ZPass New York, and Florida SunPass. Conduent provides 30 years of experience servicing leading tolling system services.

Metro began discussions with all firms in the competitive range to discuss the firms' technical proposals, clarifications, contract exceptions, and price proposals. These discussions were held to give the proposers an opportunity to fully address and meet all of Metro's requirements.

Upon conclusion of the discussions, Metro issued two requests for Best and Final Offers (BAFO) which were then provided to the PET for technical scoring and were reviewed in accordance with the evaluation criteria. The PET reviewed all submitted changes and provided final scoring on November 5, 2025.

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

A summary of the PET scores is included on the following page.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**BRiC-TPS, LLC**				
3	Demonstrated Proposer Experience and Qualifications	94.92	12.00%	11.39	
4	Key Personnel Experience	91.00	5.00%	4.55	
5	Approach to Work	92.54	24.00%	22.21	
6	System Demonstration	88.80	35.00%	31.08	
7	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
8	Price Proposal	85.85	20.00%	17.17	
9	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
10	**Total**		**105.00%**	**90.40**	**1**
11	**Conduent State and Local Solutions, Inc.**				
12	Demonstrated Proposer Experience and Qualifications	64.75	12.00%	7.77	
13	Key Personnel Experience	90.00	5.00%	4.50	
14	Approach to Work	70.17	24.00%	16.84	
15	System Demonstration	79.31	35.00%	27.76	
16	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
17	Price Proposal	100.00	20.00%	20.00	
18	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
19	**Total**		**105.00%**	**80.87**	**2**

C. Price Analysis

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

	Proposal Amount				Metro ICE	Award Amount
Proposer Name	**Base Term**	**Option 1**	**Option 2**	**Total**		
BRiC	**$114,749,473**	**$56,091,515**	**$55,588,778**	**$226,429,766**	**$212,397,181**	**$114,749,473**
Implementation	***$15,583,030***					
O&M	***$99,166,443***					
Conduent	$103,599,643	$45,542,414	$45,247,326	$194,389,383	$212,397,181	
Implementation	*$14,750,810*					
O&M	*$88,848,833*					

D. Background on Recommended Contractor

BRiC-TPS is based out of Irvine, California, with a customer service center in Glendale, Arizona, and distributed data centers across the western United States. BRiC-TPS provides decades of experience in system development, operations, and maintenance. Clients include Riverside County Transportation Commission's Riverside Express Lanes, the Transportation Corridor Agencies (TCA), PierPASS, PortCheck, and LeeWay of Lee County in Fort Myers, Florida.

DEOD SUMMARY

METRO EXPRESSLANES BACK OFFICE SYSTEM / PS53258000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 3% Small Business Enterprise (SBE) goal for this solicitation. BRiC-TPS, LLC, met the goal by making a 3% SBE commitment.

Small Business Goal	**3.00% SBE**	**Small Business Commitment**	**3.00% SBE**

	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Charlie Golf One	0.14%		X
2.	JLM Staffing Solutions	2.86%	X	
	Total SBE Commitment	**3.00%**		

B. Local Small Business Preference Program (LSBE)

BRiC-TPS, LLC, a non-LSBE prime, subcontracted 2.86% of the contract value with an LSBE firm. Since BRiC-TPS did not subcontract at least 30% of its contract value with LSBE firms, it was ineligible for the preference credit.

C. Contracting Outreach and Mentoring Plan (COMP)

The Contractor Outreach and Mentoring Plan (COMP) is applicable to this procurement. BRiC-TPS, LLC identified one (1) SBE firm for protégé development: Charlie Golf One.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

F. 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.

G. Manufacturing Careers Policy

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

Shared Mobility

ExpressLanes Back Office System (BOS)

Metro

Operations, Safety, & Customer Experience Committee Meeting
March 19, 2026

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate contract, Contract No. PS53258000 to BRiC-TPS, LLC, for implementing, operating, and maintaining a new ExpressLanes Back Office System (BOS) in the Not-To-Exceed (NTE) amount of $114,749,473 for the eight-year base period, excluding contract options, and which shall be authorized as follows, subject to the resolution of any properly submitted protest(s), if any:

1. The Design and Implementation phase of the new BOS will be authorized immediately upon contract execution in an amount NTE $15,583,030;
2. The Operations and Maintenance (O&M) phase of the new BOS will be authorized at the completion of the BOS Implementation in an amount NTE $99,166,443; and

B. EXECUTE individual contract modifications for Contract No. PS53258000 within the Board-approved contract modification authority.

ISSUE & DISCUSSION

AWARDEE

- BRiC-TPS, LLC

NUMBER OF BIDS/PROPOSALS

- Two proposals were received. Proposal for the selected vendor was found to be highly qualified, responsive to all RFP needs, and demonstrates the greatest value to Metro.

DEOD COMMITMENT

- BRiC-TPS, LLC, met the SBE goal by making a 3% SBE commitment.

Evaluation Criteria	Factor Weight	Average Score	Weighted Average Score
Firm: BRiC-TPS, LLC			
Demonstrated Proposer Experience and Qualifications	12.00%	94.92	11.39
Key Personnel Experience	5.00%	91.00	4.55
Approach to Work	24.00%	92.54	22.21
System Demonstration	35.00%	88.80	31.08
Contracting Outreach and Mentoring Plan	4.00%	100.00	4.00
Price Proposal	20.00%	85.85	17.17
LSBE Preference Program BONUS POINTS	5.00%	0.00	0.00
Total	**105.00%**		**90.40**
Firm: Conduent State and Local Solutions, Inc.			
Demonstrated Proposer Experience and Qualifications	12.00%	64.75	7.77
Key Personnel Experience	5.00%	90.00	4.50
Approach to Work	24.00%	70.17	16.84
System Demonstration	35.00%	79.31	27.76
Contracting Outreach and Mentoring Plan	4.00%	100.00	4.00
Price Proposal	20.00%	100.00	20.00
LSBE Preference Program BONUS POINTS	5.00%	0.00	0.00
Total	**105.00%**		**80.87**

ISSUE & DISCUSSION

ISSUE

- A tolling Back Office System (BOS) is required to enable Metro to efficiently operate the current I-10 and I-110 ExpressLanes
- Staff is seeking to award a New BOS Contract in order to support the future I-105 ExpressLanes along with future state and federal requirements related to toll facilities
- The New BOS Contract will also enhance the capabilities of the system incorporating the latest tolling improvements while providing cost savings and operational efficiency

Metro®

ISSUE & DISCUSSION

DISCUSSION

- The existing BOS contract will be kept and managed for continued system Operations and Maintenance (O&M) of ExpressLanes, while a new and improved BOS is developed in parallel
- When the new BOS is ready to Go-Live, the existing BOS will be brought offline
- The design, development, and delivery of a BOS developed to meet the requirements of ExpressLanes is a highly complex effort, typically requiring 18 months to ensure millions of monthly transactions are processed and accounts reflect accurate information and updates
- The new BOS contract will furnish opportunities to drive down mailing costs affording Metro a 25% potential savings in printing and postage. These savings are anticipated to increase funds for Net Toll Revenue Grants as well as potentially lower the Pay As You Go fee.

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

File #: 2026-0096, **File Type:** Informational Report **Agenda Number:** 34.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 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 January 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. With the launch of the Metro Safety Hub <https://www.metro.net/safety-support/by-the-numbers/>, which includes the data dashboard, this report has been shortened, and previously reported data is now available in the online dashboard. 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 JANUARY

January demonstrates that sustained visible presence, calibrated access control, and coordinated outreach mitigated localized fluctuations as ridership increased. While isolated variations occurred across the system, routine operational review enabled targeted deployment adjustments that reinforced corridor stability. The holiday surge deployment concluded earlier this month and appeared to have lingering positive effects on crime deterrence.

Total reported violent crimes were 167, and property crimes totaled 66, equating to approximately 6.85 and 2.71 per million boardings, respectively. Overall crime decreased this month, reflecting a recovery from an unusual spike in December. As part of a routine monthly review, elevated activity was identified in select areas, prompting adjustments to deployment schedules.

Non-violent quality-of-life and behavioral health-related incidents remained the most frequent type of safety contact. DPS reinforced coordinated visibility and crisis intervention deployment at higher-contact locations (Union Station, 7th Street/Metro Transit Center, and Westlake/MacArthur Park) and will continue monitoring engagement patterns as ridership volumes increase.

METRO'S THREE-PART SAFETY STRATEGY

1. Engaged and Visible Presence
Visible presence contributes directly to order, predictability, and rider confidence across the system. Uniformed personnel maintained proactive patrols in high-ridership corridors and during peak travel periods. Law enforcement conducted 8,085 bus boardings as part of visible engagement and deterrence efforts. Ambassadors and Community Intervention Specialists engaged 47,295 individuals.

Monthly operational review identified disruptive conduct in specific areas at certain times. Patrol timing was adjusted, and end-of-line monitoring was reinforced in response. Customers are observed to be more willing to alight from trains at the end of the line, thus creating a more seamless experience for both riders as they depart for their destination. These visibility efforts remain in place as ridership patterns evolve.

2. Enhancing Access Control & Station Experience
Access control and station stability reduce escalation risks and improve predictability for riders and employees. Transit Security officers conducted weapons-detection screening and monitored faregates at select stations during peak hours, deterring weapons and fare evasion, respectively. Staff also continue to receive feedback from customers that the presence of these tactics makes them feel safer coming onto the system than traveling on foot outside of a station.

Station experience measures - including lighting assessments, rapid graffiti response coordination, and environmental condition monitoring - were reinforced in higher-activity locations to maintain orderly station conditions. These access control and station experience efforts will continue as compliance and rider reports are reviewed.

To address cleanliness and loitering on the A Line, staff launched a pilot on the A Line platform at Union Station in early February, where they are conducting a midline "wellness" check with collaboration between service attendants, security officers, and HOME outreach. Staff will evaluate how different departments work together in a shared environment and plan to make fine-tuned adjustments as needed. Attachment A provides Station Experience updates.

3. Building Partnerships to Address Societal Impacts
Since safety solutions vary by situation, Metro invests in and implements care-based interventions.

Outreach teams engaged 506 individuals experiencing homelessness in January, resulting in 180 interim and 39 permanent housing placements through coordination with regional service providers. Although these numbers reflect January, these efforts put Metro ahead of its goal of 2,100 placements this year.

Engagement levels and placement outcomes are reviewed monthly, with outreach deployment focused on higher-contact areas to support stabilization while reinforcing overall system order. Metro's safety model combines accountability with care-based interventions to address transit-related challenges.

IMPLEMENTING METRO'S THREE-PART STRATEGY

Frontline Protection

Any assault on a Metro employee is unacceptable and is addressed with investigative priority. There were 21 assaults on Metro employees and contractors this month. Operator assaults totaled nine in January, up from one in December and six in January 2025. Six of these incidents occurred while the operator was behind the operator safety barrier. For the remaining three, two occurred when the operator stepped outside of the operator area to speak with a patron, and the other was by the side window.

Assaults on other frontline staff, including contract security, MTS, and Ambassadors, totaled 12 in January, a decrease from 17 in December and 16 in January 2025.

Assault incidents are reviewed to identify root causes and potential preventive measures, including de-escalation training. Assaults tend to escalate into physical altercations when staff are enforcing the Code of Conduct or asking a customer to offboard a bus or train. MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and security is at end-of-line stations when service ends.

Enforcement and Accountability

Maintaining a visible presence is crucial to enhancing both system safety and perceptions of safety. Enforcement activity during January included 619 arrests, 762 citations, and 1,452 removals for Code of Conduct violations.

Surge deployment for the holiday season concluded in early January, and the successful arrest of multiple suspects from at least three robbery crews can be attributed to the decrease in property crimes. Targeted enforcement strategies will continue where conditions warrant.

Major Arrest

On January 8, LAPD officers on a B Line train at Hollywood/Western Station encountered a suspect who failed to show a valid TAP card. They found a loaded handgun with an extended magazine in his waistband and, in his backpack, two large bags of marijuana. He was arrested and booked for carrying a concealed firearm.

Emergency Preparedness and System Readiness

Scenario-based training exercises ensure Metro is prepared for any emergency event. Throughout

January, DPS maintained coordinated emergency preparedness activities across rail and bus operations. Personnel participated in readiness exercises that addressed medical emergencies and service-disruption scenarios.

On January 7, Metro's Emergency Management Department held a Full-Scale Exercise at Wilshire/La Cienega Station, testing response to a train-versus-pedestrian derailment with 48 participants from multiple agencies. All responders completed station and vehicle training, demonstrating proficiency in notifications, emergency controls, and resource deployment. The exercise validated protocols and confirmed effective multi-agency coordination, maintaining transit and safety at one of Metro’s soon to be open D line extension stations, and a popular tourist destination leading up to major events like 2026 FIFA World Cup.

Medical Emergencies
Trained staff is essential in emergency medical situations. Narcan reversals in January totaled 19, compared to 11 in December. Overdose response volumes fluctuate monthly and reflect broader regional public health conditions. Each reversal reflects trained intervention and rapid-response capability.

EQUITY PLATFORM

The Metro transit system spans many diverse communities across Los Angeles County. The diversity of Metro’s service area includes economically and ethnically diverse areas, as well as diverse public safety needs. Metro continues to take a cross-disciplinary approach to sustain and grow ridership, improve customer experience, and, most importantly, ensure the safety of Metro’s system is equitable across Los Angeles County. 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

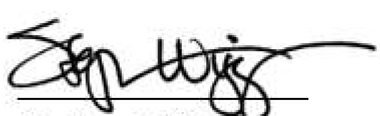
DPS will continue to monitor the performance of its law enforcement partners, private security, Transit Security Officers, and Care-Based Services members, as well as the agency’s crime statistics. It also considers information from system operations, surveys, customer complaints, and physical security assessments, amongst other sources, to analyze safety-related issues, adjust deployment strategies, and formulate new interventions.

ATTACHMENT

Attachment A - Station Experience Updates

Prepared by: Robert Gummer, Deputy Chief, System Security and Law Enforcement Officer, (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
Jennifer Vides, Chief Customer Experience Officer, (213) 922-4060



Stephanie Wiggins
Chief Executive Officer

Attachment A

Station Experience Updates (January 2026)

Enhanced Cleaning & Fare Compliance Pilot on A Line Trains at Union Station
With the opening of the Regional Connector, the Metro A Line has become the longest, one-seat ride on light rail in North America, scheduled at 2 hours and 12 minutes one-way, or nearly 4 hours and 30 minutes round-trip between Long Beach and Pomona.

Rider and community feedback indicate that the extraordinarily long trip also presents unique challenges, such as a gradual accumulation of trash and spills on board and the presence of individuals who may remain on board for hours without exiting the train.

As other rail lines take only 30 minutes to an hour to reach their terminals, Metro's standard procedure of "resetting" the train at the end of the line works well, with frequent cleaning and security checks at the terminals, as seen at North Hollywood. However, the unprecedented length of the Metro A Line means staff need to rethink how to maintain safe, clean conditions throughout the entire trip, not just at its far-flung terminals.

Therefore, in February, staff launched a pilot collaboration across the Department of Public Safety (DPS) and Rail Operations on the A Line platform at Union Station, the midpoint of the line where train operators switch off to continue the trip in both directions. Conducting a midline "wellness check" during a train operator swap is also a common operational strategy in Latin American transit systems. This builds off last year's demonstration over two nights, where DPS was able to remove over 130 individuals on the A Line without a valid fare at Union Station, resulting in several days of reduced incidents upstream to Pasadena and Azusa.

During the momentary hold when train operators switch off at Union Station, the following duties would be conducted:

- **Service Attendants** from Rail Fleet Services will conduct an "express clean" of the train, which includes sweeping up trash and mopping up onboard spills as time permits
- **Transit Security Officers, Contract Security and Law Enforcement partners** from DPS will visibly walk through the trains, ensuring Code of Conduct compliance, and fare inspections as time permits
- **HOME Outreach** will have dedicated teams to engage with individuals and offer services to those willing to accept, where services and connectivity are substantially more available in Downtown LA compared with Pomona

When comparing the week before to the week after pit stop cleaning (January 26 to February 1, 2026, vs. February 2 to February 8, 2026), preliminary data indicate:
- Rider-reported cleanliness issues dropped -17% for the entire A Line (from Pomona to Long Beach)
- Rider-reported cleanliness issues dropped -63% for the ten A Line stations surrounding Union Station (from Highland Park to Pico/LA LIVE), which means

Metro is delivering noticeable and lasting improvements to the core of the A Line where trains are most ridden.

Staff will continue to evaluate how different departments work together in a shared environment and plan to make fine-tuned adjustments as needed. They will also evaluate upstream/downstream effects to determine whether this targeted effort serves as a force multiplier to improve safety and cleanliness across the entire line.

Interagency Walkthrough at Downtown Santa Monica Brings Renewed Coordination to Improve Safety & Cleanliness
On January 29, Local Government Relations convened an interdepartmental visit with representatives from the Santa Monica Business Improvement District (BID) and the City's Housing & Human Services Division to review key challenges and opportunities at Downtown Santa Monica (E) Station. The engagement included a station walkthrough and focused discussions on the TAP-to-Exit program, station access configurations, and Throne Restroom operations.

Participants also received updates on Metro's upcoming TAP Plus Contactless Credit and Debit Payment launch, discussed strengthening partnerships for outreach and services to unhoused individuals, and reviewed recent developments within Metro's DPS. Next steps include extending additional invitations and creating opportunities for continued engagement on regional transit initiatives.

The engagement reinforced interagency coordination and a shared commitment to ongoing collaboration, aligning resources and joint problem-solving efforts to enhance station access, safety, and the overall customer experience.

Wayfinding Improvements at Metro J Line's Patsaouras Busway Skybridge
This week, the Station Experience team worked with Facilities Maintenance and SEGD to implement helpful wayfinding for J Line riders boarding at Union Station. J Line riders have historically experienced confusion because busway traffic typically travels on the left-hand side, leading unfamiliar riders to board J Line buses in the wrong direction. Previously, riders would walk along an extensive skybridge and not know which side to board until they arrived on the platform, where they found individual bus signs.

This advanced approach to wayfinding takes advantage of the opportunity to inform riders along the extensive walk across the skybridge, so they can prepare and digest information before arriving on the busy, noisy boarding platform that coexists with freeway traffic. Staff know from previous efforts that these tactical signs help reduce customer anxiety and mental gymnastics by providing timely signage for key decision-making.

On-The-Move Travel Buddies Affirm Impact of Station Experience
At the February quarterly, hands-on training for Metro's On the Move Riders Program Travel Buddies, Station Experience provided updates on recent station interventions,

including enhanced signage and wayfinding, new faregate designs, accelerated Throne restroom expansion, and the Union Station Pit Stop Pilot Project.

Travel Buddies shared positive feedback on Throne restrooms and recent cleanliness and safety improvements—including at Fillmore (A) Station in Pasadena—and expressed support for new faregates and appreciation for Metro staff presence at major events. As older adults who lead Metro trips and teach their peers how to ride, Travel Buddies provide trusted, frontline insight. Their strong awareness of these interventions highlights the meaningful impact Station Experience efforts are having on senior riders across LA County.

Key feedback included:

- **Fillmore Station** - One Travel Buddy from the Pasadena area has noticed a significant decrease in loitering following recent Station Experience improvements here
- **Rose Bowl Game** - One Travel Buddy rode Metro and was extremely impressed with Metro staff support, signage, and Rose distribution on New Year's Day
- **Throne Restrooms** - Most Travel Buddies have now used a Throne and strongly support them when riding Metro
- **A Line Pit Stop Pilot at Union Station & Taller Faregates** - Travel Buddies were extremely supportive of both efforts

Monthly Update on Public Safety

Operations, Safety, & Customer Experience
Committee Meeting

March 19, 2026

Metro Safety Hub / Safety Dashboard

By the Numbers - LA Metro

https://www.metro.net/safety-support/by-the-numbers/

The Metro Safety Hub launched in February 2026. Data dating back to July 2017 is now available in the online dashboard.

Metro Safety Tracker: Transparency in Action

We pay close attention to safety and crime on our system, monitoring data from Metro as well as our partners.

This platform reflects our commitment to transparency, accountability, and creating a secure transit experience for everyone.

Our Reach and Scale

Systemwide | Bus | Rail

1 Million +	88	200 +	4000 +
Daily Riders	Cities Served	Neighborhoods	Square Miles

Engaged & Visible Presence

January 2026

Incident Free Trips
99.998%

Passenger Boardings
24M

Crime per 1M Boardings
25

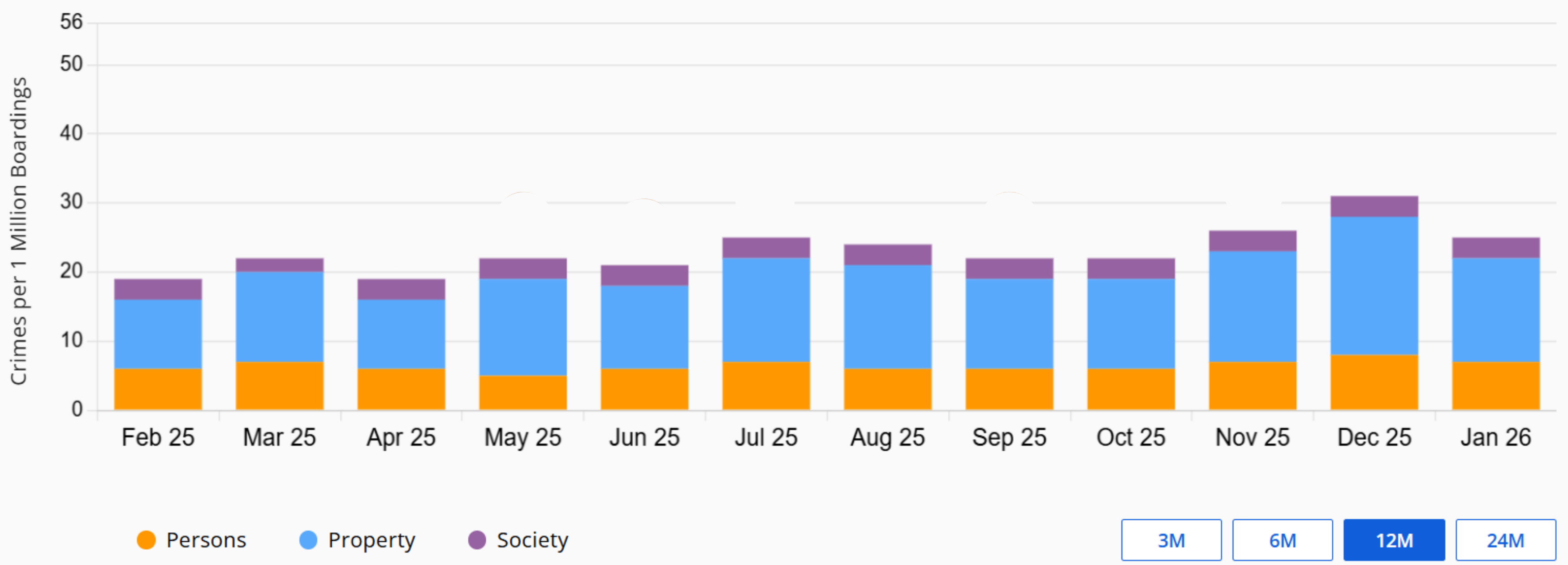
January 2026: Total Crimes
605
763 (-21%) Dec 2025
490 (+23%) Jan 2025

December 2025: Total Crimes
763
609 (+25%) Nov 2025
532 (+43%) Dec 2024

vs Previous Year (Jan 2025 to Jan 2026)
↑ 23%

vs Previous Month (Dec 2025 to Jan 2026)
↓ -21%

Crimes per 1 million boardings (Jan 2026)
25 (0.0025%)



Overall crime decreased this month, reflecting a recovery from an unusual spike in December.

65,853
Tap Visual Inspections

9,960
MTS Fare Checks

1,183
Citations

5,512
Ejections

Fare evasion is 20%

Access Control & Station Experience

January 2026

- A Line Pit-Stop Pilot at Union Station brings 63% reduction in rider-reported cleanliness issues along the core segment
- Wayfinding improvements along J Line's Patsaouras Busway Skybridge at Union Station East
- On-The-Move travel buddies affirm impact of station experience

Partnerships to Address Societal Impacts

January 2026

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

Ambassador & Community Intervention Specialist Engagements	HOME Engagements	Interim Housing	Permanent Housing
47,295 people	506 people	108 people	39 people

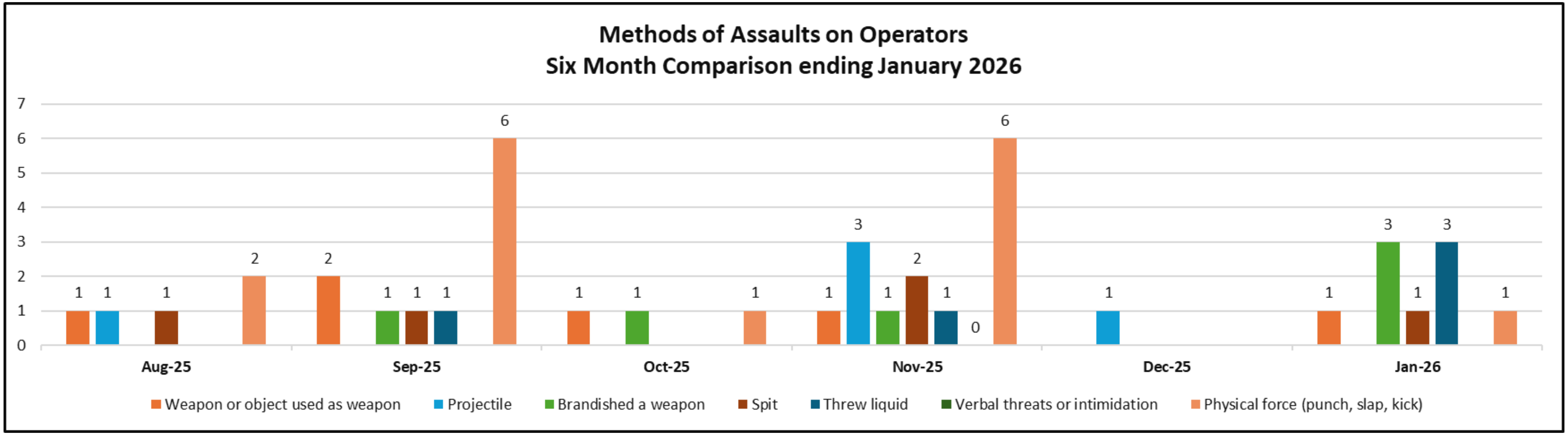
To date, the HOME teams have placed 1,552 individuals in interim or permanent housing, positioning Metro to exceed its FY26 goal of 2,100 total placements.

Frontline Protection

January 2026

- In January, there were 21 assaults on Metro frontline personnel, with nine operator assaults.
- Six of these incidents occurred while the operator was behind the operator safety barrier. For the remaining three, two occurred when the operator stepped outside of the operator area to speak with a patron, and the other was by the side window.
    - None required medical transport to a hospital.
- MTS Bus Safety Teams ride the top ten bus lines with the highest operator assault rates, and security is at end-of-line stations when service ends.

Assaults on Metro Employees & Contractors		
Type	**Dec-25**	**Jan-26**
Bus Operators	1	9
Rail Operators	0	0
Transit Security Officers	4	0
Contract Security Officers	10	5
Ambassadors	1	1
Blue Shirts	0	0
Community Intervention Specialists	0	4
Custodians	2	2
Total	**18**	**21**



File #: 2025-0997, **File Type:** Informational Report **Agenda Number:** 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MARCH 19, 2026

SUBJECT: DEPARTMENT OF PUBLIC SAFETY QUARTERLY UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the:

A. quarterly update on the Department of Public Safety (DPS) Implementation Plan; and

B. first reading of the Ordinance affirming Metro's commitment to meet the minimum recruitment and training standards set by the California Commission on Peace Officer Standards and Training (POST) (Attachment A).

ISSUE

In alignment with Metro's mission and comprehensive safety and security framework, staff continue to implement the plan to stand up Metro's DPS, formerly named the Transit Community Public Safety Department (TCPSD). This report serves as a status report to the Board on the implementation progress of the new department. In September 2025, the Board approved a resolution signifying Metro's commitment to meet the minimum recruitment and training standards for sworn officers set by POST. Per state law, POST also requires that Metro adopt an ordinance affirming that commitment.

BACKGROUND

At its June 2024 meeting, the Board adopted the DPS Implementation Plan and approved the department's phased establishment over five years. The Board directed staff to report quarterly on the implementation progress.

Following the Board's approval of the Implementation Plan, Metro's CEO assembled an interdepartmental task force to support the establishment of the department. The task force was composed of members of Metro's key departments, including Homeless Outreach Management and Engagement, Customer Experience, System Security and Law Enforcement (now named Emergency Management and Security Division), Chief People Office, and the Office of the Chief of Staff. Since the hiring of the Chief of Police and Emergency Management, the task force has been refined and is being led under his leadership. Additionally, the CEO established a Transition Team Advisory group, consisting of multidisciplinary subject-matter experts, to advise staff on key aspects of the plan.

Phase One activities for the DPS were completed, including the recruitment and appointment of William Scott as Chief of Police and Emergency Management, the establishment of a transition team, the initial formulation of hiring and recruitment strategies for sworn officers and non-sworn positions, and the development of procurement plans.

Staff have moved on to Phase Two of the implementation plan, including the development of an organizational framework and a functional organizational chart, recruitment and staffing strategies, and resource planning. The following provides details of the progress made since the last quarterly update in September 2025.

DISCUSSION

Organizational Framework

Implementing Phase Two of the plan begins with the Department's comprehensive organizational structure, which has been developed to encompass all units within the Department of Public Safety (DPS). This framework integrates the Police Services Division, the Emergency Management and Security Division, the Administrative Services Division, and the Care-Based Services Division.

This organizational model provides a cohesive structure that strengthens coordination across divisions and enables DPS to more effectively plan resources, manage budgets, and recruit personnel in support of the department's holistic mission and future growth.

On January 20, 2026, DPS accomplished a major organizational milestone with implementation of the new Care-Based Services Division and with it the transition of the Metro Ambassadors, HOME Team, and Community Intervention Specialists into DPS.

Developing and Integrating the Care-Based Services Division

DPS's Care-Based Services Division has four care-based programs: Homeless Outreach Management & Engagement (HOME), Metro Ambassadors, Community Intervention Specialists, and Crisis Response Teams. The first three programs transitioned into DPS in early January, while the fourth program, Crisis Response Teams, is in development and expected to be active next fiscal year. Furthermore, Craig Joyce, a licensed clinical social worker who has been leading the HOME Outreach teams for the last few years, was appointed to Senior Executive Officer and is leading the new Division, effective January 19.

The integration of care-based programs is essential to how Metro will address public safety, working in lockstep with law enforcement to provide a cohesive approach that addresses safety at all levels and creates a culture of inclusive collaboration.

Staff have initiated several key steps in developing the crisis response program, including:

- hiring a Senior Director for program oversight - FY26 Q1
- researching evidence-based practices - ongoing
- developing an operational manual and standard operating procedures - FY26 Q4
- developing job descriptions - FY26 Q4
- identifying essential crisis response training - FY26 Q4
- begin recruiting of crisis response teams - FY26 Q4

Biweekly meetings between members from each public safety layer have focused on defining roles and responsibilities, identifying improvements in data collection and utilization, innovations in communication, and deployment strategies across the service area.

Hiring and Recruitment Progress

Hiring of Sworn Officers
A structured hiring process for sworn officers has been established, with key positions identified for recruitment in the current fiscal year. Metro staff collaborated with consultants from Mercer and Unisource to review job specifications, establish competitive salary ranges, and outline benefit options for sworn personnel. In alignment with California POST guidelines, Metro is adhering to all mandatory hiring requirements.

Staff issued an informal procurement for specialized law enforcement recruitment services to support the hiring of sworn officers. Given the highly competitive market for sworn law enforcement personnel, engaging a recruitment firm with expertise in law enforcement will allow Metro to implement a focused and strategic approach to attracting qualified candidates. This targeted recruitment effort will support the hiring of key command and leadership positions, lateral officers, and new recruits for the remainder of the current fiscal year and into the next fiscal year.

The selected recruitment firm will be responsible for developing a dedicated DPS recruitment microsite, creating an online job application, designing and implementing a digital advertising strategy, targeted outreach campaigns, and messaging tailored to lateral and entry-level recruits. In preparation for the microsite to go live in April, the firm will be producing a recruitment video and photography highlighting Metro’s existing public safety infrastructure and ecosystem, leadership visibility, and the vision and culture of the new department. Furthermore, digital advertisements will be deployed through LinkedIn, Facebook, Instagram, Google, and Indeed. Staff is also working with Metro’s Marketing team to conduct outreach across buses and trains and produce collateral materials for use at job fairs and other community outreach events. Lastly, staff had a robust interest list of interested candidates who will be notified of the microsite launch and encouraged to apply.

Through these efforts, staff is targeting the hiring of over 100 officers in FY27, with the targeting of the recruitment of lateral officers starting in Spring 2026.

POST Ordinance
In September 2025, the Board approved a resolution affirming its commitment to comply with POST requirements for the hiring and training of sworn officers, a necessary step in order for Metro to become a POST member agency. As discussed in that Board report, POST's mission is to promote

professionalism in California law enforcement by upholding the highest standards of quality, integrity, and accountability. California PUC Section 30504 authorizes Metro to form a transit police department and requires that Metro adhere to the standards for recruitment and training of peace officers as established by POST. These minimum selection and training standards apply to newly hired peace officers, reserve officers, and public safety dispatch personnel.

Metro submitted the approved Board resolution to POST, requesting to join POST as a member agency. After many months of review and discussions with County Counsel, POST requested that Metro adopt a more formal ordinance to affirm the commitments set forth in the resolution. As a result, staff worked with County Counsel to develop the attached ordinance (Attachment A).

Metro staff recommends that the Board authorize the attached ordinance formally committing Metro to comply with the minimum recruitment and hiring standards established by POST. The March Board meeting will provide the introduction and first reading of the ordinance, and voting on its adoption will occur at the April Board meeting. Upon adoption, Metro will submit the ordinance to POST along with a request to join POST as a member agency.

Contracts and Agreements

Staff have developed a comprehensive procurement approach to ensure Metro can acquire the necessary resources and tools to stand up the new department, especially with the aforementioned recruiting efforts.

Staff are also beginning to assess and define technological needs for the DPS. Metro hired a technology consultant to perform a needs assessment and gap analysis, identify priorities, and make recommendations for the new department. Immediate priorities for these efforts will revolve around the readiness of Metro's Communications and Dispatch systems to meet operational demands. Other items that must be addressed include records and evidence management, integration with other existing Metro systems, as well as technological requirements for new public safety vehicles.

Staff have been collaborating with Rio Hondo College and Golden West College, as well as with the Los Angeles Police Department (LAPD) and Los Angeles County Sheriff's Department (LASD), to establish the necessary processes and agreements that will allow Metro's recruits to participate in basic training academy courses offered by these organizations. If approved after finalization, the Department is aiming for Metro recruits to begin those courses as early as FY27 Q3.

Staff are developing scopes of work, identifying potential contracts and procurement strategies, and leveraging existing competitively bid contracts where feasible. Using a mix of procurement strategies will enable Metro staff to timely procure firearms, vehicles and other essential services and equipment required to support the onboarding of new officers and the ongoing operations of the department.

Stakeholder Coordination

DPS created a strategic engagement plan for Chief Scott's first year of duty. This plan ensures that senior-level DPS leadership will be able to engage with riders, key internal and external stakeholders, and media, in order to keep the public informed about the new vision and the progress the agency has made towards creating a comprehensive and integrated public safety ecosystem.

Since the last quarterly update, Chief Scott and DPS senior leadership have held more than 70 engagements. This included engaging Metro's Youth and Sustainability Councils to conduct a meet-and-greet and provide an update on the Department and its immediate priorities; PSAC membership selection interviews and presented at the February PSAC Meeting, providing the latest implementation updates; local law enforcement partners; various Council of Governments meetings to engage with city and regional leadership across the county. Additionally, DPS has engaged the news media to inform the larger public through completed interviews with KJLH radio station, where Chief Scott discussed his goals for DPS, and LAist, where the Chief and Senior Executive Officer Craig Joyce discussed the newly established Care-Based Services Division. Chief Scott has prioritized meeting with rank and file Department staff, attending multiple roll calls for the Transit Security Officers and Ambassadors.

Chief Scott recognizes that relationships with key stakeholders must either be created, restarted, and/or strengthened in order for the Department to best serve the safety of Metro riders and frontline personnel. The Chief will continue to engage with various stakeholders and provide them with updates on the progress of standing up the department. From this quarter's engagements, the Department gained insights into the continued interest in mandated crisis intervention and de-escalation training for sworn officers as well as training specific to Metro and the transit system. Metro also provided additional details and clarification regarding the role of the crisis response teams within the DPS.

Law Enforcement Engagement

DPS has regular engagement with LAPD and LAPD to discuss collaborative deployment and staffing strategies that are critical to the success of Phase 2, which includes resource planning, partnership agreements, and training for sworn and non-sworn positions.

Staff are working with both LASD and LAPD Training Officers to assist in developing a robust program for sworn and non-sworn officers, covering tactics such as crowd control, firearms, scenario training, de-escalation, and booking procedures.

Additionally, staff are starting discussions on shared services models through the use of Memorandums of Agreement (MOAs) and Memorandums of Understanding (MOUs) regarding processing and booking services, the use of jail space, K-9s, and other resources.

DPS is also conducting an assessment and evaluation of Metro-owned facilities currently occupied by law enforcement partners in an effort to understand space and deployment needs as it establishes zone deployments and substations across the region. DPS intends to finalize zone boundaries and initial deployment plan of DPS sworn officers by the end of FY26. Additionally, staff are working with Real Estate to identify additional Metro-owned properties that could serve as future substations in areas where there are gaps.

DPS is also looking to enhance its collaboration with Long Beach now that the Metro stations are fully staffed and supported by just internal resources. From engagement amongst the care-based resources to potential future MOAs and MOUs similar to those that would be put in place with LAPD and LASD.

DETERMINATION OF SAFETY IMPACT

The DPS will improve safety as it will allow for increased visibility, better accountability, and enhanced community engagement across the entire Metro transit system.

EQUITY PLATFORM

The DPS will implement safeguards, training, and oversight based on agency priorities, promoting equitable treatment of riders per the Board-approved Bias-Free Policing Policy and supporting a transit policing style with engaged visibility. Furthermore, staff are developing a comprehensive policy manual to ensure consistent, lawful, and professional operations across all areas of the DPS. They will ensure that the policies in the final manual reflect Metro's culture, vision, and emphasis on a holistic, care-based approach to policing. To do this, they will solicit input and feedback from the Transition Team Advisory Group, which includes national experts from diverse fields with extensive experience in law enforcement, mental health, social services, and public safety reform. In addition, staff will continue to brief the Public Safety Advisory Committee on the progress of DPS.

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 and further encourage transit ridership through enhancing safety on the Metro system and providing an improved customer experience. 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

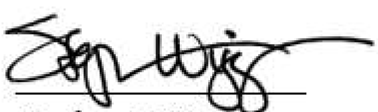
Staff will continue to actively engage employees and the public during the implementation of the DPS. Staff will report back to the Board quarterly with progress updates. Next month, staff will return to the Board seeking adoption of the POST ordinance.

ATTACHMENT

Attachment A - POST Ordinance

Prepared by: Imelda Hernandez, Senior Manager, Transportation Planning, (213) 922-4848

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



Stephanie Wiggins
Chief Executive Officer

Attachment A

CHAPTER 2-55

AN ORDINANCE TO ACCEPT THE REQUIREMENTS OF SECTIONS 13510, 13512, AND 13522 OF THE CALIFORNIA PENAL CODE RELATING TO THE RECRUITMENT AND TRAINING OF PEACE OFFICERS AND PUBLIC SAFETY DISPATCHERS.

Be it ordained by the Board of the Los Angeles County Metropolitan Transportation Authority:

2-55-010 Findings and Objectives

On June 27, 2024, the Board of Directors of the Los Angeles County Metropolitan Transportation Authority (Metro) approved an implementation plan for the Transit Community Public Safety Department, now known as the Metro Department of Public Safety. The California Commission on Peace Officer Standards and Training (POST) provides resources and benefits to over 600 member agencies in the State of California. The Department of Public Safety seeks to join POST in order to receive the numerous benefits available to member agencies. POST requires the governing body of Metro adopt an ordinance committing to adhere to the minimum standards for recruitment and training established by POST in order become a member agency.

2-55-020 Membership

The governing body of Los Angeles County Metropolitan Transportation Authority declares that it desires to become a POST member agency and qualify to receive aid from the State of California under the provisions of Section 13522, Chapter 1 of Title 4, Part 4 of the California Penal Code.

2-55-030 Adherence to POST Standards

Pursuant to Sections 13510 and 13512 of said Chapter 1, the Los Angeles County Metropolitan Transportation Authority will adhere to the standards for recruitment and training of Peace Officers and Public Safety Dispatchers established by the Commission on Peace Officer Standards and Training.

2-55-040 Compliance

Los Angeles County Metropolitan Transportation Authority acknowledges that the Commission and its representatives may make such inquiries as deemed necessary to ascertain that the Peace Officers and Public Safety Dispatchers of the Los Angeles County Transportation Authority adhere to the standards for recruitment and training established by the California Commission on Peace Officer Standards and Training.

Department of Public Safety Quarterly Update

Operations, Safety, and Customer Experience Committee Meeting
March 19, 2026

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Organizational Framework

A comprehensive organizational structure has been developed to encompass all units within the Department of Public Safety (DPS). This framework integrates:

1. Police Services Division
2. Emergency Management and Security Division
3. Administrative Services Division
4. Care-Based Services Division

On January 20, 2026, DPS accomplished a **major organizational milestone** with implementation of the new Care-Based Services Division and with it the transition of the Metro Ambassadors, HOME Team, and Community Intervention Specialists into DPS.

Metro

Developing and Integrating the Care-Based Services Division Framework

- DPS's Care-Based Services Division will house **Metro's four care-based programs**: HOME, Metro Ambassadors, Crisis Response Teams, and Community Intervention Specialists.
    - The first three programs transitioned into DPS in early January, while the fourth program, Crisis Response Teams, is in development and expected to be active next fiscal year.
- Staff have initiated several key steps in developing the crisis response program, including:
    - Hiring a Senior Director for program oversight – FY26 Q1
    - Researching evidence-based practices – ongoing
    - Developing an operational manual and standard operating procedures – FY26 Q4
    - Developing job descriptions – FY26 Q4
    - Identifying essential crisis response training – FY26 Q4
    - Begin recruiting crisis response teams – FY26 Q4

Metro

Hiring & Recruitment

Hiring

- Staff issued an informal procurement for specialized law enforcement recruitment services.
- This selected recruitment firm will be responsible for developing a dedicated DPS recruitment microsite, creating an online job application, designing and implementing a digital advertising strategy, targeted outreach campaigns, and messaging tailored to lateral and entry-level recruits.
- **Through these efforts, staff is targeting the hiring of over 100 officers in FY27, with the targeting of the recruitment of lateral officers starting in Spring 2026.**

POST Ordinance

- In September 2025, the Board approved a resolution affirming its commitment to comply with POST requirements for the hiring and training of sworn officers, a necessary step for Metro to become a POST member agency.
- Metro submitted the approved Board resolution to POST, requesting to join POST as a member agency. After many months of review and discussions with County Counsel, **POST requested Metro adopt a more formal ordinance to affirm the commitments set forth in the resolution**.
    - The March Board meeting will provide the introduction and first reading of the ordinance, and voting on its adoption will occur at the next Board meeting.

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Contracts & Agreements

- Staff are beginning to assess and define technology needs, with immediate priorities regarding the readiness of Metro's Communications and Dispatch systems to meet operational demands.
- DPS has been collaborating with Rio Hondo College and Golden West College, as well as with LAPD and LASD, to establish the necessary processes and agreements that will allow Metro's recruits to participate in basic training academy courses offered by these organizations.

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Next Steps

- Launch microsite in April
- Continue to actively engage employees and the public during the implementation of the DPS.

Metro