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

**Agenda - Final**

**Thursday, July 24, 2025**

**10:00 AM**

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# Board of Directors - Regular Board Meeting

***Fernando Dutra, Chair***
***Jacquelyn Dupont-Walker, 1st Vice Chair***
***Kathryn Barger, 2nd Vice Chair***
***Karen Bass***
***James Butts***
***Janice Hahn***
***Lindsey Horvath***
***Holly J. Mitchell***
***Ara J. Najarian***
***Imelda Padilla***
***Tim Sandoval***
***Hilda Solis***
***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.

**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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**DISCLOSURE OF CONTRIBUTIONS**

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

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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)*
**x4** 한국어 *(Korean)*
**x5** Tiếng Việt *(Vietnamese)*
**x6** 日本語 *(Japanese)*
**x7** русский *(Russian)*
**x8** Հայերէն *(Armenian)*

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

## Live Public Comment Instructions:

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

The Meeting begins at 10:00 AM Pacific Time on July 24, 2025; you may join the call 5 minutes prior to the start of the meeting.

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

## Instrucciones para comentarios publicos en vivo:

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

La Reunion de la Junta comienza a las 10:00 AM, hora del Pacifico, el 24 de Julio de 2025. Puedes unirte a la llamada 5 minutos antes del comienso de la junta.

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

## Written Public Comment Instruction:

Written public comments must be received by 5PM the day before the meeting.
Please include the Item # in your comment and your position of “FOR,” “AGAINST,” "GENERAL COMMENT," or "ITEM NEEDS MORE CONSIDERATION."
Email: BoardClerk@metro.net
Post Office Mail:
Board Administration
One Gateway Plaza
MS: 99-3-1
Los Angeles, CA 90012

## CALL TO ORDER

## ROLL CALL

1. APPROVE Consent Calendar Items: 2, 5, 6, 7, 8, 9, 10, 11, 12, 15, 20, 21, 23, 26, 27, 28, 30, 31, 32, 33, 34, 37, 38**, and 39.

**Item requires 2/3 vote of the Full Board.

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

All Consent Calendar items are listed at the end of the agenda, beginning on page 8.

## NON-CONSENT

**3. SUBJECT: REMARKS BY THE CHAIR** 2025-0587

**RECOMMENDATION**

RECEIVE remarks by the Chair.

**4. SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER** 2025-0588

**RECOMMENDATION**

RECEIVE report by the Chief Executive Officer.

## OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION UNDER RECONSIDERATION AS AMENDED (4-0):

**36. SUBJECT: METRO NON-REVENUE VEHICLE PROCUREMENT POLICY** 2024-1139

**RECOMMENDATION**

ADOPT the Metro Non-Revenue Vehicle Procurement Policy (Attachment A).

**YAROSLAVSKY AMENDMENT:** In the policy under Section VI.1, bullet 3, strike through "and the Chief Operating Officer (COO)" and report back annually on the implementation of the policy.

***Attachments:*** Attachment A - Metro Non-Revenue Vehicle Procurement Policy
Presentation

**46. SUBJECT: PUBLIC HEARING ON RESOLUTIONS OF NECESSITY FOR EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT PROJECT** 2025-0415

**RECOMMENDATION**

ADOPT the proposed Resolutions of Necessity authorizing the commencement of eminent domain actions to acquire the Fee Simple Interests ("Fee Interests") and the Improvements Pertaining to Realty ("IPR") for the properties identified in Attachment A and described as follows:

1. 14556 Raymer Street, Los Angeles, CA 91405, APN: 2210-030-028; ESFV-E-006-1 (E-006); and

2. 14718 Raymer Street, Los Angeles, CA 91405 and 14721 Keswick Street, Los Angeles, CA 91405, APN: 2210-025-044; ESFV-E-015-1 (E-015).

The interests being acquired in the above listed properties are referred to herein as the "Property Interests."

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

***Attachments:*** Attachment A - Staff Report
Attachment B-1 - Resolution of Necessity - Parcel E-006
Attachment B-2 - Resolution of Necessity - Parcel E-015
Presentation

**47. SUBJECT: PUBLIC HEARING ON RESOLUTION OF NECESSITY FOR WESTSIDE PURPLE LINE EXTENSION SECTION 2 PROJECT** 2025-0452

**RECOMMENDATION**

ADOPT the Resolution of Necessity authorizing the commencement of an eminent domain action to acquire an 18-month Temporary Construction Easement ("TCE") from the property known as 1950 Century Park East, Los Angeles, CA 90067 APN: 4319-001-008.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

***Attachments:*** Attachment A - Staff Report
Attachment B - Resolution of Necessity
Presentation

**48. SUBJECT: EXTENDING THE WILDFIRE RECOVERY MODIFIED LIFE ENROLLMENT MOTION** 2025-0598

**RECOMMENDATION**

APPROVE Motion by Barger, Horvath, Bass, Dutra, Solis, and Hahn that the Board direct the Chief Executive Officer to extend the program through January 2026, seek a Title VI waiver from the FTA to allow Metro to continue offering the modified LIFE enrollment benefit to wildfire survivors, and report back to the board in January 2026 with a 12-month summary of the program.

## END OF NON-CONSENT ITEMS

**49. SUBJECT: CLOSED SESSION** 2025-0591

**A. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)(1)**

1. Maria Luisa Nunez v. LACMTA, Case No. 22STCV25415
2. Rosa Maria Vargas v. LACMTA, Case No. 23VEC03063
3. Jobs To Move America v. LACMTA, Case No. 24STCP02977

**B. Conference with Labor Negotiator - Government Code 54957.6**

Agency designated representatives: Cristian Leiva, Dawn Jackson-Perkins
Employee organizations: AFSCME

**C. Conference with Legal Counsel - Anticipated Litigation - G.C. 54956.9(d)(2)**

Significant Exposure to Litigation (One case)

**D. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)(1)**

1. Gina Osborn v. LACMTA, Case No. 24STCV19597

## CONSENT CALENDAR - ITEMS 2, 5, 6, 7, 8, 9, 10, 11, 12, 15, 20, 21, 23, 26, 27, 28, 30, 31, 32, 33, 34, 37, 38, AND 39.

**2. SUBJECT: MINUTES** 2025-0589

**RECOMMENDATION**

APPROVE Minutes of the Regular Board Meeting held June 26, 2025.

***Attachments:*** Regular Board Meeting MINUTES - June 26, 2025
June 2025 RBM Public Comments

## PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

**5. SUBJECT: METRO SYSTEMWIDE PARKING OPERATOR SERVICES** 2025-0322

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS66007000 with L & R Auto Parks, Inc. DBA Joe's Auto Parks (Joe's Auto Parks) to exercise the two, one-year options for $13,491,977, increasing the total contract value from $26,878,513 to $40,370,490; and to extend the period of performance from September 2, 2025, to September 1, 2027, covering park and ride facilities at up to 72 transit stations across Los Angeles County.

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

## PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

**6. SUBJECT: COUNTYWIDE PLANNING AND DEVELOPMENT BENCH, REGIONAL RAIL PLANNING AND ENVIRONMENTAL ON-CALL SERVICES BENCH, AND REGIONAL RAIL STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES BENCH** 2025-0370

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 1 to the Countywide Planning & Development Bench Contract Nos. PS95050000 through PS95050025 to increase the three-year base period funding amount by $15 million, increasing the total

Not-To-Exceed (NTE) cumulative base contract amount from $30 million to $45 million;

B. EXECUTE Modification No. 4 to the Regional Rail Planning and Environmental On-Call Services Bench Contract Nos. AE56752000 through AE56752005 to exercise the second, one-year option term in the amount of $2 million, increasing the total NTE cumulative contract amount from $27 million to $29 million and extending the period of performance from August 14, 2025, to August 13, 2026; and

C. EXECUTE Modification No. 2 to the Regional Rail Strategic Financial Advisory On-Call Services Bench Contract Nos. PS66571-2000 through PS66571-2005 to exercise the first, one-year option term in the amount of $1 million, increasing the total NTE cumulative contract amount from $6.4 million to $7.4 million and extending the period of performance from December 7, 2025, to December 6, 2026.

***Attachments:***
Attachment A-1- Procurement Summary
Attachment A-2 - Procurement Summary
Attachment A-3 - Procurement Summary
Attachment B-1 - Contract Modification Change Order Log
Attachment B-2 - Contract Modification Change Order Log
Attachment B-3 - Contract Modification Change Order Log
Attachment C-1 - DEOD Summary
Attachment C-2 - DEOD Summary
Attachment C-3 - DEOD Summary
Attachment D - Obligated Task Orders
Attachment E - Future Anticipated or Representative Task Orders
Presentation

**PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**7. SUBJECT: ENVIRONMENTAL REMEDIATION HOUSING ACCELERATION FUND** 2025-0449

**RECOMMENDATION**

CONSIDER:

A. ADOPTING a resolution of the Board of Directors (“Board”) of the Los Angeles County Metropolitan Transportation Authority (“Metro”) approving the execution of a Memorandum of Understanding (“MOU”) to receive funding from the Southern California Association of Governments (“SCAG”) for the Regional Early Action Planning Grant Program of 2021 (Attachment

A);

B. AUTHORIZING the Chief Executive Officer (CEO), or designee, to negotiate and execute an MOU between SCAG and Metro in an amount not to exceed $5,000,000 to create an Environmental Remediation Housing Acceleration Fund; and

C. AUTHORIZING the CEO, or designee, to commit $1,000,000 as a local match requirement for the Environmental Remediation Housing Acceleration Fund.

***Attachments:*** Attachment A - Authorizing Resolution
Attachment B- Potential Remediation Sites
Presentation

**PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**8. SUBJECT: ACCESS FOR ALL GRANT PROGRAM** 2025-0457

**RECOMMENDATION**

CONSIDER:

A. APPROVING the Access for All Program funding awards totaling $5,855,760 as shown in Attachment A, made available to Metro through the State of California's Access for All Program; and

B. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute funding agreements with the entities receiving awards.

***Attachments:*** Attachment A - FY 2025 Access for All Funding Award Recommendations
Presentation

**PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**9. SUBJECT: COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN** 2025-0475

**RECOMMENDATION**

ADOPT the locally developed 2025-2028 Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan" or "Plan") for Los Angeles County (Attachment A), as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

***Attachments:*** Attachment A - 2025-2028 Coordinated Plan
Presentation

**PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**10. SUBJECT: APPROVAL OF THE CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENT PROGRAM AND SURFACE TRANSPORTATION BLOCK GRANT PROJECT RANKING RECOMMENDATIONS** 2025-0428

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) or their designee to submit to the Southern California Association of Governments (SCAG) the project ranking recommendations for Los Angeles County for Congestion Mitigation and Air Quality Improvement Program (CMAQ) and Surface Transportation Block Grant Program (STBG) funding for federal fiscal year 2027 through 2028 (Attachment A).

***Attachments:*** Attachment A - Project Rankings for CMAQ/STBG Funding for LA County
Presentation

**PLANNING AND PROGRAMMING COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**11. SUBJECT: JOINT DEVELOPMENT 10K COMMITMENT AND POLICY UPDATE** 2025-0095

**RECOMMENDATION**

CONSIDER:

A. RECEIVING AND FILING an update on the Board of Directors' goal of producing 10,000 housing units through Metro's Joint Development program and progress to date; and

B. ADOPTING the amended Joint Development Policy (Attachment A).

***Attachments:*** Attachment A - Amended Joint Development Policy
Attachment B - Joint Development Sites
Attachment C - Joint Development Dashboard
Presentation

## PLANNING AND PROGRAMMING COMMITTEE (4-0) AND CONSTRUCTION COMMITTEE (4-0) MADE THE FOLLOWING RECOMMENDATION:

**12. SUBJECT: METRO COST BENEFIT ANALYSIS METHODOLOGY** 2025-0543

**RECOMMENDATION**

ADOPT the recommended Metro Cost Benefit Analysis Methodology (Attachment A).

***Attachments:*** Attachment A - Goals, Objectives and Sample Metrics in Metro CBA
Attachment B - Motion 14: Cost-Benefit Analysis for Metro Capital Projects
Presentation

## CONSTRUCTION COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

**15. SUBJECT: CONSTRUCTION MANAGEMENT SUPPORT SERVICES - CAPITAL IMPROVEMENT PROJECTS** 2025-0373

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. AWARD a cost-plus fixed fee Indefinite Delivery / Indefinite Quantity Contract No. AE128436MC085, to Zephyr UAS, Inc., to provide Construction Management Support Services for Capital Improvement Projects, for a period of five years in an amount Not-To-Exceed (NTE) $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE individual Task Orders within the Board-approved contract amount.

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

## FINANCE, BUDGET, AND AUDIT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):

**20. SUBJECT: WORKERS' COMPENSATION TEMPORARY STAFFING SERVICES BENCH** 2025-0192

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract No. PS48678001 with Lancesoft, Inc. and Contract No. PS48678002 with The

Best Claims Solutions in an amount Not-To-Exceed (NTE) $1,000,000, increasing the cumulative contract value from $500,000 to $1,500,000.

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

**FINANCE, BUDGET, AND AUDIT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):**

**21. SUBJECT: CYBERSECURITY LIABILITY INSURANCE PROGRAM** 2025-0345

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to negotiate and purchase a cybersecurity liability insurance policy with up to $50 million in limits at a not-to-exceed premium of $3.104 million for the 12-month period effective September 1, 2025, to September 1, 2026.

***Attachments:*** Attachment A - Coverage Options and Premiums
Attachment B - Coverage Description
Presentation

**FINANCE, BUDGET, AND AUDIT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):**

**23. SUBJECT: FISCAL YEAR 2026 AUDIT PLAN** 2025-0427

**RECOMMENDATION**

ADOPT the Fiscal Year 2026 (FY26) Proposed Annual Audit Plan (Attachment A).

***Attachments:*** Attachment A - FY26 Proposed Annual Audit Plan
Presentation

**EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**26. SUBJECT: TITLE VI EQUITY ANALYSIS POLICIES** 2025-0463

**RECOMMENDATION**

ADOPT Title VI Service and Fare Equity Analysis Policies which include:

- Major Service Change Policy (Attachment A);
- Disparate Impact Policy (Attachment B); and

- Disproportionate Burden Policy (Attachment C).

***Attachments:*** Attachment A - Major Service Change (2025)
Attachment B - Disparate Impact Policy (2025)
Attachment C - Disproportionate Burden Policy (2025)
Presentation

**EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**27. SUBJECT: ACQUISITION INCENTIVE PILOT PROGRAM** 2025-0053

**RECOMMENDATION**

CONSIDER:

A. RECEIVING AND FILING an update on the Acquisition Incentive Pilot Program ("Pilot Program") for the East San Fernando Valley Light Rail Project ("ESFV"); and

B. APPROVING amendments to the Pilot Program by adding incentive payments for Improvements Pertaining to Realty (IPR), adjusting relocation benefits to be in accordance with Federal regulations adopted since the approval of the Pilot Program, and adding the Southeast Gateway Line Project (SGL) to the Pilot Program, contingent upon Federal Transit Administration (FTA) approval

***Attachments:*** Presentation

**EXECUTIVE MANAGEMENT COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**28. SUBJECT: LANDMARK UNSOLICITED PROPOSAL FOR METRO WORKFORCE HOUSING** 2025-0566

**RECOMMENDATION**

CONSIDER:

A. RECEIVING AND FILING a Landmark Unsolicited Proposal to develop Metro Workforce Housing; and

B. AUTHORIZING the Chief Executive Officer (CEO) to proceed with Phase Two evaluation of the Landmark Unsolicited Proposal to develop Metro Workforce Housing adjacent to the Leimert Park K Line Station.

***Attachments:*** Presentation

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (3-0):**

**30. SUBJECT: ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES** 2025-0269

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. AWARD a six-year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

Discipline A: Rail
1. AtkinsRealis USA, Inc. - OP127274000
2. DB E.C.O. North America, Inc. - OP127274001
3. Hatch Associates Consultants, Inc. - OP127274002
4. Mott MacDonald Group, Inc. - OP127274003

Discipline B: Bus
1. Capitol Government Contract Specialists - OP127274004
2. Hatch Associates Consultants, Inc. - OP127274005
3. STV Incorporated - OP127274006

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

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

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**31. SUBJECT: GRAFFITI ABATEMENT SERVICES** 2025-0406

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option term, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to the

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

B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc. to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option term, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any; and

C. AWARD a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises, Inc. to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option term, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to the resolution of properly submitted protest(s), if any.

***Attachments:*** Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Three Regions' Maps
Presentation

## OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):

**32. SUBJECT: D LINE SUBWAY EXTENSION PROJECT SECTIONS 1, 2, AND 3 SERVICE PLAN TITLE VI SERVICE AND FARE EQUITY ANALYSIS** 2025-0460

**RECOMMENDATION**

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

***Attachments:*** Attachment A - D Line Ext. Sec. 1-3 Op. Plan Title VI Fare Equity Analysis
Attachment B - Public Hearing Comments
Presentation

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**33. SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES** 2025-0506

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025, to June 30, 2026; and

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

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

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**34. SUBJECT: METRO BIKE SHARE** 2025-0482

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468.

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

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**37. SUBJECT: METRO 2025 TRANSIT SERVICE POLICY** 2025-0304

**RECOMMENDATION**

ADOPT the 2025 Transit Service Policy (Attachment A).

***Attachments:*** Attachment A - 2025 Metro Transit Service Policies and Standards (Redlined)
Attachment B - 2025 Metro Transit Service Policies and Standards
Presentation

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**38. SUBJECT: RAIL OPERATIONS CONTROL EXPANSION** 2025-0327

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. ESTABLISH a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. AWARD a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. FIND that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department (TCPSD) operations; and

D. EXECUTE individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

***Attachments:*** Attachment A - Procurement Summary
Attachment B - Project Expenditure Plan
Attachment C - DEOD Summary
Presentation

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MADE THE FOLLOWING RECOMMENDATION (4-0):**

**39. SUBJECT: SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES** 2025-0476

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc.; AE52668001 with Iteris, Inc.; AE52668002 with Parsons Transportation Group, Inc.; and AE52668003 with Advantec Consulting Engineers, Inc., respectively, for the Shared Mobility Intelligent Transportation Systems On-Call Services bench for a four-year period for a cumulative Not-To-Exceed (NTE) amount of $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved NTE cumulative value.

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

**SUBJECT: GENERAL PUBLIC COMMENT** 2025-0590

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

Metro

# Board Report

**File #:** 2025-0588, **File Type:** Oral Report / Presentation **Agenda Number:** 4.

**REGULAR BOARD MEETING**
**JULY 24, 2025**

**SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER**

## RECOMMENDATION

RECEIVE report by the Chief Executive Officer.



powered by Legistar™

# Report by the CEO
# Item #4

Metro

CHIEF EXECUTIVE OFFICER

July 2025

# LAX/MTC Drives a 140% Increase in K Line Ridership!

Metro

CHIEF EXECUTIVE OFFICER

*Together, We Do Hard Things*

June 2025

# Mobileye Bus/Pedestrian Sensor Pilot Launches

# 2,709 Placements! PIT Count Reveals 300↓PEH on Metro!

Metro

CHIEF EXECUTIVE OFFICER

*Everyone Deserves a Safe Metro*

July 2025

# Ambassadors Become Metro Employees on Sunday!

# Metro Presents at National Conferences

Metro

CHIEF EXECUTIVE OFFICER

*Proud to be One Metro*

# Metro Celebrates Nipsey Hussle's Birthday

# Metro Named COMTO Public Agency of the Year!

Metro

CHIEF EXECUTIVE OFFICER

*My Actions Matter*

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

**File #:** 2024-1139, **File Type:** Policy **Agenda Number:** 36.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: METRO NON-REVENUE VEHICLE PROCUREMENT POLICY**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy (Attachment A).

**YAROSLAVSKY AMENDMENT:** In the policy under Section VI.1, bullet 3, strike through "and the Chief Operating Officer (COO)" and report back annually on the implementation of the policy.

## ISSUE

This report is in response to a Board approved amendment by Director Yaroslavsky requesting the development of a non-revenue vehicle purchasing policy that prioritizes zero-emission vehicles (ZEVs). The Metro Non-Revenue Vehicle Procurement Policy establishes a framework for transitioning Metro's Non-Revenue Fleet to ZEV. This policy supports Metro's climate and sustainability goals, including a 79% reduction in operational emissions by 2030 compared to 2017 levels. For specialty vehicles not yet available in zero-emission configurations, the policy requires the use of the cleanest fuel options currently available.

## BACKGROUND

With the purchase of 147 electric vehicles (EVs) through the State Contract, Metro will increase its electric vehicles to 13% of the total non-revenue fleet. The proportion of zero-emission vehicles will continue to grow in alignment with the fleet replacement schedule.

At its January 2025 meeting, the Board approved amendments related to the replacement of non-revenue vehicles through the California statewide contract. Specifically, the Director Yaroslavsky amendment directed the development of a non-revenue vehicle purchasing policy that prioritizes ZEVs and mirrors, to the extent feasible, existing zero-emission fleet purchasing policies at the City of Los Angeles and County of Los Angeles. The Director Butts amendment directed that the new policy incorporate, where needed, exceptions for sedans and other light weight vehicles used for safety and security and operational requirements.

## DISCUSSION

The Metro Non-Revenue Vehicle Procurement Policy provides guidelines for the acquisition of non-revenue vehicles and supports Metro's commitment to transition to a zero-emission fleet. The policy prioritizes the adoption of zero emission vehicles (ZEVs) during the procurement process.

The primary goals of this policy are to transition Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement schedule, ensure fiscal responsibility through strategic procurements, the use of grants/incentives, when feasible, and procure vehicles with appropriate range capabilities to meet all operational scenarios.

This policy establishes clear criteria to determine when the procurement of zero-emission vehicles (ZEVs)are appropriate. It also ensures alignment with Metro's established fleet replacement guidelines, including planning requirement for supporting charging infrastructure, and defines specific exemptions when ZEV adoption is not currently viable.

- The Transit Operational and Safety Performance (TOSP) Exception of the policy provides operational flexibility by allowing Metro departments to procure non-zero-emission vehicles when ZEV options are not yet viable for specific, or mission-critical applications. Such as vehicles that are essential to protecting public safety,

This policy supports Metro's long-term goal of transitioning to a zero-emission vehicle fleet wherever feasible and operational practical.

## DETERMINATION OF SAFETY IMPACT

The Metro Non-Revenue Vehicle Procurement Policy prioritizes safety and does not compromise the safety of the vehicles or the employees who operate them.

## FINANCIAL IMPACT

Adoption of the Non-Revenue Vehicle Purchasing Policy will initially result in a financial increase to the agency due to the higher up-front costs of purchasing zero-emission vehicles and infrastructure. However, this financial impact is expected to decrease over time due to the lower maintenance costs projected for battery electric vehicles and the lower cost of electricity over fossil fuels. The budget for purchasing Non-Revenue vehicles is allocated within Cost Center 3790, Maintenance Administration, Non-Revenue Vehicles and 3196, Central Oversight & Analysis, under Account 53106, Acquisition of Service Vehicles. Additional funding may also come from other departments for their specific projects. As this this policy pertains to future vehicle purchases, the project manager, cost center manager, and Deputy Chief Operations Officer of Maintenance and Engineering will be responsible for budgeting the costs for future fiscal years.

Impact to Budget

The initial impact on the budget is substantial due to the higher purchase price for zero-emission

vehicles and the costs associated with installing zero-emission charging and/or fueling infrastructure. However, several programs are available to help offset these additional expenses. Metro is currently leveraging the Southern California Edison Charge Ready program, where applicable to cover most of the costs related to Battery Electric Vehicle charging infrastructure. The agency will continue to pursue funding opportunities to minimize the financial burden of replacing Internal Combustion Engine powered vehicles with Zero Emission Vehicles. The current sources of funds for this action are the State Transportation Development Act (TDA) and Local Measure R 35%. TDA funding is eligible for Capital and Operating Projects, and Measure R 35% is not eligible for Bus and Rail Operations.

## EQUITY PLATFORM

This action advances Metro's sustainability and environmental justice principles by addressing pollution disparities in communities disproportionately impacted by high-emission vehicles. The Metro Non-Revenue Vehicle Procurement Policy sets a goal of achieving a 100% ZEV Non-Revenue Fleet. The vehicles will be deployed throughout Los Angeles County, with a focus on supporting service delivery in Equity Focus Communities (EFCs). This policy also promotes safer, quieter, and cleaner working conditions for Metro staff, particularly those who regularly interact with the non-revenue fleet. By eliminating the harmful tailpipe emissions, the adoption of ZEVs contributes to a healthier workplace environment.

## 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.

*Based on population estimates from the United States Census and VMT estimates from the highway performance monitoring system data between 2001-2019.

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The policy supports Strategic Goal 2.3: Metro supports a customer-centric culture where exceptional experiences are created at every opportunity for internal and external customers. It will require the use of zero-emission vehicles to support various Metro functions, including bus, rail, administration, engineering, and risk management. Additionally, ZEVs will provide clean, safe, and reliable transportation services for Metro staff.

## NEXT STEPS

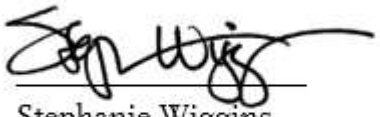
Metro will use the Non-Revenue Vehicle Procurement Policy to guide future vehicle procurements and support the agency's sustainability and environmental goals.

## ATTACHMENTS

Attachment A - Metro Non-Revenue Vehicle Procurement Policy

Prepared by: Alan Tang, Sr. Director, Non-Revenue Fleet Maintenance, (562) 658-0231
Gary Jolly, Sr. Executive Officer, Bus Maintenance, (213) 922-5802
Matthew Dake, Deputy Chief Operations Officer, (213) 922-4061
Debra Avila, Deputy Chief Vendor/Contract Management, (213) 418-3051

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



Stephanie Wiggins
Chief Executive Officer

Attachment A

# Metro Non-Revenue Vehicle Purchasing Policy

## I. Purpose

This policy provides guidelines for Los Angeles County Metropolitan Transportation Authority (Metro) to purchase Non-Revenue vehicles. The Non-Revenue fleet vehicles are used for maintenance, operations, support services, equipment transport, and other functions that are not directly tied to revenue service. This policy establishes a framework for the procurement across LACMTA's Non-Revenue fleet. It aligns with LACMTA's commitment to environmental sustainability and support for California's climate and emissions reduction goals.

## II. Scope

This policy applies to all LACMTA departments, staff, and operations involving Non-Revenue vehicle use and procurement. LACMTA is to develop, expand, and maintain the necessary charging and fueling infrastructure to support a fully zero-emission Non-Revenue fleet.

## III. Background

Metro's Board adopted Climate Goals, as stated in the 2019 Climate Action and Adaptation Plan, call for a 79% reduction in operation emissions by 2030 (compared to 2017 levels). To meet these goals, Metro will use the cleanest energy source that is feasible to power its Revenue and Non-Revenue vehicles.

## IV. Policy Statement

LACMTA commits to procuring zero emission vehicles to support environmental sustainability and reduce greenhouse gases. Replacement of existing internal combustion engine (ICE) vehicles and procurement of all new zero-emission vehicles (ZEV) will be done in accordance with this policy.

Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).

## V. Key Objectives

1. Procure Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement guidelines.
2. Ensure fiscal responsibility through strategic procurement and use of grants/incentives, as feasible. Metro's Non-Revenue vehicles will have suitable ranges for all operational scenarios.
3. Coordinate with the Office of Sustainability to expand zero emission vehicle infrastructure to address operational needs and range anxiety.

## VI. Policy Provisions

1. Procurement of a Non-Revenue Vehicle Fleet
   - Zero emission vehicles will be purchased if available and operationally feasible.
   - All Non-Revenue vehicle purchases will be in compliance with current laws and regulations.
   - Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).
   - All zero emission vehicle purchases are predicated on the availability and feasibility of charging or fueling infrastructure.
2. Non-Revenue Fleet Replacement Schedule

   The following guidelines are established to support a systematic, consistent, and strategic approach to the replacement of Non-Revenue fleet vehicles.

| Vehicle Type | Replacement Age | Mileage Threshold |
|---|---|---|
| Sedans | 6-10 | 150,000 |
| SUVs | 7-10 | 150,000 |
| Vans | 7-10 | 150,000 |
| Trucks | 10-12 | 150,000 |
| Hi-Rail Vehicles | 10-15 | 150,000 |

Vehicles become eligible for replacement when they meet either the established age or mileage thresholds, whichever occurs first.

Metro shall regularly assess vehicle utilization to identify opportunities for reducing fleet operating costs, improving efficiency, and ensuring optimal use of resources.

All vehicles that are retired or replaced must be formally turned in for disposal or salvage in accordance with Metro's asset management and surplus property procedures.

3. Zero Emission Vehicle Fueling/Charging Infrastructure

   To ensure effective Non-Revenue vehicle operations, LACMTA will develop and implement Zero-Emission Infrastructure to include:

   - Installation of Levels 2 and DC fast chargers at high-priority maintenance yards and facilities that are accessible to all Metro electric vehicles.
   - Capital investment planning and coordination for building out to ensure the infrastructure is available to meet the demand of the ZEVs.
   - Partnership with utility providers to ensure the power grid is sufficient to support ZEV deployment and operation.

4. Transit Operations and Safety Performance (TOSP) Exemption

   This policy allows operational flexibility where zero emission options are not yet viable, revisiting exemptions annually.

   - Metro departments that can demonstrate a need for vehicles with specialized performance capabilities essential to the protection of public safety and welfare, or are essential for continuity of operations systemwide, may be exempted from this policy.
   - When invoking the TOSP exemption, departments must submit detailed justification as part of their exemption request, demonstrating that the requested acquisition(s) is necessary to protect the health, safety, or security of the public or is essential to the provision of transportation services and

functions. Examples of potential vehicles for this exemption include but are not limited to:

- Hi-rail vehicles are required to comply with the California Vehicle Code and other regulatory agencies. These vehicles are used for rail maintenance and emergency access on rail tracks.
- Vehicles operated by Systems Security & Law Enforcement department. These vehicles require extended range, rapid deployment capability, and high operational time.

## VII. Policy Review and Updates

This policy will be reviewed periodically to ensure it aligns with evolving regulatory requirements, advances in zero-emission vehicle technologies, and Metro's sustainability goals.

## VIII. Definitions

1. Non-Revenue Vehicle: Non-Revenue vehicles are vehicles that do not generate income directly from their use, such as maintenance vehicles, administrative transport, and support units.
2. Sustainable Fleet: A sustainable fleet refers to a collection of vehicles that adhere to environmentally responsible practices, minimize emissions, and optimize energy use in alignment with Metro's sustainability goals.
3. Zero-Emission Vehicle (ZEV): A zero-emission vehicle refers to any vehicle that produces no tailpipe emissions of pollutants or greenhouse gases during operation. This includes fully electric vehicles (EVs) and hydrogen fuel cell vehicles (HFCVs).
4. Electric Vehicle (EV): An electric vehicle is a type of zero-emission vehicle that operates using electricity stored in onboard batteries. EVs are powered by electric motors and produce no tailpipe emissions during operation.

## IX. References

1. Climate Action and Adaptation Plan (CAAP): Builds on Metro's existing commitments to environmental and sustainability stewardship by creating a

visionary path for minimizing contributions to climate change while building resilience to a changing climate.

2. Zero-Emission Vehicle (ZEV) Mandate: California's ZEV program requires automakers to sell a certain percentage of zero-emission vehicles, such as battery electric, plug-in hybrid, and hydrogen fuel cell vehicles. This mandate has been a cornerstone of the state's EV strategy.
3. Executive Order N-79-20: Signed by Governor Gavin Newsom in 2020, this order sets ambitious targets, including 100% of in-state sales of new passenger cars and trucks to be zero-emission by 2035 and medium- and heavy-duty vehicles by 2045.
4. Vehicle-Grid Integration (VGI) Initiatives: Policies like the Vehicle-Grid Integration Program encourage the use of EVs to support the electricity grid through managed charging and bidirectional charging technologies.
5. Infrastructure Investments: California has allocated significant funding for EV charging infrastructure, including grants and incentives for installing chargers at homes, workplaces, and public locations.
6. Low Carbon Fuel Standard (LCFS): This policy incentivizes the use of cleaner fuels, including electricity, by providing credits to EV owners and operators.

_____ _____ _____

Approved: County Counsel Department Head Adopted: CEO

Effective Date:_____

# METRO NON-REVENUE VEHICLE PROCUREMENT POLICY

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

# RECOMMENDATION

ADOPT the Metro Non-Revenue Vehicle Procurement Policy.

Bus Tow Truck

Rail Tamper

Electric Sedan
Toyota bZ4X

Rail Grinder

Metro

# ISSUE

The Metro Non-Revenue Vehicle Procurement Policy establishes a framework for transitioning Metro's Non-Revenue Fleet to zero-emission vehicles (ZEVs). This policy supports Metro's climate and sustainability goals, including a 79% reduction in operational emissions by 2030 compared to 2017 levels. For specialty vehicles not yet available in zero-emission configuration, the policy requires the use of the cleanest fuel options currently available.

Metro

# DISCUSSION

Non-Revenue Operations is responsible for the maintenance and servicing of approximately 2,400 assets, including the following types:

| Equipment / Vehicle Type | Quantity |
|---|---|
| Sedan | 487 |
| SUV | 286 |
| Trucks (light, medium, & heavy) | 426 |
| Van (cargo & passenger) | 260 |
| Hi-Rail Vehicles | 38 |
| Rail Bound Equipment | 28 |
| Emergency Generator | 113 |
| Miscellaneous Equipment (electric carts, forklifts, scrubbers, yard mules, trailers, & others) | 760 |

Metro

# DISCUSSION

- The Metro Non-Revenue Vehicle Procurement Policy provides guidelines for the acquisition of non-revenue vehicles and supports Metro's commitment to transition to a zero-emission fleet. The policy prioritizes the adoption of zero emission vehicles (ZEVs) during procurement process wherever feasible.

- The primary goals of this policy are to transition Metro's Non-Revenue fleet to 100% zero emission vehicles where operationally viable, in accordance with the fleet replacement schedule, ensure fiscal responsibility through strategic procurements and the use of grants/incentives, and procure vehicles with appropriate range capabilities to meet all operational scenarios.

- This policy establishes clear criteria to determine when the procurement of zero-emission vehicles (ZEVs) is appropriate. It also ensures alignment with Metro's established fleet replacement guidelines, including planning requirement for supporting charging infrastructure, and defines specific exemptions when ZEV adoption is not currently viable.

Metro

# DISCUSSION

- **Transit Operations and Safety Performance (TOSP) Exemption**
  - This procedure allows operational flexibility where zero emission options are not yet viable.
  - Metro departments that can demonstrate a need for vehicles with specialized performance capabilities essential to the protection of public safety and welfare, or are essential for continuity of operations systemwide, may be exempted from this policy.
  - When invoking the TOSP exemption, departments must submit a written detailed justification as part of their exemption request, demonstrating that the requested acquisition(s) is necessary to protect the health, safety, or security of the public or is essential to the provision of transportation services and functions.
  - Any exceptions to this provision shall be granted only for justifiable cause and must be approved by the Office of Sustainability and the Chief Operating Officer (COO).

Metro

# DISCUSSION

- **Transit Operations and Safety Performance (TOSP) Exemption**
  - Vehicle types that may qualify for an exemption:
    - Hi-rail vehicles have operational constraints of working in tunnel environments and will continue to operate on diesel fuel until a viable battery electric high-rail vehicle is available that meets safety and operational requirements.
      - For safety purposes and as required per State of California Department of Industrial Relations (Title 8, Section 8470) it is mandatory to use diesel fuel in tunnel environments.
    - Vehicles operated by Systems Security & Law Enforcement Department. These vehicles required extended range, rapid deployment and minimal downtime.

Metro

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Los Angeles, CA

**File #:** 2025-0415, **File Type:** Resolution **Agenda Number:** 46.

**REGULAR BOARD MEETING**
**JULY 24, 2025**

**SUBJECT: PUBLIC HEARING ON RESOLUTIONS OF NECESSITY FOR EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT PROJECT**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the proposed Resolutions of Necessity authorizing the commencement of eminent domain actions to acquire the Fee Simple Interests ("Fee Interests") and the Improvements Pertaining to Realty ("IPR") for the properties identified in Attachment A and described as follows:

1. 14556 Raymer Street, Los Angeles, CA 91405, APN: 2210-030-028; ESFV-E-006-1 (E-006); and

2. 14718 Raymer Street, Los Angeles, CA 91405 and 14721 Keswick Street, Los Angeles, CA 91405, APN: 2210-025-044; ESFV-E-015-1 (E-015).

The interests being acquired in the above listed properties are referred to herein as the "Property Interests."

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

## ISSUE

Acquisition of the Property Interests is required for the construction and operation of the East San Fernando Valley Light Rail Transit Project ("Project"), specifically the Maintenance and Storage Facility ("MSF") for the Project. After testimony and evidence has been received from all interested parties at the hearings, Los Angeles County Metropolitan Transportation Authority ("LACMTA"), by a vote of two-thirds of its Board of Directors ("Board"), must make a determination as to whether to adopt the proposed Resolutions of Necessity (Attachments B-1 and B-2) to acquire the Property Interests by eminent domain. Attached is evidence submitted by staff that supports the adoption of the resolutions, and which sets forth the required findings (Attachment A).

## BACKGROUND

The Project extends north from the Van Nuys Metro G-Line station to the Sylmar/San Fernando Metrolink Station, a total of 9.2 miles of a dual track light rail transit ("LRT") system with 14 at-grade

stations. The Board certified the Project's Final Environmental Impact Report on December 3, 2020, and the Federal Transit Administration signed a Record of Decision on January 29, 2021. Included in the Final Environmental Impact Statement/ Environmental Impact Report is the initial operating segment (IOS) defined as the southern 6.7 miles of the Project alignment. The IOS is street-running in the middle of Van Nuys Boulevard and includes 11 at-grade center platform stations, 10 traction power substations, and a Maintenance and Storage Facility (MSF) for the LRT vehicles.

The Project will improve mobility in the area by:

- introducing an improved north-south transit connection between key transit hubs/routes;
- enhancing transit accessibility/connectivity for residents to local and regional destinations and activity centers;
- increasing transit service efficiency; and
- encouraging a modal shift from driving in order to achieve reductions in vehicle miles traveled.

The MSF will be constructed on the west side of Van Nuys Boulevard on approximately 21 acres, which is bounded by Keswick Street on the south, Raymer Street on the east and north, and the Pacoima Wash on the west. The MSF will house the fleet of 33 light rail vehicles that will be procured to initiate service on the line. The MSF will also accommodate rail car washing, a paint shop, wheel truing, material storage, a cleaning platform, and a main shop.

Acquisition of the Property Interests is required for the MSF.

## DISCUSSION

As required by California Government Code Section 7267.2, written offers of Just Compensation to purchase the Fee Interests were delivered to the Owners of Record ("Owners") on January 10, 2025, for E-006 and on February 6, 2025, for E-015. Similarly, written offers of Just Compensation to purchase the IPR's on each parcel were presented to the respective Owners and, where applicable, tenants.

While the Owners of both properties have accepted the offers for acquisition of the Fee Interests, the Owners and the tenants for these parcels have not accepted the offers of Just Compensation made by the LACMTA for the IPRs. Because acquisition of all Property Interests is necessary for the construction and operation of the Project, staff recommends the acquisition of the Property Interests through eminent domain to obtain possession in order to maintain the Project's schedule and to construct and operate the MSF. LACMTA will continue in good faith to try to complete the purchase of the Owners' Fee Interests through escrow even after commencement of the action, in which case Owners and tenants will not need to participate in the litigation with regard to their resolved interests in the parcels.

In accordance with provisions of the California Eminent Domain Law and Sections 30503, 30600, 130051.13, 130220.5 and 132610 of the California Public Utilities Code, (which authorizes the public acquisition of private property by eminent domain/n), LACMTA has prepared and mailed notice of this hearing to the owners and, where applicable, tenants, informing them of their right to appear at this hearing and be heard on the following issues: (1) whether the public interest and necessity require

the Project; (2) whether the Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury; (3) whether the Property Interests are necessary for the Project; (4) whether either the offers required by Section 7267.2 of the Government Code has been made to the owner(s) of the Property Interests, or the offers have not been made because the owner(s) cannot be located with reasonable diligence; (5) whether any environmental review of the Project, as may be necessary, pursuant to the California Environmental Quality Act (CEQA), has occurred and (6) whether LACMTA has given the notice(s) and followed the procedures that are a prerequisite to the exercise of the power of eminent domain. In order to adopt the Resolutions, LACMTA must, based on the evidence before it, and by a vote of two-thirds of its Board, find and determine that the conditions stated in items 1 - 6 above exist.

Acquisition of these parcels will require relocation of three business tenants, a custom exhibits provider, a property restoration company and a construction company. A dedicated relocation agent is working with the tenants to explain their benefits, provide referrals for replacement properties and process payments for search, moving, and reestablishment costs. The businesses have been provided with appropriate General Information Notices, Notices of Eligibility, and 90-day Informational Notices. Prior to being required to relocate, the businesses will be provided 30-day notices.

Attached is the Staff Report prepared by staff and legal counsel setting forth the required findings for acquiring the Property Interests through the use of eminent domain (Attachment A).

## DETERMINATION OF SAFETY IMPACT

The Board action will not have an impact on LACMTA's safety standards.

## FINANCIAL IMPACT

The funds required to support the acquisitions, relocation activities, and the recommended right of way action for the properties referenced in this report are included in the adopted Project's Preconstruction budget under Cost Center 8510 Project number 865521, East San Fernando Valley Light Rail Transit Corridor.

Impact to Budget

The sources of funds for the recommended actions include Measure R, Measure M, State Grants, and Federal Grants. These funds are not eligible for bus and rail operations.

## EQUITY PLATFORM

The Project will serve 11 new stations along Van Nuys Boulevard and will improve connections and access to key destinations to Metro's customer base and several Equity Focus Communities (EFCs) in the East San Fernando Valley.

Offers of Just Compensation were made to the Owners for the Property Interest based on appraisals of fair market value. Fair market value is defined as "the highest price on the date of valuation that would be agreed to by a seller, being willing to sell but under no particular or urgent necessity for so

doing, nor obliged to sell, and a buyer, being ready, willing, and able to buy but under no particular necessity for so doing, each dealing with the other with full knowledge of all the uses and purposes for which the property is reasonably adaptable and available." Metro staff has been negotiating with the Owners and tenants, but agreements for IPR's have not been reached. Approving this action will allow staff to continue negotiations the remaining acquisitions while maintaining the project schedule.

Businesses displaced by the Project may receive relocation benefits in accordance with the Uniform Relocation Act (URA). These benefits include both monetary funding and advisory services to mitigate any potential hardships. Agents are assigned to displacees from the beginning of the relocation cycle to guide displaced businesses through their moving and reestablishment processes. Metro will also assist the businesses in finding replacement sites within the community. These relocation services demonstrate Metro's commitment to minimizing business disruption and facilitating business continuity.

## 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. VMT for the project has already been analyzed for this item through the East San Fernando Valley Transit Corridor DEIS/DEIR. VMT summary can be found in Appendix G of the Transportation Impacts Report published in 2020. VMT was forecasted with Metro's Travel Demand Model using traffic counts collected in 2011, 2012, and 2013. Year 2040 was chosen for the definition of future baseline conditions. The result of this analysis was that the number of transit trips would reduce the number of trips by auto in general due to mode Preference changes by commuters. A VMT reduction of 54,207 miles was calculated for the project.

*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 Project is consistent with the Metro Vision 2028 Strategic Plan Goal 1: Provide high-quality mobility options that enable people to spend less time traveling.

## ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation. This is not recommended as it would result in significant delays and cost increases for the Project. Furthermore, delay to the Project will have detrimental effects on the available Federal and State Grant funding dollars.

## NEXT STEPS

If this action is approved by the Board, LACMTA's condemnation counsel will be instructed to take all steps necessary to commence legal proceedings in a court of competent jurisdiction to acquire the Property Interests by eminent domain and to conclude those proceedings either by settlement or jury trial. Counsel will also be directed to seek and obtain Orders of Prejudgment Possession in accordance with the provisions of the Eminent Domain Law. Staff will continue to negotiate with the property owners with the goal of reaching voluntary settlements while concurrently pursuing the eminent domain process to preserve the project schedule. LACMTA will continue to work with tenants to find suitable replacement locations.

## ATTACHMENTS

Attachment A - Staff Report
Attachment B-1 - Resolution of Necessity - Parcel E-006
Attachment B-2 - Resolution of Necessity - Parcel E-015

Prepared by: Darryl Root, Senior Director, Real Estate, (213) 922-5281
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Reviewed by: Ray Sosa, Chief Planning Officer, (213) 922-2920

Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A**

**STAFF REPORT REGARDING THE NECESSITY FOR THE ACQUISITION OF THE PROPERTIES REQUIRED FOR THE EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT PROJECT ("PROJECT")**
**PROJECT PARCELS**
**ESFV-E-006-1 and ESFV-E-015-1**

## BACKGROUND

The property interests sought to be acquired are required by the Los Angeles County Metropolitan Transportation Authority ("LACMTA") for the construction and operation of the Project. The project parcel number, assessor parcel number, address, record property owner and tenant, and nature of the property interests sought to be acquired for the Project are summarized in the table below. The Property Interests are comprised of Fee Simple ("Fee") and Improvements Pertaining to Realty ("IPR").

Summary Table 1

| Project Parcel Number | Assessor's Parcel Number | Parcel Address | Property Owner/Tenant | Property Interest(s) Sought |
|---|---|---|---|---|
| ESFV-E-006-1<br><br>(E-006) | 2210-030-028 | 14556 Raymer St,<br>Los Angeles, CA 91405 | Solomon and Sara Pearlman, Trustees; David and Miriam Striks, Trustees | Fee; IPR |
| | | | Tip Top Restoration, Inc.; Purple Construction & Remodeling, Inc. | IPR |
| ESFV-E-015-1<br><br>(E-015) | 2210-025-044 | 14718 Raymer St, and 14721 Keswick St.,<br>Los Angeles, CA 91405 | JB Partners, LLC | Fee; IPR |
| | | | Tip Top Restoration, Inc.; Purple Construction & Remodeling, Inc. | IPR |
| | | | Brian Williams, Inc. d.b.a. NDI USA | IPR |

### Property Requirements:

Purpose of Acquisitions: construction and operation of the East San Fernando Valley Light Rail Transit Project.

### Property Interests Sought:

LACMTA seeks to acquire a Fee interests in the real property, as well as the Improvements Pertaining to Realty (IPR) in the above parcels. These interests are required to construct the Maintenance and Storage Facility (MSF) for the Project. The MSF will be constructed on the west side of Van Nuys Boulevard on approximately 21 acres, which is bounded by Keswick Street on the south, Raymer Street on the east and north, and the Pacoima Wash on the west. In order to connect the main line alignment to the MSF site, the guideway will curve west off of Van Nuys Boulevard along Keswick Street. These acquisitions of Fee interests and of IPR are collectively referred to herein as the Property Interests.

As required by California Government Code Section 7267.2, written offers of Just Compensation to purchase the Fee Interests were delivered to the Owners of Record ("Owners") on January 10, 2025 for E-006 and on February 6, 2025 for E-015. Similarly, and in compliance with California Government Code Section 7267.2, written offers of Just Compensation to purchase the IPR on the parcels were presented to the Owners and, where applicable, Tenants[1]. LACMTA updated its offers to purchase the IPRs once its appraiser was able to gather further information. The Owners have accepted the offers for acquisition of the Fee Interests, and LACMTA is in the process of purchasing the Fee Interests in both parcels from the Owners but does not yet own the Fee Interests in these parcels. The Owners and the tenants for these parcels have not accepted the offers of Just Compensation made by the LACMTA for the IPRs and have not at this time reached negotiated settlements for the acquisition of the IPR's.

*[1] As between Owner and Tenant, LACMTA does not know who claims ownership of the IPR, and for that reason, the offer to purchase the IPR was made to both the Owner and the Tenant.*

## A. The public interest and necessity require the Project.

The Project is a vital public transit infrastructure investment that will provide improved transit service along the busy Van Nuys Boulevard and San Fernando Road corridors serving the eastern San Fernando Valley. The Project will ultimately provide a 9.2-mile light rail transit system to connect from the Van Nuys LACMTA G Line (Orange Line) Station in the community of Van Nuys to the Sylmar/San Fernando Metrolink Station in the City of San Fernando, providing commuters with significantly more options when navigating Los Angeles County.

The Project will improve mobility in the eastern San Fernando Valley by introducing an improved north-south transit connection between key transit hubs/routes including direct access to Metrolink/Amtrak and G-line stations, enhancing transit accessibility/connectivity for residents to local and regional destinations and activity centers, increasing transit service efficiency, and encouraging a modal shift from driving to achieve reductions in greenhouse gas emissions. It is projected that by the year 2035, there will be 37,759 daily transit trips on the completed Project. The Project will provide new transit service and improved transit connectivity in future years. The Project is consistent with one of LACMTA's overall goals of providing high quality mobility options that enable people to spend less time traveling.

Based on an evaluation of socioeconomic, congestion growth trends, travel conditions, and feedback from the project stakeholder meetings, it is demonstrated that existing and projected levels of traffic congestion in the corridor limit mobility will increase the demand for reliable transit services. In light of these conditions, the Project supports the public interest and necessity through its ability to:

- Improve mobility in the eastern San Fernando Valley by introducing an improved north-south transit connection between key transit hubs/routes;

- Enhance transit accessibility/connectivity for residents within the eastern San Fernando Valley to local and regional destinations;
- Provide more reliable transit service within the eastern San Fernando Valley;
- Provide additional transit options in an area with a large transit dependent population and high number of transit riders; and
- Encourage modal shift to transit in the eastern San Fernando Valley, thereby improving air quality.

It is recommended that based on the above evidence, the Board find and determine that the public interest and necessity require the Project.

**B. <u>The Project is planned or located in the manner that will be most compatible with the greatest public good and least private injury.</u>**

In September and October of 2017, the Draft Environmental Impact Study/Draft Environmental Impact Report (DEIS/DEIR) was circulated for public review and comment for 60 days. The following six alternatives were evaluated in the DEIS/DEIR:

- No-Build Alternative;
- TSM Alternative;

<u>BRT Alternatives</u>:

- Alternative 1 – Curb-Running BRT Alternative;
- Alternative 2 – Median-Running BRT Alternative;

<u>Rail Alternatives</u>:

- Alternative 3 – Low-Floor Light Rail Transit (LRT)/Tram Alternative;
- Alternative 4 – LRT Alternative.

All build alternatives considered within the DEIS/DEIR (Alternatives 1 through 4) would operate at grade over 9.2 miles, either in a dedicated busway or dedicated guideway (6.7 miles) and/or in mixed-flow traffic lanes (2.5 miles), from the Sylmar/San Fernando Metrolink station on the north to the Van Nuys Metro Orange Line station on the south, with the exception of Alternative 4, which included a 2.5-mile segment within Metro-owned railroad right-of-way adjacent to San Fernando Road and Truman Street and a 2.5-mile underground segment beneath portions of the City of Los Angeles communities of Panorama City and Van Nuys.

Metro applied the objectives below in evaluating potential alternatives for the Project:

- Provide new service and/or infrastructure that improves passenger mobility and connectivity to regional activity centers;
- Increase transit service efficiency (speeds and passenger throughput) in the project study area; and

- Make transit service more environmentally beneficial by providing alternatives to auto-centric travel modes and other environmental benefits, such as reduced air pollutants, including reductions in greenhouse gas emissions in the project study area.

These goals draw upon those presented in the Alternatives Analysis Report completed in 2012. For the purposes of the DEIS/DEIR, these goals were updated and refined to reflect public involvement and further analysis of the proposed project, the project area, and the background transportation system. Based on the project objectives and the public comments received during the 60-day comment period for the DEIS/DEIR, a modified version of Alternative 4 (Alternative 4 Modified: At-Grade LRT) was developed on June 28, 2018, and the Metro Board of Directors formally identified Alternative 4 Modified: At-Grade LRT as the Locally Preferred Alternative (LPA). The primary difference between DEIS/DEIR Alternative 4 and the LPA is the elimination of the 2.5-mile subway portion of DEIS/DEIR Alternative 4. Under the LPA, the entire 9.2-mile alignment would be constructed at grade. The subway portion was eliminated because it would be very expensive, have significant construction impacts, and result in little time savings compared with a fully at-grade alignment.

In addition, Metro determined that the LPA best fulfilled the project's purpose and need to:

- Improve north–south mobility;
- Provide more reliable operations and connections between key transit hubs/routes;
- Enhance transit accessibility/connectivity to local and regional destinations;
- Provide additional transit options in a largely transit-dependent area, and
- Encourage mode shift to transit.

Additional factors that were considered by Metro in identifying Alternative 4 Modified as the LPA include: the greater capacity of LRT compared to the BRT alternatives, the LPA could be constructed in less time and at reduced cost compared to the DEIS/DEIR Alternative 4, fewer construction impacts compared to DEIS/DEIR Alternative 4, and strong community support for a rail alternative.

While the Project will cause private injury, no other alternative locations for the Project provide greater public good with less private injury. Therefore, the Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury.

It is recommended that, based upon the foregoing, the Board find and determine that the Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury.

## C. The Property Interests are necessary for the Project.

The Property Interests are specifically needed for the southern segment of the Project ("Southern Segment"). The Southern Segment of the Project consists of a 6.7-mile at-grade alignment light rail transit system, which will include 11 new transit stations, 10 Traction Power Substations, and a new Maintenance and Storage Facility ("MSF"). The purpose of the Project is to improve connections and access to crucial destinations while connecting transit users to the growing network in the San Fernando Valley.

The Southern Segment of the Project will operate in the center of Van Nuys Boulevard from the LACMTA G Line (Orange) Van Nuys Station to Van Nuys Boulevard and San Fernando Road. Once constructed, the Project's light rail system will travel in a semi-exclusive right-of-way in the median of Van Nuys Boulevard, separated by a barrier except at signalized intersections. There will be 33 light rail vehicles. The light rail system will be powered by an electrified overhead contact system, a network of overhead wires that distributes electricity to the light rail vehicles.

The MSF will house general administration, operation, and support services. The facility will be used to store the light rail transit vehicles when they are not in operation and to perform inspections, body and heavy repairs, and cleaning and washing of LACMTA's growing light rail vehicle fleet. Meanwhile, the TPSS sites will provide the electricity to power the light rail vehicles.

The Property Interests are required for construction and operation of the Project. Specifically, Parcel E-006 and Parcel E-015 are two of the several parcels required to construct the MSF.

The MSF will be constructed on the west side of Van Nuys Boulevard on approximately 21 acres, which is bounded by Keswick Street on the south, Raymer Street on the east and north, and the Pacoima Wash on the west. In order to connect the main line alignment to the MSF site, spur tracks will extend from the guideway and will curve west off of Van Nuys Boulevard north of Keswick Street and continue in a westward direction crossing Raymer Street and into the MSF site.

A portion of the MSF will be located on Parcel E-006 and Parcel E-015. Therefore, the Property Interests are necessary for the construction and operation of the Project.

Staff recommends that the Board find that the acquisition of the Property Interests are necessary for the Project.

## D. Offers were made in compliance with Government Code Section 7267.2.

California Code of Civil Procedure Section 1245.230 requires that a Resolution of Necessity contain a declaration that the governing body has found and determined that either the offer required by Section 7267.2 of the California Government Code has been made to the owner of the interest being acquired, or the offer has not been made because the owner cannot be located with reasonable diligence.

California Government Code Section 7267.2 requires that an offer to purchase be made to the owner(s) in an amount which the agency believes to be just compensation. The amount must not be less than the agency's approved appraisal of the fair market value of the Property Interests being acquired. In addition, the agency is required to provide the Owner with a written description of and summary of the basis for, the amount it established as just compensation.

Staff has taken the following actions as required by California law for the acquisition of the Property Interests:

1. Obtained independent appraisals for real property and for IPR to determine the fair market value of the Property Interests, including consideration of the existing use of the parcel, the highest and best use of the parcel, and, if applicable, impact to the remainder properties;

2. Reviewed and approved the appraisals, and established the amount it believes to be just compensation for the acquisition of the Property Interests;

3. Determined the owner of the Property Interests by examining the County Assessor's record and preliminary title reports, and determined the tenants of the parcels;

4. Made written offers to the Owners and Tenants, as applicable, for the full amount of just compensation for the acquisition of the Property Interests, which was not less than the approved appraised value of the Property Interests (offers for fee acquisition were made to Owner; offers for IPR were made jointly to Owner and Tenant);

5. Provided the Owners and Tenants, as applicable, with a written statement of, and summary of the basis for, the amount established as just compensation with respect to the foregoing offer; and

6. Provided an informational pamphlet concerning eminent domain in California to the Owner as required by the Eminent Domain Law.

It is recommended that based on the above Evidence, the Board find and determine that the offers required by Section 7267.2 of the California Government Code has been made to each of the Owners and tenants.

**E. <u>LACMTA has fulfilled the necessary statutory prerequisites.</u>**

LACMTA is authorized to acquire property by eminent domain for the purposes contemplated by the Project under Public Utilities Code §§ 30503, 30600, 130051.13, and 130220.5; Code of Civil Procedure §§ 1230.010-1273.050; and Article I, § 19 of the California Constitution.

## F. LACMTA has complied with the California Environmental Quality Act.

The environmental impacts of the Project were evaluated in the Final Environmental Impact Statement/Final Environmental Impact Report (FEIS/FEIR), which was certified by Page 8 of 36 by the Board on December 8, 2020. The Board found that in accordance with the California Environmental Quality Act (CEQA) Guidelines, Section 15162, no supplemental Environmental Impact Report is required for the Project, and the FEIS/FEIR documents are consistent with CEQA. Through the Preliminary Engineering (PE) phase of the Project, design refinements to the southern segment were identified. Environmental analysis and findings of the proposed design refinements were documented in an Addendum to the Final Environmental Impact Report, in compliance with California Environmental Quality Act and approved by the Board in October 2023.

## CONCLUSION

Staff recommends that the Board approve the Resolutions of Necessity.

## ATTACHMENTS

Exhibit A-1 - Legal Description (E-006)
Exhibit B-1 - Plat Map (E-006)
Exhibit C-1 - IPR (E-006)
Exhibit A-2 - Legal Description (E-015)
Exhibit B-2 - Plat Map (E-015)
Exhibit C-2 - IPR (E-015)

**EXHIBIT A-1**
**PARCEL ESFV-E-006-1**

# LEGAL DESCRIPTION

The land referred to herein is situated in the State of California, County of Los Angeles, City of Van Nuys and described as follows:

Lot 29 of Tract No. 7090, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 88 Page 94 of Maps, in the office of the County Recorder of said County.

APN: 2210-030-028

**EXHIBIT B-1**
**PARCEL ESFV-E-006-1**

## PLAT MAP

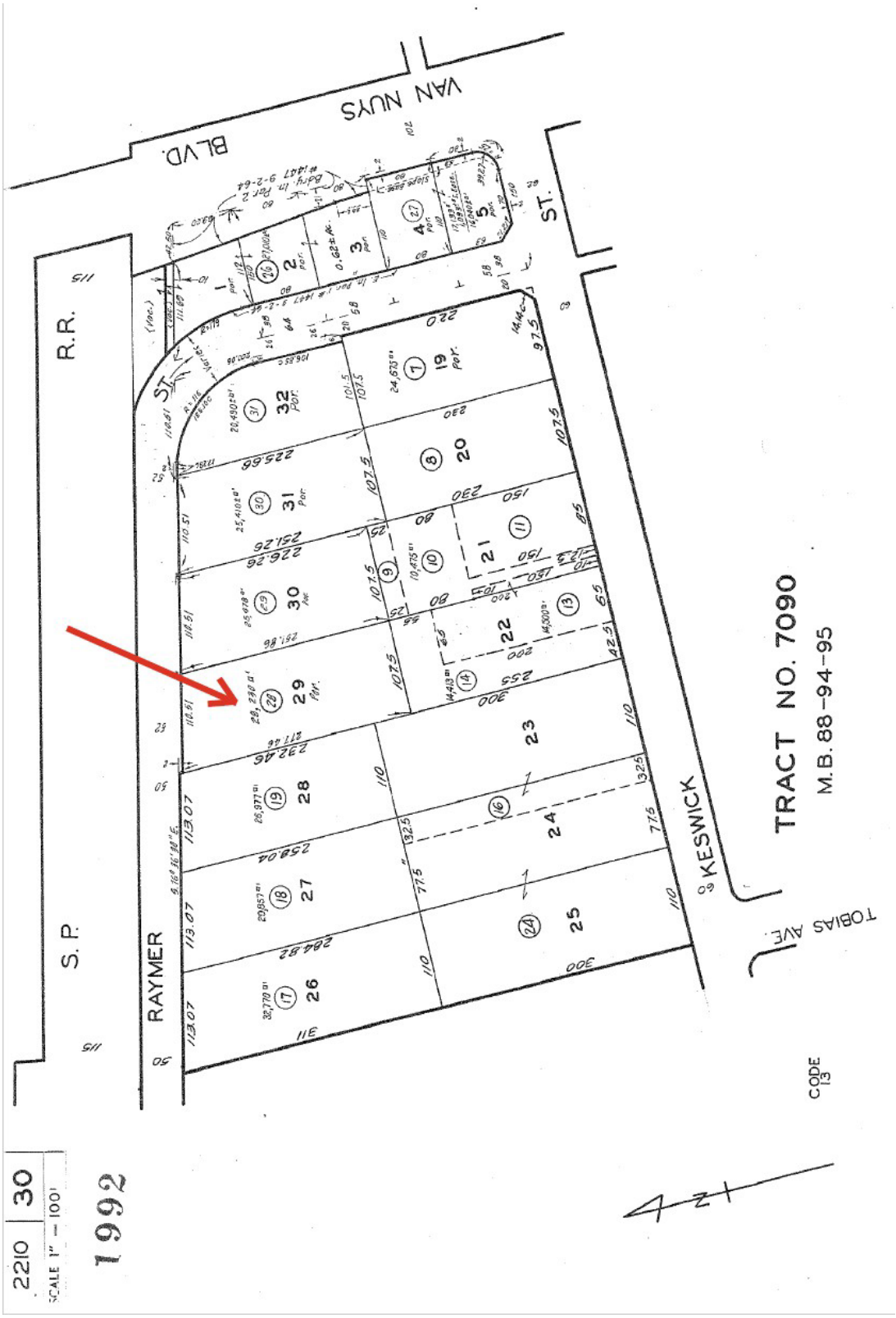

**EXHIBIT C-1**
**PARCEL ESFV-E-006-1**

**IMPROVEMENTS PERTAINING TO REALTY**
Page 1 of 7

| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Steel sign, 14" x 10", wall-mounted, "CCTV Warning" |
| 2 | 1 | Plastic sign, 14" x 10", window-mounted |
| 3 | 10 | Window lettering, decal, 9" high, one and two color, "14556 14558" |
| 4 | 97 | Square feet of window blinds, horizontal, 1" wide metal slats |
| 5 | 6 | Linear feet of salt water fish tank cabinet, built-in, wood, full height, custom made |
| 6 | 2.7 | Linear feet of tubular steel shelving, wall-mounted |
| 7 | 16 | Square feet of telephone backboard, plywood with:<br>4 Linear feet of power strip outlets<br>1 Old telephone wiring terminal block, 22" long, not in use |
| 8 | 1 | Magnetic utensil strip, 15" long, wall-mounted |
| 9 | 1 | Lot of kitchen cabinetry, consisting of:<br>10 Linear feet of wall cabinet, laminate<br>12 Linear feet of counter top, laminate<br>8.5 Linear feet of base cabinet, laminate<br>1 Exhaust hood, stainless steel, Whirlpool, 30" wide<br>1 Dishwasher, Samsung<br>1 Kitchen sink, two-compartment, with garbage disposal<br>1 Rough in supply, waste and vent piping |
| 10 | 15 | Office identification signage, 8" x 2", wall-mounted, with name slot |
| 11 | 21 | Keyless door locks, with combination code access, including hardware |
| 12 | 40 | Square feet of interior window blinds, horizontal, 2" wide wood slats |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 13 | 12 | Wi-Fi extenders, manufacturer and model no. not available, 12"x 12", including wiring |
| 14 | 1 | Security door, solid core, 3' x 7', with remote actuated lock system |
| 15 | 1 | Owner's bathroom buildout, consisting of:<br>1 Toilet and seat<br>1 Bathtub, and shower surround, Fiberglass<br>1 Vanity cabinet and sink, faucet<br>3.7 Linear feet of base cabinet, laminate<br>7.3 Linear feet of counter top, laminate<br>26.7 Square feet of mirror, wall-mounted<br>3.7 Linear feet of credenza cabinet, laminate<br>3 Rough in supply, waste and vent piping<br>7 Robe hooks, wall-mounted |
| 16 | 6 | Signage letters, 6" high, particle board, "Tip Top" |
| 17 | 46 | Linear feet of shelving, laminate, wall-mounted |
| 18 | 336 | Square feet of vinyl plank flooring |
| 19 | 1 | Lot of computer networking and data cabling for 60 workstations (estimate) , two low voltage outlets and data cabling, Cat 5, including wall jacks |
| 20 | 1 | Front door video intercom system, with small flat screen monitor, CCTV camera, automatic door release |
| 21 | 3 | Office cabinets, steel, wall hung, consisting of:<br>2 30" wide<br>1 12" wide<br>8 Linear feet of hanger strip, wall-mounted |
| 22 | 60 | Square feet of mirror, wall-mounted |
| 23 | 1 | Coat hanger strip, 5-peg, wood, wall-mounted |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 24 | 5 | Linear feet of shelving, wood, 14" wide, wall-mounted |
| 25 | 1 | Alarm system, including control panels, code pads, door contacts, window break detectors, motion sensors and roll-up door contacts |
| 26 | 6 | Wall safes, 14" x 19" x 4", Paragon Lock & Safe, metal, wall recessed, single door |
| 26 | 76 | Surveillance cameras, manufacturer and model not available, with related wiring, 12 additional wireless cameras, including wall mounts |
| 27 | 1 | Lot of audio cabling for 20 speakers and 3-subwoofers thru-out, recessed in walls for surround sound in office area |
| | | **Purple/ Reception** |
| 28 | 1 | Lot of decorative purple paint décor thru-out office areas |
| 29 | 1 | Shelf, 67" x 12", laminate, metal wall brackets |
| 30 | 1 | Whiteboard, 8' x 4', laminate trim, wall-mounted |
| | | **Purple/ Estimators** |
| 31 | 223 | Square feet of flooring, laminate, 8" x 4' tiles |
| | | **Upstairs Storage Room** |
| 32 | 1 | Storage rack, 6' x 5' x 20", wood construction, plywood deck, 3-tier |
| 33 | 1 | Storage rack, 55" x 60" x 27", wood construction, plywood deck, 3-tier |
| 34 | 32 | Linear feet of shelf, 16" deep, wood, metal brackets, wall-mounted |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 35 | 24 | Linear feet of shelf, 18" deep, wood, metal brackets, wall-mounted |
| 36 | 1 | Storage rack, 30" x 48" x 17", wood, plywood deck, 2-tier |
| 37 | 1 | Storage rack, 20" x 48" x 17", wood, plywood deck, 2-tier |
| | | **Warehouse** |
| 38 | 18 | Linear feet of built-in shelving, 15' high x 42" deep, wood plank framing, plywood decks, 6-tier, ceiling-mounted |
| 39 | 30 | Linear feet of built-in shelving, 15' high x 24" deep, wood plank framing, plywood decks, 4-tier, ceiling-mounted |
| 40 | 1 | Storage deck, 24' x 8' x 7.5', wood beam supports and deck framing, plywood deck |
| 41 | 1 | Built-in workbench, 24' x 4', wood supports and construction, plywood deck, 1 upper shelf, 24" deep, plywood |
| 42 | 1 | Built-in storage shelf, 6' x 17' x 22" deep, wood plank framing, plywood decks, 9-tier, plywood, ceiling-mounted |
| 43 | 52 | Linear feet of built-in shelving, 12' to 15' high, 4' deep, wood plank framing, plywood decks, 5-tier on average, ceiling and wall-mounted |
| 44 | 24 | Linear feet of built-in shelving, 12' high x 24" deep, wood plank framing, plywood decks, 6-tier, plywood, ceiling-mounted |
| 45 | 1 | Storage deck, 21'9" x 9' x 7.5', wood beam supports and deck framing, plywood deck |
| 46 | 1 | Built-in workbench, 21'9" x 4', wood supports, plywood deck, with upper hutch/ shelf, 42" high, 2-tier |

**IMPROVEMENTS PERTAINING TO REALTY**


| No. | Qty. | Description |
|---|---|---|
| 47 | 1 | Built-in shelf, 90" x 16' x 26", wood plank supports, 9 plywood decks, ceiling-mounted |
| 48 | 2 | LED yard lights, 24" x 12", 18" metal pole mounted, solar powered |
| 49 | 1 | Floodlight, 12" x 18", LED, wall-mounted, electrical |
| 50 | 45 | Linear feet of built-in shelving, 16' high x 3' deep, wood plank supports, 4 plywood decks |
| 51 | 3 | Wall shelves, 8' x 12", laminate, metal brackets |
| | | **Office** |
| 52 | 1 | Base cabinet, 112" x 24", laminate on wood, 6-door, 6-drawer, laminate top, 4" high backsplash |
| 53 | 1 | Wall cabinet, 9' x 30", laminate, 6-door |
| 54 | 1 | Base cabinet, 67" x 24", laminate on wood, 4-door, 4-drawer |
| 55 | 12 | Linear feet of wall shelving, 12" deep, laminate, with metal brackets |
| 56 | 2 | Wall shelves, 9' x 12", laminate, with wall brackets |
| 57 | 4 | Wall shelves, 4' wide, laminate and wood, with wall brackets |
| | | **Upstairs Office** |
| 58 | 1 | Built-in base cabinet, 9'3" x 24" deep, laminate on wood, 6-door, 6-drawer |
| 59 | 1 | Storage deck, 9'3" x 20", wood construction, plywood deck |
| | | **Ruben Umana** |
| 60 | 140 | Square feet of laminate tile flooring, 4' x 5" tiles |

**IMPROVEMENTS PERTAINING TO REALTY**


| No. | Qty. | Description |
|---|---|---|
| 61 | 2 | Wall shelves, 40" x 12", laminate, with wall brackets |
| | | **Office Payroll** |
| 62 | 2 | Split air conditioning units, LBG Products, model no. not available, 3' wide (estimate) |
| 63 | 32 | Linear feet of wall shelving, 12" deep, wood, with wall brackets |
| | | **Lobby** |
| 64 | 1 | Access control system, Memorilok, model no. not available, wall-mounted, 10-digit keypad |
| 65 | 112 | Square feet of wall tiles, wood, 3' x 5" tiles, including decorative wall fixtures, copper and steel |
| 66 | 2 | Ceiling speakers, 12" diameter, including wiring |
| | | **Lino Maria** |
| 67 | 5 | Linear feet of wall shelving, wood, with wall brackets |
| 68 | 143 | Square feet of laminate tile flooring, 4' x 6.5" tiles |
| | | **Break Room** |
| 69 | 1 | Base cabinet, 63" x 3' x 25", laminate, 4-door, 4-drawer |
| 70 | 1 | Paper towel dispenser, Georgia-Pacific, Model: enMotion |
| 71 | 1 | Base cabinet, 114" x 3' x 25", laminate, 6-door, 6-drawer |
| 72 | 1 | Base cabinet, 78" x 3' x 2', laminate, 1 drawer, 3-door, with sink, 32" x 20", stainless steel, dual compartment, single mixing faucet, water dispenser, including plumbing |
| 73 | 1 | Wall cabinet, 78" x 38" x 11", laminate, 4-door, 2- 20" high, 2-38" high, with open shelf, 3' x 17", laminate |

**IMPROVEMENTS PERTAINING TO REALTY**



| Item No. | Qty. | Description |
|---|---|---|
| 74 | 1 | Soap dispenser, Gojo, model no. not available, automatic |
| | | **IT Room** |
| 75 | 15 | Linear feet of workstation countertop, 30" deep, wood construction, carpet cover, including electrical, 12- single outlets plus wiring |
| | | **Jonathan Deleon / Ricardo Urbina** |
| 76 | 1 | Wall shelf, 5' x 10", laminate, with wall brackets |
| | | **Exterior** |
| 77 | 2 | Wall signs, 13' x 5', vinyl, metal trim, wall-mounted, "Purple Construction & Remodeling", "TiptopRestoration.com" |

END OF EXHIBIT C-1

**EXHIBIT A-2**
**PARCEL ESFV-E-015-1**

# LEGAL DESCRIPTION

**The land referred to herein is situated in the State of California, County of Los Angeles, City of Los Angeles and described as follows:**

Parcel 1:

The Southerly 381.00 feet of that portion of Lot 7 of Tract 1532, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 22, Pages 130 and 131 of Maps, in the Office of the County Recorder of said County, lying between the Westerly line of the East 5.01 acres, computed to the Southerly line of Raymer Street, of said Lot 7 and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot.

Except all minerals, coal, oils, petroleum and kindred substances and natural gas in or, under said land, as reserved by Thomas C. Garner and Carolyn B. Garner, in the Deed recorded March 28, 1960 in Book D-794 Page 592, Official Records.

Parcel 2:

That portion of Lot 22, "Future Street" of Tract 16545, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 398, Pages 18 and 19 of Maps, in the Office of the County Recorder of said County, lying between the Southerly prolongation of the Westerly line of the East 5.01 acres, computed to the Southerly line of Raymer Street, of Lot 7 of Tract 1532, as per Map recorded in Book 22 Pages 130 and 131 of Maps, Records of said County, and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot 7.

Parcel 3:

That portion of Lot 7 of Tract 1532, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 22 Pages 130 and 131 of Maps, in the Office of the County Recorder of said County, lying between the Westerly line of the East 5.01 acres computed to the Southerly line of Raymer Street of said Lot 7 and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot 7.

Except therefrom the Southerly 381.00 feet thereof.

Also except all minerals, coal, oils, petroleum and kindred substances and natural gas under and in that portion of the above described land lying Westerly of the Westerly line of the East 5.01 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way of said Lot 7.

APN: 2210-025-044
(End of Legal Description)

**EXHIBIT B-2**
**PARCEL ESFV-E-015-1**

## PLAT MAP

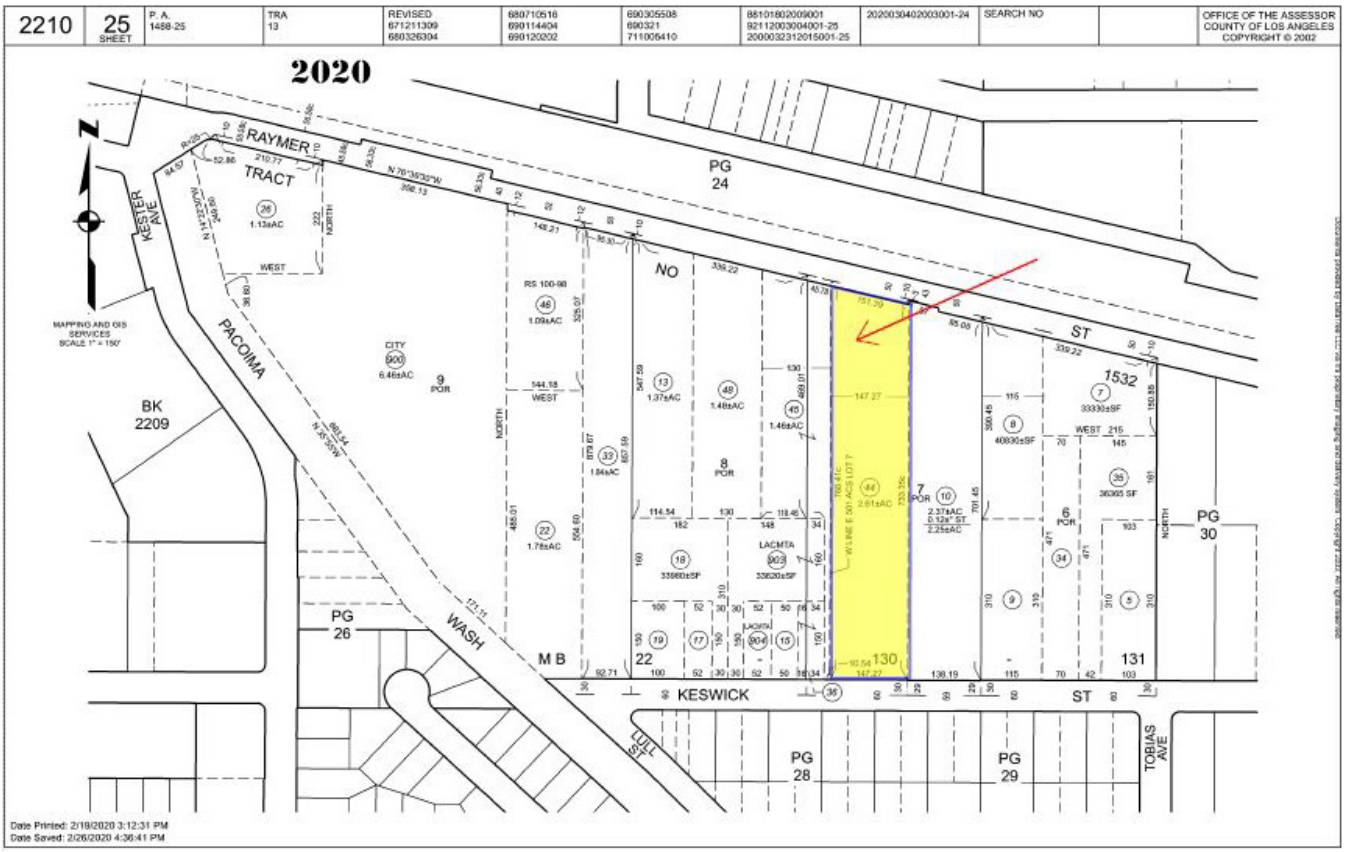

**EXHIBIT C-2**
**PARCEL ESFV-E-015-1**

## IMPROVEMENTS PERTAINING TO REALTY



| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Group of power wiring, consisting of wiring, control box etc. |
| 2 | 1 | Group of carpeting +/-1,800 sf. |

| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Counter, wood L-shaped, 16 linear feet with stone top |

| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Metal gate fencing, 14 linear feet. |
| 1 | 1 | Group of interior build-out, consisting of wood frame construction with plaster board one side, 2 small window A/C, drop ceiling, tile floor, bathroom with 2 fixtures, 27'x17' and 7'x5'. |

## IMPROVEMENTS PERTAINING TO REALTY



| No. | Qty. | Description |
|---|---|---|
| 78 | 60 | Surveillance cameras, manufacturer and model not available, with related wiring, including wall mounts |
| | | **Building A** |
| 79 | 11 | Linear feet of built-in counter, 42" high x 32" deep, laminate, 2-tier, including electrical connections, 3- 4 outlet plugs, 3- 4-port ethernet plates, 2- 2-port ethernet plates, including lower counter, 44" x 34" x 32", laminate, 2 lower shelves |
| 80 | 1 | Built-in counter, 80" x 42" x 25", laminate, 2-door, 2-drawer, including sink, 15" x 15", stainless steel, single mixing faucet, plumbing |
| 81 | 505 | Square feet of slat wall panels, laminate |
| 82 | 10 | Linear feet of chain link fence, 7' high, with roll gate, 77" x 7' |
| 83 | 8 | Linear feet of wall shelving, 8' high x 2' deep, wood construction, 3-tier |
| 84 | 17 | Linear feet of wall shelving, 70" high x 2' deep, wood |
| 85 | 26 | Linear feet of wall shelving, 7' high x 2' deep (estimate), wood construction, 3-tier |
| 86 | 17 | Linear feet of wall partition, 8' high x 7" deep, wood construction, dual-sided |
| 87 | 1 | Sign cabinet, 18' x 10' (estimate), single-sided, vinyl fascia, metal trim, "TipTopRestoration.com" |
| | | **Building B** |
| 88 | 1 | Canopy, 13' x 5' x 3', metal frame, canvas top |
| 89 | 14 | Linear feet of countertop and base cabinet, 36" high x 33" deep, laminate, 8-door |

## IMPROVEMENTS PERTAINING TO REALTY



| Item No. | Qty. | Description |
|---|---|---|
| 90 | 48 | Square feet of pegboard |
| 91 | 1 | Alarm system, manufacturer and model no. not available, consisting of:<br>3 Roll-up door contacts<br>3 Motion sensors<br>2 Door contacts<br>1 Keypad<br>1 Control panel |
| 92 | 1 | Convex mirror, 36" diameter, wall-mounted |
| 93 | 1 | Janitorial sink, 23" x 11" x 20", plastic, including 1 single mixing faucet and plumbing |
| 94 | 1 | Lot of electrical power wiring, including conduit run and control box |
| 95 | 1,800 | Square feet of commercial carpeting in office area |
| | | **Building C** |
| 95 | 23 | Linear feet of built-in storage rack, 14' high x 4' deep, wood construction, plywood deck, 4-tier |
| 96 | 1 | Canopy, 186" x 15' x 13', metal frame, corrugated metal roof, 2 uprights, tubular metal, including 233 square feet of wall cover, plywood, 1 swing gate, 186" x 10', metal frame, corrugated metal fascia |
| 97 | 1 | Open shelf, 18' x 18' x 4', wood construction, plywood deck, 4-tier |
| 98 | 1 | Canopy, 13' x 5' x 3', metal frame, canvas top |

**RESOLUTION OF THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY DECLARING CERTAIN REAL PROPERTY INTERESTS AND IMPROVEMENTS PERTAINING TO THE REALTY NECESSARY FOR PUBLIC PURPOSES AND AUTHORIZING THE ACQUISITION THEREOF THROUGH THE EXERCISE OF EMINENT DOMAIN EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT PROJECT APN: 2210-030-028; ESFV-E-006-1**

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY BOARD OF DIRECTORS ("BOARD") HEREBY FINDS, DETERMINES, AND RESOLVES AS FOLLOWS:

Section 1.

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY ("LACMTA") is a public entity organized and existing pursuant to Chapter 2 of Division 12 of the California Public Utilities Code (commencing with Section 130050).

Section 2.

The property interests described hereinafter are to be taken for public use, namely, for public transportation purposes and all uses necessary, incidental or convenient thereto, and for all public purposes pursuant to the authority conferred upon the Board to acquire property by eminent domain by California Public Utilities Code Sections 30000-33027, inclusive, and particularly Section 30503 and 30600, Sections 130000-132650, inclusive, and particularly Sections 130051.13 and 130220.5, Code of Civil Procedure Sections 1230.010-1273.050, inclusive, and particularly Sections 1240.510 and 1240.610, and Article I, Section 19 of the California Constitution.

Section 3.

The property interests to be acquired consist of: (i) the fee interest in the real property described in the legal description attached hereto as Exhibit "A" and depicted in the plat map attached hereto as Exhibit "B" ("Fee Interest"); and (ii) the improvements pertaining to realty that are more particularly described in Exhibit "C" attached hereto, and located on the real property identified in Exhibits "A" and "B" ("Improvements") (hereinafter the Fee Interest and Improvements are collectively referred to as the "Property Interests"). Exhibits "A", "B", and "C" are incorporated herein by reference.

Section 4.

(a.) The acquisition of the Property Interests is necessary for the development,

construction, operation, and maintenance of the East San Fernando Valley Light Rail Transit Project ("Project");

(b.) The environmental impacts of the Project were evaluated in the Final Environmental Impact Statement/Final Environmental Impact Report (FEIS/FEIR), which was certified by the Board on December 8, 2020. The Board found that in accordance with the California Environmental Quality Act (CEQA) Guidelines, Section 15162, no supplemental Environmental Impact Report is required for the Project, and the FEIS/FEIR documents are consistent with CEQA. Through the Preliminary Engineering (PE) phase of the Project, design refinements to the southern segment were identified. Environmental analysis and findings of the proposed design refinements were documented in an Addendum to the Final Environmental Impact Report, in compliance with California Environmental Quality Act and approved by the Board in October 2023.

(c.) Accordingly, LACMTA has fulfilled the necessary statutory prerequisites to acquire the Property by eminent domain.

Section 5.

The Board hereby declares that it has found and determined each of the following:

(a.) The public interest and necessity require the Project;

(b.) The Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury;

(c.) The Property Interests sought to be acquired, which have been described herein, are necessary for the Project;

(d.) The offers required by Section 7267.2 of the Government Code have been made to the owners of the Property Interests. Said offers were accompanied by a written statement of, and summary of the basis for, the amount established and offered as just compensation. The statements/summaries complied with Government Code Section 7267.2, in form and in substance, including by containing the required factual disclosures.

Section 6.

Pursuant to Sections 1240.510 and 1240.610 of the Code of Civil Procedure, to the extent that the Property Interests are already devoted to a public use, the use to which the Property Interests are to be put is a more necessary public use than the use to which the Property Interests are already devoted, or, in the alternative, is a compatible public use which will not unreasonably interfere with or impair the continuance of the public use to which the Property Interests are already devoted.

Section 7.

That notice of intention to adopt this resolution was given by first class mail to the owners of the Property Interests to be acquired by eminent domain in accordance with Section 1245.235 of the Code of Civil Procedure and a hearing was conducted by the Board on the matters contained herein and each person whose Property Interests are to be acquired by eminent domain was given an opportunity to be heard.

Section 8.

Legal Counsel is hereby authorized and directed to take all steps necessary to commence legal proceedings, in a court of competent jurisdiction, to acquire the Property Interests described above by eminent domain. Counsel is also authorized and directed to seek and obtain an Order for Prejudgment Possession of said Property Interests in accordance with the provisions of the eminent domain law and is directed that the total sum of probable just compensation be deposited with the State Treasurer or the Clerk of the Superior Court. Counsel may enter into a stipulated Orders for Prejudgment Possession and/or Possession and Use Agreements, where such agreements constitute the functional equivalent of an Order for Prejudgment Possession. Counsel is further authorized to correct any errors or to make or agree to any non-material changes to the legal description of the real property that are deemed necessary for the conduct of the condemnation action or other proceedings or transactions required to acquire the Property Interest, and, with the concurrence and approval of LACMTA Staff, to make minor adjustments to the scopes and descriptions of the Property Interests to be acquired in order to ameliorate any claims for severance damages.

Counsel is further authorized to compromise and settle such eminent domain proceedings, if such settlement can be reached, and in that event, to take all necessary actions to complete the acquisition, including stipulations as to judgment and other matters, and causing all payments to be made. If settlement cannot be reached, Counsel is authorized to proceed to resolve the proceedings by means of jury trial. Counsel is further authorized to associate with, at its election, a private law firm for the preparation and prosecution of said proceedings.

Section 9.

If, after adoption of this Resolution, LACMTA acquires all or any of the Property Interests by negotiated acquisition without the commencement of an eminent domain proceeding authorized by this Resolution, then, upon the execution and delivery of the instrument(s) transferring interest in all or any of the Property Interests to LACMTA, this Resolution as to those Property Interests so acquired shall be automatically rescinded and extinguished, without further notice or additional action by this Board.

I, COLLETTE LANGSTON, Board Clerk of the Los Angeles County Metropolitan Transportation Authority, do hereby certify that the foregoing Resolution was duly and regularly adopted by a vote of two-thirds of all the members of the Board of the Los Angeles County Metropolitan Transportation Authority at a meeting held on the 24th day of July, 2025.

_____ Date: _____

COLLETTE LANGSTON
LACMTA Board Clerk

**ATTACHMENTS**

Exhibit - A – Fee Interest Legal Description
Exhibit - B – Fee Interest Plat Map
Exhibit - C – Improvements Pertaining to Realty

**EXHIBIT "A"**
**PARCEL ESFV-E-006-1**

# LEGAL DESCRIPTION

The land referred to herein is situated in the State of California, County of Los Angeles, City of Van Nuys and described as follows:

Lot 29 of Tract No. 7090, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 88 Page 94 of Maps, in the office of the County Recorder of said County.

APN: 2210-030-028

**EXHIBIT "B"**
**PARCEL ESFV-E-006-1**

## PLAT MAP

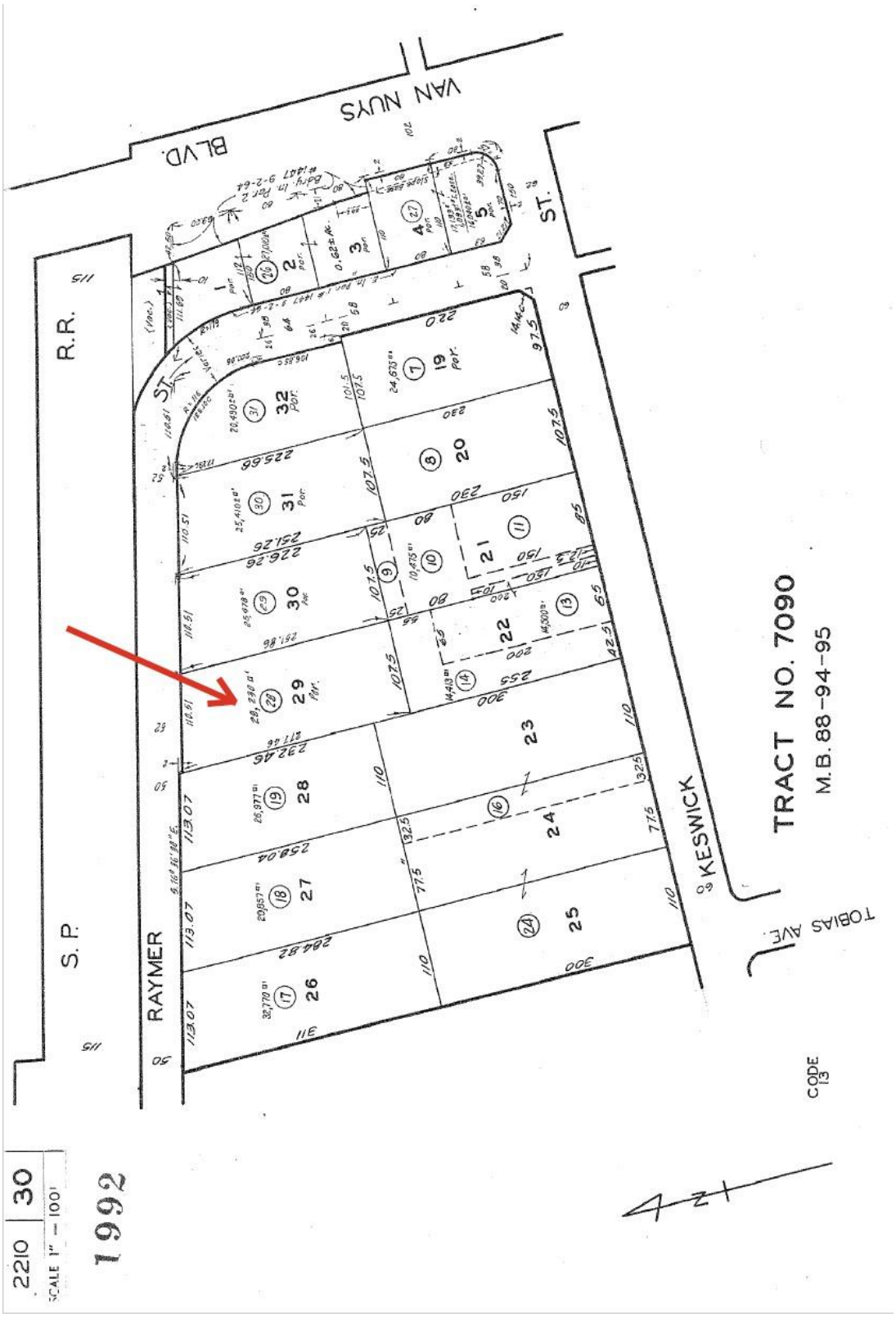

**EXHIBIT "C"**
**PARCEL ESFV-E-006-1**

**IMPROVEMENTS PERTAINING TO REALTY**



| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Steel sign, 14" x 10", wall-mounted, "CCTV Warning" |
| 2 | 1 | Plastic sign, 14" x 10", window-mounted |
| 3 | 10 | Window lettering, decal, 9" high, one and two color, "14556 14558" |
| 4 | 97 | Square feet of window blinds, horizontal, 1" wide metal slats |
| 5 | 6 | Linear feet of salt water fish tank cabinet, built-in, wood, full height, custom made |
| 6 | 2.7 | Linear feet of tubular steel shelving, wall-mounted |
| 7 | 16 | Square feet of telephone backboard, plywood with:<br>4 Linear feet of power strip outlets<br>1 Old telephone wiring terminal block, 22" long, not in use |
| 8 | 1 | Magnetic utensil strip, 15" long, wall-mounted |
| 9 | 1 | Lot of kitchen cabinetry, consisting of:<br>10 Linear feet of wall cabinet, laminate<br>12 Linear feet of counter top, laminate<br>8.5 Linear feet of base cabinet, laminate<br>1 Exhaust hood, stainless steel, Whirlpool, 30" wide<br>1 Dishwasher, Samsung<br>1 Kitchen sink, two-compartment, with garbage disposal<br>1 Rough in supply, waste and vent piping |
| 10 | 15 | Office identification signage, 8" x 2", wall-mounted, with name slot |
| 11 | 21 | Keyless door locks, with combination code access, including hardware |
| 12 | 40 | Square feet of interior window blinds, horizontal, 2" wide wood slats |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 13 | 12 | Wi-Fi extenders, manufacturer and model no. not available, 12"x 12", including wiring |
| 14 | 1 | Security door, solid core, 3' x 7', with remote actuated lock system |
| 15 | 1 | Owner's bathroom buildout, consisting of:<br>1 Toilet and seat<br>1 Bathtub, and shower surround, Fiberglass<br>1 Vanity cabinet and sink, faucet<br>3.7 Linear feet of base cabinet, laminate<br>7.3 Linear feet of counter top, laminate<br>26.7 Square feet of mirror, wall-mounted<br>3.7 Linear feet of credenza cabinet, laminate<br>3 Rough in supply, waste and vent piping<br>7 Robe hooks, wall-mounted |
| 16 | 6 | Signage letters, 6" high, particle board, "Tip Top" |
| 17 | 46 | Linear feet of shelving, laminate, wall-mounted |
| 18 | 336 | Square feet of vinyl plank flooring |
| 19 | 1 | Lot of computer networking and data cabling for 60 workstations (estimate) , two low voltage outlets and data cabling, Cat 5, including wall jacks |
| 20 | 1 | Front door video intercom system, with small flat screen monitor, CCTV camera, automatic door release |
| 21 | 3 | Office cabinets, steel, wall hung, consisting of:<br>2 30" wide<br>1 12" wide<br>8 Linear feet of hanger strip, wall-mounted |
| 22 | 60 | Square feet of mirror, wall-mounted |
| 23 | 1 | Coat hanger strip, 5-peg, wood, wall-mounted |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 24 | 5 | Linear feet of shelving, wood, 14" wide, wall-mounted |
| 25 | 1 | Alarm system, including control panels, code pads, door contacts, window break detectors, motion sensors and roll-up door contacts |
| 26 | 6 | Wall safes, 14" x 19" x 4", Paragon Lock & Safe, metal, wall recessed, single door |
| 26 | 76 | Surveillance cameras, manufacturer and model not available, with related wiring, 12 additional wireless cameras, including wall mounts |
| 27 | 1 | Lot of audio cabling for 20 speakers and 3-subwoofers thru-out, recessed in walls for surround sound in office area |
| | | **Purple/ Reception** |
| 28 | 1 | Lot of decorative purple paint décor thru-out office areas |
| 29 | 1 | Shelf, 67" x 12", laminate, metal wall brackets |
| 30 | 1 | Whiteboard, 8' x 4', laminate trim, wall-mounted |
| | | **Purple/ Estimators** |
| 31 | 223 | Square feet of flooring, laminate, 8" x 4' tiles |
| | | **Upstairs Storage Room** |
| 32 | 1 | Storage rack, 6' x 5' x 20", wood construction, plywood deck, 3-tier |
| 33 | 1 | Storage rack, 55" x 60" x 27", wood construction, plywood deck, 3-tier |
| 34 | 32 | Linear feet of shelf, 16" deep, wood, metal brackets, wall-mounted |

**IMPROVEMENTS PERTAINING TO REALTY**


| Item No. | Qty. | Description |
|---|---|---|
| 35 | 24 | Linear feet of shelf, 18" deep, wood, metal brackets, wall-mounted |
| 36 | 1 | Storage rack, 30" x 48" x 17", wood, plywood deck, 2-tier |
| 37 | 1 | Storage rack, 20" x 48" x 17", wood, plywood deck, 2-tier |
| | | **Warehouse** |
| 38 | 18 | Linear feet of built-in shelving, 15' high x 42" deep, wood plank framing, plywood decks, 6-tier, ceiling-mounted |
| 39 | 30 | Linear feet of built-in shelving, 15' high x 24" deep, wood plank framing, plywood decks, 4-tier, ceiling-mounted |
| 40 | 1 | Storage deck, 24' x 8' x 7.5', wood beam supports and deck framing, plywood deck |
| 41 | 1 | Built-in workbench, 24' x 4', wood supports and construction, plywood deck, 1 upper shelf, 24" deep, plywood |
| 42 | 1 | Built-in storage shelf, 6' x 17' x 22" deep, wood plank framing, plywood decks, 9-tier, plywood, ceiling-mounted |
| 43 | 52 | Linear feet of built-in shelving, 12' to 15' high, 4' deep, wood plank framing, plywood decks, 5-tier on average, ceiling and wall-mounted |
| 44 | 24 | Linear feet of built-in shelving, 12' high x 24" deep, wood plank framing, plywood decks, 6-tier, plywood, ceiling-mounted |
| 45 | 1 | Storage deck, 21'9" x 9' x 7.5', wood beam supports and deck framing, plywood deck |
| 46 | 1 | Built-in workbench, 21'9" x 4', wood supports, plywood deck, with upper hutch/ shelf, 42" high, 2-tier |

**IMPROVEMENTS PERTAINING TO REALTY**


| No. | Qty. | Description |
|---|---|---|
| 47 | 1 | Built-in shelf, 90" x 16' x 26", wood plank supports, 9 plywood decks, ceiling-mounted |
| 48 | 2 | LED yard lights, 24" x 12", 18" metal pole mounted, solar powered |
| 49 | 1 | Floodlight, 12" x 18", LED, wall-mounted, electrical |
| 50 | 45 | Linear feet of built-in shelving, 16' high x 3' deep, wood plank supports, 4 plywood decks |
| 51 | 3 | Wall shelves, 8' x 12", laminate, metal brackets |
| | | **Office** |
| 52 | 1 | Base cabinet, 112" x 24", laminate on wood, 6-door, 6-drawer, laminate top, 4" high backsplash |
| 53 | 1 | Wall cabinet, 9' x 30", laminate, 6-door |
| 54 | 1 | Base cabinet, 67" x 24", laminate on wood, 4-door, 4-drawer |
| 55 | 12 | Linear feet of wall shelving, 12" deep, laminate, with metal brackets |
| 56 | 2 | Wall shelves, 9' x 12", laminate, with wall brackets |
| 57 | 4 | Wall shelves, 4' wide, laminate and wood, with wall brackets |
| | | **Upstairs Office** |
| 58 | 1 | Built-in base cabinet, 9'3" x 24" deep, laminate on wood, 6-door, 6-drawer |
| 59 | 1 | Storage deck, 9'3" x 20", wood construction, plywood deck |
| | | **Ruben Umana** |
| 60 | 140 | Square feet of laminate tile flooring, 4' x 5" tiles |

**IMPROVEMENTS PERTAINING TO REALTY**


| No. | Qty. | Description |
|---|---|---|
| 61 | 2 | Wall shelves, 40" x 12", laminate, with wall brackets |
| | | **Office Payroll** |
| 62 | 2 | Split air conditioning units, LBG Products, model no. not available, 3' wide (estimate) |
| 63 | 32 | Linear feet of wall shelving, 12" deep, wood, with wall brackets |
| | | **Lobby** |
| 64 | 1 | Access control system, Memorilok, model no. not available, wall-mounted, 10-digit keypad |
| 65 | 112 | Square feet of wall tiles, wood, 3' x 5" tiles, including decorative wall fixtures, copper and steel |
| 66 | 2 | Ceiling speakers, 12" diameter, including wiring |
| | | **Lino Maria** |
| 67 | 5 | Linear feet of wall shelving, wood, with wall brackets |
| 68 | 143 | Square feet of laminate tile flooring, 4' x 6.5" tiles |
| | | **Break Room** |
| 69 | 1 | Base cabinet, 63" x 3' x 25", laminate, 4-door, 4-drawer |
| 70 | 1 | Paper towel dispenser, Georgia-Pacific, Model: enMotion |
| 71 | 1 | Base cabinet, 114" x 3' x 25", laminate, 6-door, 6-drawer |
| 72 | 1 | Base cabinet, 78" x 3' x 2', laminate, 1 drawer, 3-door, with sink, 32" x 20", stainless steel, dual compartment, single mixing faucet, water dispenser, including plumbing |
| 73 | 1 | Wall cabinet, 78" x 38" x 11", laminate, 4-door, 2- 20" high, 2-38" high, with open shelf, 3' x 17", laminate |

**IMPROVEMENTS PERTAINING TO REALTY**



| Item No. | Qty. | Description |
|---|---|---|
| 74 | 1 | Soap dispenser, Gojo, model no. not available, automatic |
| | | **IT Room** |
| 75 | 15 | Linear feet of workstation countertop, 30" deep, wood construction, carpet cover, including electrical, 12- single outlets plus wiring |
| | | **Jonathan Deleon / Ricardo Urbina** |
| 76 | 1 | Wall shelf, 5' x 10", laminate, with wall brackets |
| | | **Exterior** |
| 77 | 2 | Wall signs, 13' x 5', vinyl, metal trim, wall-mounted, "Purple Construction & Remodeling", "TiptopRestoration.com" |

END OF EXHIBIT "C"

**RESOLUTION OF THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY DECLARING CERTAIN REAL PROPERTY INTERESTS AND IMPROVEMENTS PERTAINING TO THE REALTY NECESSARY FOR PUBLIC PURPOSES AND AUTHORIZING THE ACQUISITION THEREOF THROUGH THE EXERCISE OF EMINENT DOMAIN EAST SAN FERNANDO VALLEY LIGHT RAIL TRANSIT PROJECT**
**APN: 2210-025-044; ESFV-E-015-1**

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY BOARD OF DIRECTORS ("BOARD") HEREBY FINDS, DETERMINES, AND RESOLVES AS FOLLOWS:

Section 1.

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY ("LACMTA") is a public entity organized and existing pursuant to Chapter 2 of Division 12 of the California Public Utilities Code (commencing with Section 130050).

Section 2.

The property interests described hereinafter are to be taken for public use, namely, for public transportation purposes and all uses necessary, incidental or convenient thereto, and for all public purposes pursuant to the authority conferred upon the Board to acquire property by eminent domain by California Public Utilities Code Sections 30000-33027, inclusive, and particularly Section 30503 and 30600, Sections 130000-132650, inclusive, and particularly Sections 130051.13 and 130220.5, Code of Civil Procedure Sections 1230.010-1273.050, inclusive, and particularly Sections 1240.510 and 1240.610, and Article I, Section 19 of the California Constitution.

Section 3.

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Section 4.

(a) The acquisition of the Property Interests is necessary for the development,

construction, operation, and maintenance of the East San Fernando Valley Light Rail Transit Project ("Project");

(b) The environmental impacts of the Project were evaluated in the Final Environmental Impact Statement/Final Environmental Impact Report (FEIS/FEIR), which was certified by the Board on December 8, 2020. The Board found that in accordance with the California Environmental Quality Act (CEQA) Guidelines, Section 15162, no supplemental Environmental Impact Report is required for the Project, and the FEIS/FEIR documents are consistent with CEQA. Through the Preliminary Engineering (PE) phase of the Project, design refinements to the southern segment were identified. Environmental analysis and findings of the proposed design refinements were documented in an Addendum to the Final Environmental Impact Report, in compliance with California Environmental Quality Act and approved by the Board in October 2023.

(c) Accordingly, LACMTA has fulfilled the necessary statutory prerequisites to acquire the Property by eminent domain.

Section 5.

The Board hereby declares that it has found and determined each of the following:

(a) The public interest and necessity require the Project;

(b) The Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury;

(c) The Property Interests sought to be acquired, which have been described herein, are necessary for the Project;

(d) The offers required by Section 7267.2 of the Government Code have been made to the owners of the Property Interests. Said offers were accompanied by a written statement of, and summary of the basis for, the amount established and offered as just compensation. The statements/summaries complied with Government Code Section 7267.2, in form and in substance, including by containing the required factual disclosures.

Section 6.

Pursuant to Sections 1240.510 and 1240.610 of the Code of Civil Procedure, to the extent that the Property Interests are already devoted to a public use, the use to which the Property Interests are to be put is a more necessary public use than the use to which the Property Interests are already devoted, or, in the alternative, is a compatible public use which will not unreasonably interfere with or impair the continuance of the public use to which the Property Interests are already devoted.

Section 7.

That notice of intention to adopt this resolution was given by first class mail to the owners of the Property Interests to be acquired by eminent domain in accordance with Section 1245.235 of the Code of Civil Procedure and a hearing was conducted by the Board on the matters contained herein and each person whose Property Interests are to be acquired by eminent domain was given an opportunity to be heard.

Section 8.

Legal Counsel is hereby authorized and directed to take all steps necessary to commence legal proceedings, in a court of competent jurisdiction, to acquire the Property Interests described above by eminent domain. Counsel is also authorized and directed to seek and obtain an Order for Prejudgment Possession of said Property Interests in accordance with the provisions of the eminent domain law and is directed that the total sum of probable just compensation be deposited with the State Treasurer or the Clerk of the Superior Court. Counsel may enter into a stipulated Orders for Prejudgment Possession and/or Possession and Use Agreements, where such agreements constitute the functional equivalent of an Order for Prejudgment Possession. Counsel is further authorized to correct any errors or to make or agree to any non-material changes to the legal description of the real property that are deemed necessary for the conduct of the condemnation action or other proceedings or transactions required to acquire the Property Interest, and, with the concurrence and approval of LACMTA Staff, to make minor adjustments to the scopes and descriptions of the Property Interests to be acquired in order to ameliorate any claims for severance damages.

Counsel is further authorized to compromise and settle such eminent domain proceedings, if such settlement can be reached, and in that event, to take all necessary actions to complete the acquisition, including stipulations as to judgment and other matters, and causing all payments to be made. If settlement cannot be reached, Counsel is authorized to proceed to resolve the proceedings by means of jury trial. Counsel is further authorized to associate with, at its election, a private law firm for the preparation and prosecution of said proceedings.

Section 9.

If, after adoption of this Resolution, LACMTA acquires all or any of the Property Interests by negotiated acquisition without the commencement of an eminent domain proceeding authorized by this Resolution, then, upon the execution and delivery of the instrument(s) transferring interest in all or any of the Property Interests to LACMTA, this Resolution as to those Property Interests so acquired shall be automatically rescinded and extinguished, without further notice or additional action by this Board.

I, COLLETTE LANGSTON, Board Clerk of the Los Angeles County Metropolitan Transportation Authority, do hereby certify that the foregoing Resolution was duly and regularly adopted by a vote of two-thirds of all the members of the Board of the Los Angeles County Metropolitan Transportation Authority at a meeting held on the 24th day of July, 2025.

_____ Date: _____

COLLETTE LANGSTON
LACMTA Board Clerk

**ATTACHMENTS**

Exhibit - A – Fee Interest Legal Description
Exhibit - B – Fee Interest Plat Map
Exhibit - C – Improvements Pertaining to Realty

**EXHIBIT "A"**
**PARCEL ESFV-E-015-1**

# LEGAL DESCRIPTION

**The land referred to herein is situated in the State of California, County of Los Angeles, City of Los Angeles and described as follows:**

Parcel 1:

The Southerly 381.00 feet of that portion of Lot 7 of Tract 1532, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 22, Pages 130 and 131 of Maps, in the Office of the County Recorder of said County, lying between the Westerly line of the East 5.01 acres, computed to the Southerly line of Raymer Street, of said Lot 7 and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot.

Except all minerals, coal, oils, petroleum and kindred substances and natural gas in or, under said land, as reserved by Thomas C. Garner and Carolyn B. Garner, in the Deed recorded March 28, 1960 in Book D-794 Page 592, Official Records.

Parcel 2:

That portion of Lot 22, "Future Street" of Tract 16545, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 398, Pages 18 and 19 of Maps, in the Office of the County Recorder of said County, lying between the Southerly prolongation of the Westerly line of the East 5.01 acres, computed to the Southerly line of Raymer Street, of Lot 7 of Tract 1532, as per Map recorded in Book 22 Pages 130 and 131 of Maps, Records of said County, and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot 7.

Parcel 3:

That portion of Lot 7 of Tract 1532, in the City of Los Angeles, County of Los Angeles, State of California, as per Map recorded in Book 22 Pages 130 and 131 of Maps, in the Office of the County Recorder of said County, lying between the Westerly line of the East 5.01 acres computed to the Southerly line of Raymer Street of said Lot 7 and the Westerly line of the East 2.5 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way, of said Lot 7.

Except therefrom the Southerly 381.00 feet thereof.

Also except all minerals, coal, oils, petroleum and kindred substances and natural gas under and in that portion of the above described land lying Westerly of the Westerly line of the East 5.01 acres, computed to the Southerly line of the Southern Pacific Railroad right-of-way of said Lot 7.

APN: 2210-025-044
(End of Legal Description)

**EXHIBIT "B"**
**PARCEL ESFV-E-015-1**

## PLAT MAP

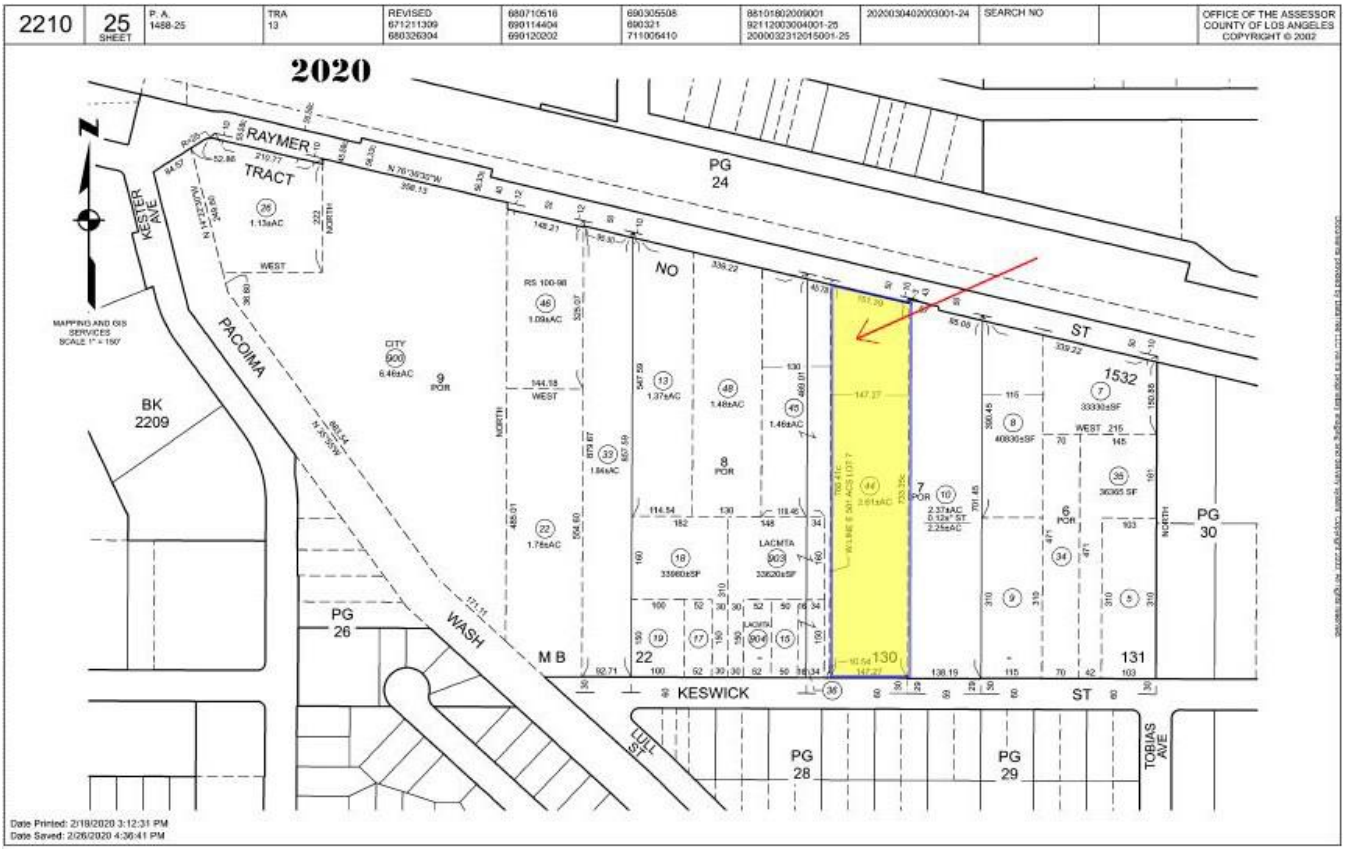


**EXHIBIT "C"**
**PARCEL ESFV-E-015-1**

## IMPROVEMENTS PERTAINING TO REALTY



| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Group of power wiring, consisting of wiring, control box etc. |
| 2 | 1 | Group of carpeting +/-1,800 sf. |

| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Counter, wood L-shaped, 16 linear feet with stone top |

| Item No. | Qty. | Description |
|---|---|---|
| 1 | 1 | Metal gate fencing, 14 linear feet. |
| 1 | 1 | Group of interior build-out, consisting of wood frame construction with plaster board one side, 2 small window A/C, drop ceiling, tile floor, bathroom with 2 fixtures, 27'x17' and 7'x5'. |

## IMPROVEMENTS PERTAINING TO REALTY



| No. | Qty. | Description |
|---|---|---|
| 78 | 60 | Surveillance cameras, manufacturer and model not available, with related wiring, including wall mounts |
| | | **Building A** |
| 79 | 11 | Linear feet of built-in counter, 42" high x 32" deep, laminate, 2-tier, including electrical connections, 3- 4 outlet plugs, 3- 4-port ethernet plates, 2- 2-port ethernet plates, including lower counter, 44" x 34" x 32", laminate, 2 lower shelves |
| 80 | 1 | Built-in counter, 80" x 42" x 25", laminate, 2-door, 2-drawer, including sink, 15" x 15", stainless steel, single mixing faucet, plumbing |
| 81 | 505 | Square feet of slat wall panels, laminate |
| 82 | 10 | Linear feet of chain link fence, 7' high, with roll gate, 77" x 7' |
| 83 | 8 | Linear feet of wall shelving, 8' high x 2' deep, wood construction, 3-tier |
| 84 | 17 | Linear feet of wall shelving, 70" high x 2' deep, wood |
| 85 | 26 | Linear feet of wall shelving, 7' high x 2' deep (estimate), wood construction, 3-tier |
| 86 | 17 | Linear feet of wall partition, 8' high x 7" deep, wood construction, dual-sided |
| 87 | 1 | Sign cabinet, 18' x 10' (estimate), single-sided, vinyl fascia, metal trim, "TipTopRestoration.com" |
| | | **Building B** |
| 88 | 1 | Canopy, 13' x 5' x 3', metal frame, canvas top |
| 89 | 14 | Linear feet of countertop and base cabinet, 36" high x 33" deep, laminate, 8-door |

## IMPROVEMENTS PERTAINING TO REALTY



| Item No. | Qty. | Description |
|---|---|---|
| 90 | 48 | Square feet of pegboard |
| 91 | 1 | Alarm system, manufacturer and model no. not available, consisting of:<br>3 Roll-up door contacts<br>3 Motion sensors<br>2 Door contacts<br>1 Keypad<br>1 Control panel |
| 92 | 1 | Convex mirror, 36" diameter, wall-mounted |
| 93 | 1 | Janitorial sink, 23" x 11" x 20", plastic, including 1 single mixing faucet and plumbing |
| 94 | 1 | Lot of electrical power wiring, including conduit run and control box |
| 95 | 1,800 | Square feet of commercial carpeting in office area |
| | | **Building C** |
| 95 | 23 | Linear feet of built-in storage rack, 14' high x 4' deep, wood construction, plywood deck, 4-tier |
| 96 | 1 | Canopy, 186" x 15' x 13', metal frame, corrugated metal roof, 2 uprights, tubular metal, including 233 square feet of wall cover, plywood, 1 swing gate, 186" x 10', metal frame, corrugated metal fascia |
| 97 | 1 | Open shelf, 18' x 18' x 4', wood construction, plywood deck, 4-tier |
| 98 | 1 | Canopy, 13' x 5' x 3', metal frame, canvas top |

# Public Hearing on Resolutions Of Necessity for East San Fernando Valley Light Rail Transit Project

## Agenda Item # 2025-0415

Metro

Regular Board Meeting
July 24, 2025

# Public Hearing to Adopt Resolutions of Necessity
# East San Fernando Valley Light Rail Transit Project

**Project:** The East San Fernando Valley Light Rail Transit Project extends north from the Van Nuys Metro G-Line station to the Sylmar/San Fernando Metrolink Station, a total of 9.2 miles of a dual track light rail transit (LRT) system with 14 at-grade stations.

The initial operating segment (IOS) is defined as the southern 6.7 miles of the project alignment. The IOS, identified as the southern segment, is street running in the middle of Van Nuys Boulevard and includes 11 at-grade center platform stations, 10 traction power substations, and a maintenance and storage facility for the LRT vehicles.

**Property Impacts:** Full Fee Simple Interest and Improvements Pertaining to Realty for two (2) parcels

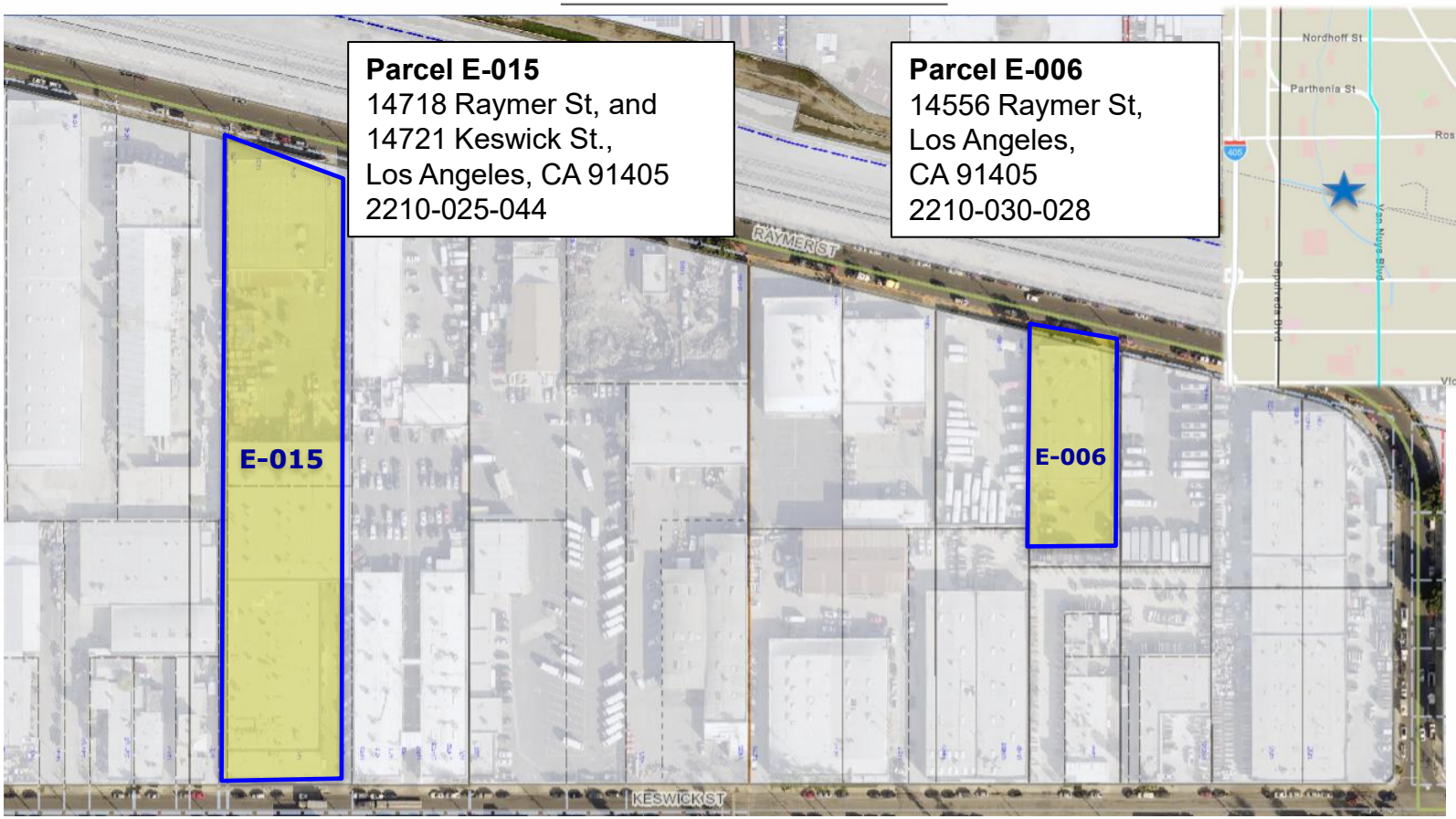
**Property Locations:** Van Nuys, CA

**Relocation Impacts:** Acquisitions requires the relocation of three (3) businesses

Metro

# Public Hearing to Adopt Resolutions of Necessity
# East San Fernando Valley Light Rail Transit Project

## PARCELS OVERVIEW




Metro

# Public Hearing to Adopt Resolutions of Necessity
# East San Fernando Valley Light Rail Transit Project

## PARCELS OVERVIEW

| Project Parcel Number | Assessor's Parcel Number | Parcel Address | Purpose of Acquisition | Property Interest(s) Sought |
|---|---|---|---|---|
| E-006 | 2210-030-028 | 14556 Raymer St., Los Angeles, CA 91405 | Construction and Operation of the Maintenance and Storage Facility | Owner's Interest: Fee, IPR<br>Tenants' Interests: IPR |
| E-015 | 2210-025-044 | 14718 Raymer St, and 14721 Keswick St., Los Angeles, CA 91405 | Construction and Operation of the Maintenance and Storage Facility | Owner's Interest: Fee, IPR<br>Tenants' Interests: IPR |

Metro

# Public Hearing to Adopt Resolutions of Necessity
# East San Fernando Valley Light Rail Transit Project

**Relocation Benefits Provided to Displaced Businesses:**

- Movement of Personal Property and Disconnect and Reconnect Costs
- Reestablishment Benefits
- Payment for Searching and Related Expenses for a Replacement Site
- Professional services performed before purchase or lease of a replacement site; (feasibility reports, soil testing, etc.)
- Loss of Tangible Personal Property and Substitute Personal Property
- Advisory services
- Move Planning Services

Metro

# Public Hearing to Adopt Resolutions of Necessity
# East San Fernando Valley Light Rail Transit Project

Staff recommends the Board make the below findings and adopt the Resolutions of Necessity:

- The public interest and necessity require the proposed Project;
- The proposed Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury;
- The Properties sought to be acquired, which have been described herein, are necessary for the proposed Project;
- The offers required by Section 7267.2 of the Government Code have been made to the Owners; and
- Whether the statutory requirements necessary to acquire the properties or property interests by eminent domain have been complied with by LACMTA.

Metro

# Thank you

Metro

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

**File #:** 2025-0452, **File Type:** Resolution **Agenda Number:** 47.

**REGULAR BOARD MEETING**
**JULY 24, 2025**

**SUBJECT: PUBLIC HEARING ON RESOLUTION OF NECESSITY FOR WESTSIDE PURPLE LINE EXTENSION SECTION 2 PROJECT**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the Resolution of Necessity authorizing the commencement of an eminent domain action to acquire an 18-month Temporary Construction Easement ("TCE") from the property known as 1950 Century Park East, Los Angeles, CA 90067 APN: 4319-001-008.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

## ISSUE

Acquisition of the 18-month TCE is required for the ongoing construction of the Westside Purple Line Extension Section 2 ("Project"). After consideration of the evidence submitted by staff (Attachment A) and after testimony and evidence has been received from all interested parties at the hearing, Los Angeles County Metropolitan Transportation Authority ("LACMTA"), by a vote of two-thirds of its Board of Directors ("Board"), must make a determination as to whether to adopt the proposed Resolution of Necessity to acquire the TCE by eminent domain.

## BACKGROUND

Acquisition of the TCE is required for the ongoing construction of the Project. LACMTA is seeking to acquire an 18-month TCE over the entire 29,852 square feet of the Property including the use of the office building located on the surface. LACMTA previously acquired a 98-month TCE which will expire December 31, 2025. The current use of the TCE is for construction staging/laydown and construction of an access shaft for the Constellation Station and tunnel alignment. The new TCE will begin December 31, 2025 and expire June 30, 2027.

## DISCUSSION

A written offer of Just Compensation to purchase the TCE was delivered to the Owner of Record ("Property Owner") by a letter dated June 20, 2025, as required by California Government Code Section 7267.2. The Property Owner has not accepted the offer of Just Compensation, and the

parties have not reached a negotiated settlement for the acquisition. Because the TCE is necessary for the construction of the Project, staff recommends the acquisition of the TCE through eminent domain to obtain possession to maintain the Project's schedule.

In accordance with the provision of the California Eminent Domain law and Section 30503, 30600, 130051.13, 130220.5 and 132610 of the California Public Utilities Code (which authorizes the public acquisition of private property by eminent domain), LACMTA has prepared and mailed notice of this hearing to the Owners informing them of their right to appear at this hearing and be heard on the following issues: 1) whether the public interest and necessity require the Project; 2) whether the Project is planned or located in the manner that will be most compatible with the greatest good and the least private injury; 3) whether the TCE is necessary for the Project; 4) whether either the offer required by Section 7267.2 of the Government Code has been made to the Owner, or the offer has not been made because the Owner cannot be located with reasonable diligence; 5) that any environmental review of the Project, as may be necessary, pursuant to the California Environmental Quality Act (CEQA) has occurred; and 6) whether LACMTA has given the notice(s) and followed the procedures that are a prerequisite to the exercise of the power of eminent domain.

After all the testimony and evidence has been received from all interested parties at the hearing, LACMTA must make a determination as to whether to adopt the proposed Resolution of Necessity to acquire the Property by eminent domain. In order to adopt the resolution, LACMTA must, based on the evidence before it, and by vote of two-thirds of its Board, find and determine that the conditions stated in items 1 - 6 above exist.

Attached is the Staff Report prepared by staff and legal counsel setting forth the required findings for acquiring TCE through the use of eminent domain (Attachment A).

There are no displacements of residents or local businesses as a result of the acquisition of the TCE.

## DETERMINATION OF SAFETY IMPACT

The Board action will not have an impact on LACMTA's safety standards.

## FINANCIAL IMPACT

The funding for the acquisition of the Property is included in the Fiscal Year 2026 budget under Project 865522 Westside Purple Line Extension Section 2, in Cost Center 8510 (Construction Project Management), and Account Number 53103 (Acquisition of Land) and Fund 6012.of Land Account 53103.

### Impact to Budget

The approved FY26 budget is designated for the Westside Purple Line Extension Section 2 and does not have an impact on operations funding sources. The funds were assumed in the Long-Range Transportation Plan for the Project. This Project is not eligible for Proposition A and C funding due to the proposed tunneling element of the Project.

## EQUITY PLATFORM

The TCE is required for the completion of the Project. The project will provide greater operational safety, decrease travel time, improve air quality, and increase access to the corridor, especially for those who work, visit, or live along the corridor or will use it to access other key destinations across the county. This public good will also support the fulfillment of Metro's LA County Traffic Improvement Plan under Measure M.

There are no displacements of residents or local businesses resulting from the acquisition of this TCE and the property will be returned to the Property Owner upon expiration of the TCE. An offer for the TCE was delivered to the Property Owner by letter dated June 20, 2025, based on appraisals of fair market value. Fair market value is defined as "the highest price on the date of valuation that would be agreed to by a seller, being willing to sell but under no particular or urgent necessity for so doing, nor obliged to sell, and a buyer, being ready, willing, and able to buy but under no particular necessity for so doing, each dealing with the other with full knowledge of all the uses and purposes for which the property is reasonably adaptable and available." LACMTA staff has been negotiating with the Property Owner, but an agreement has not yet been reached. Approving this action will allow staff to continue negotiations while maintaining the project schedule.

## VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through investment activities that will improve/benefit 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.

Specifically, this Project will result in a reduction of Vehicle Miles Traveled (VMT) on the highway system, leading to decreased roadway congestion, pollutant emissions, and fossil fuel consumption. "The Locally Preferred Alternative (LPA) will have a beneficial effect on the regional transportation network by reducing VMT, Vehicle Hours Traveled (VHT), and peak-hour trips compared to both existing conditions and future projections. For example, in 2035, the LPA (Century City Constellation Option) is expected to result in approximately 581,000 fewer regional VMTs compared to the No Build Alternative." (Source: Westside Subway Extension, Final Environmental Impact Statement/Environmental Impact Report (EIS/EIR), January 2012).

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

The Board action is consistent with LACMTA Vision 2028 Goal #1: Provide high quality mobility options that enable people to spend less time traveling. Adoption of the Resolution of Necessity is a required step to acquire the TCE for the Westside Purple Line Extension - Section 2 Project which will provide an improved mobility option.

## ALTERNATIVES CONSIDERED

The Board could choose not to approve the recommendation. This is not recommended as it will result in significant delays and cost increases for the Project.

## NEXT STEPS

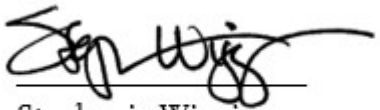
If this action is approved by the Board, LACMTA's condemnation counsel will be instructed to take all steps necessary to commence legal proceedings in a court of competent jurisdiction to acquire the TCE by eminent domain and to conclude those proceedings either by settlement or jury trial. Counsel will also be directed to seek and obtain an Order of Prejudgment Possession in accordance with the provisions of the eminent domain law.

## ATTACHMENTS

Attachment A - Staff Report
Attachment B - Resolution of Necessity

Prepared by: Craig Justesen, Executive Officer, Real Estate, (213) 922-7051
Holly Rockwell, Senior Executive Officer, Real Estate/TOC, (213) 922-5585
Nicole Ferrara, Deputy Chief Planning Officer, (213) 547-4322

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A**

**STAFF REPORT REGARDING THE NECESSITY FOR THE ACQUISITION OF AN 18-MONTH TEMPORARY CONSTRUCTION EASEMENT ("TCE") REQUIRED FOR THE WESTSIDE PURPLE LINE EXTENSION SECTION 2 ("PROJECT")**

## BACKGROUND

The TCE is required for the construction and operation of the Westside Purple Line Extension Section 2 ("Project"). The parcel address, record property owner, and nature of the TCE sought to be acquired for the Project are summarized as follows:

| Assessor's Parcel | Parcel Address | Property Owner | Purpose of Acquisition | Property Interest(s) |
|---|---|---|---|---|
| 4319-001-008 | 1950 Century Park East, Los Angeles, CA 90067 | Automobile Club of Southern California | Construction staging | 18-month Temporary Construction Easement |

**Property Requirements:**

Purpose of Acquisition is for construction staging required for the ongoing construction of the Project.

**Property Interest Sought:**

Acquisition of an 18-month TCE over the entire 29,852 square foot property.

A written offer of Just Compensation was mailed to the Property Owner by letter dated June 20, 2025 for the acquisition of the TCE. The Property Owner has not accepted the offer of Just Compensation. Consequently, LACMTA is seeking a Resolution of Necessity in order to ensure the necessary property rights are acquired to construct the Project on schedule.

## A. The public interest and necessity require the Project.

The need for the Project is based on population and employment growth, the high number of major activity centers served by the Project, high existing transit usage, and severe traffic congestion. The Project area bisects 12 large population and employment centers, all of which are served by extremely congested road networks that will deteriorate further with the projected increase in population and jobs. This anticipated growth will further affect transit travel speeds and reliability, even with a dedicated lane for express bus

service on Wilshire Boulevard. The public interest and necessity require the Project for the following specific reasons:

1. The population and employment densities in the Project area are among the highest in the metropolitan region. Approximately five percent of the Los Angeles County population and 10 percent of the jobs are concentrated in the Project area.

2. Implementation of the Project will result in a reduction of vehicle miles per day and reduction of auto air pollutants.

3. The Project will relieve congestion on the already over capacity 1-405 San Diego and the 1-10 Santa Monica Freeways and surrounding major thoroughfares. In addition, it will reduce the parking demands in the Westside area by providing an alternative means of transportation, competitive in rush-hour travel times with the automobile.

4. The Project will be a major link in the existing county-wide rail transit system, and will thereby provide alternative means of transportation during fuel crises and increased future traffic congestion.

5. The Project will improve transportation equity by meeting the need for improved transit service of the significant transit-dependent population within the Project area.

6. The Project will help meet Regional Transit Objectives through the Southern California Association of Governments' (SCAG's) Performance Indicators of mobility, accessibility, reliability, and safety.

It is recommended that based on the above evidence, the Board find and determine that the public interest and necessity require the Project.

**B. <u>The Project is planned or located in the manner that will be most compatible with the greatest public good and least private injury.</u>**

An Alternatives Analysis (AA) Study was initiated in 2007 to identify all reasonable, fixed-guideway, alternative alignments and transit technologies within the proposed Project Area. The fixed-guideway alternative alignments studied and analyzed during the AA process were heavy rail transit (HRT), light rail transit (LRT), bus rapid transit (BRT), and monorail (MR). Due to its capacity to meet the anticipated ridership demand and limit the number of transfers, HRT was identified as the preferred technology for further study.

In January 2009, the Metro Board approved the AA Study and authorized preparation of a Draft Environmental Impact Statement/Draft Environmental Impact Report (DEIS/DEIR). A total of seven alternatives, including five heavy rail subway (HRT) Build Alternatives, a No Build Alternative, and a relatively low-cost Transportation System Management (TSM) Alternative, were presented in the DEIS/DEIR. The DEIS/DEIR was circulated and reviewed by interested and concerned parties, including private citizens, community groups, the business community, elected officials and public agencies. Public hearings were held to solicit citizen and agency comments.

In October 2010, the Board approved the DEIS/DEIR and the Wilshire Boulevard to Santa Monica HRT option was selected as the Locally Preferred Alternative (LPA) for further analysis in the FEIS/FEIR. The FEIS/FEIR was released in March 2012 for public review. On April 26, 2012, the Board certified the FEIS/FEIR, and in May 24, 2012, it approved the route and station locations for the Project. A Record of Decision was received from the Federal Transit Administration in August of 2012.

In June 2017, the Federal Register published a notice indicating the release of the Draft Supplemental Environmental Impact Statement (SEIS) for a 45-day comment period for the Westside Purple Line Extension Section 2. On November 22, 2017, the Federal Transit Administration (FTA) issued the Final Supplemental Environmental Impact Statement and Section 4(f) Evaluation, and the Supplemental Record of Decision (ROD) supplementing the previously issued ROD on August 9, 2012. The FTA determined that the requirements of the National Environmental Policy Act of 1969 (NEPA) and related federal environmental statutes, regulations, and executive orders have been satisfied for the Westside Subway Extension (now called the Westside Purple Line Extension) Project located in Los Angeles County.

The approved LPA will extend HRT (as subway) approximately nine (9) miles from the existing Metro Purple Line terminus at the Wilshire/ Western Station to a new western terminus at the West Los Angeles Veterans Affairs Hospital (Westwood/ VA Hospital Station). The LPA will include seven new stations spaced in approximately one-mile intervals, as follows:

- Wilshire/La Brea
- Wilshire/Fairfax
- Wilshire/La Cienega
- Wilshire/Rodeo
- Century City
- Westwood/UCLA
- Westwood/VA Hospital

The Project will cause private injury, including the displacement or relocation of certain owners and users of private property. However, no other alternative locations for the Project provide greater public good with less private injury. Therefore, the Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury.

Due to its bulk, the FEIS/FEIR is not physically included in the Board's agenda packet for this public hearing. However, the FEIS/FEIR documents should be considered in connection with this matter. It is recommended that, based upon the foregoing, the Board find and determine that the Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury.

**C. <u>The Property is necessary for the Project.</u>**

The 18-month TCE is required for construction of the Project. The TCE encumbers the entire 29,852 square feet of the Property for 18 months. The Property is improved with a three-story office building that has a total building area of 24,773 square feet. The TCE is described in Exhibit A and is depicted on the Plat Map attached as Exhibit B, and Description of use for the TCE attached as Exhibit C to the Resolution of Necessity. The TCE is required for the continued construction of the Project. The Property was chosen based upon the approved FEIS/FEIR for the Project.

Staff recommends that the Board find that the acquisition of the TCE is necessary for the Project.

**D. An offer was made in compliance with Government Code Section 7267.2.**

California Code of Civil Procedure Section 1245.230 requires that a Resolution of Necessity contain a declaration that the governing body has found and determined that either the offer required by Section 7267.2 of the California Government Code has been made to the Owner, or the offer has not been made because the Owner cannot be located with reasonable diligence.

California Government Code Section 7267.2 requires that an offer be made to the Owner and in an amount which the agency believes to be just compensation. The amount must not be less than the agency's approved appraisal of the fair market value of the property. In addition, the agency is required to provide the Owner with a written statement of, and summary of the basis for, the amount it established as just compensation.

Staff has taken the following actions as required by California law for the acquisition of the TCE:

1. Obtained appraisals to determine the fair market value of the Property, which included consideration of any immovable fixtures and equipment;
2. Reviewed and approved the appraisals, and established the amount it believes to be just compensation;
3. Determined the Owner of the Property by examining the county assessor's record, a preliminary title report, and occupancy of the Property;
4. Made a written offer to the Owner for the full amount of just compensation – which was not less than the approved appraised value;
5. Provided the Owner with a written statement of, and summary of the basis for, the amount established as just compensation with respect to the foregoing offer.

It is recommended that based on the above evidence, the Board find and determine that the offer required by Section 7267.2 of the California Government Code has been made to the Owner.

**E. LACMTA has fulfilled the necessary statutory prerequisites.**

LACMTA is authorized to acquire property interest by eminent domain for the purposes contemplated by the Project under Public Utilities Code §§ 30503, 30600, 130051.13, and 130220.5; Code of Civil Procedure §§ 1230.010-1273.050; and Article I, § 19 of the California Constitution.

**F. LACMTA has complied with the California Environmental Quality Act.**

A draft EIR/EIS was circulated for public review and comment. The FEIS/FEIR was released in March 2012 for public review. On April 26, 2012, the Board certified the FEIS/FEIR, and in May 24, 2012, it approved the route and station locations for the Project. A Record of Decision was received from the Federal Transit Administration in August of 2012. The FEIS/FEIR documents therefore comply with the California Environmental Quality Act. Since that time, none of the circumstances identified in CEQA Guidelines Section 15162 have occurred which would require the preparation of a subsequent EIR. As set forth above, Metro has also fulfilled the statutory prerequisites under Code of Civil Procedure § 1240.030 and Government Code § 7267.2.

Accordingly, LACMTA has fulfilled the necessary statutory prerequisites to acquire the TCE by eminent domain.

## CONCLUSION

Staff recommends that the Board adopt the Resolution of Necessity.

## ATTACHMENTS

1 – Legal Description (“Exhibit A”)
2 – Plat Map (“Exhibit B”)
3- Description of Uses of Temporary Construction Easement (“Exhibit “C”)

**EXHIBIT A**
**LEGAL DESCRIPTION**

# LEGAL DESCRIPTION

**EXHIBIT "A"**

THE LAND REFERRED TO HEREIN BELOW IS SITUATED IN THE CITY OF LOS ANGELES, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, SAID LAND CONVEYED TO AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA BY CORPORATION GRANT DEED RECORDED OCTOBER 25, 1962, AS INSTRUMENT NO. 1590, OFFICIAL RECORDS OF SAID COUNTY, AND IS DESCRIBED AS FOLLOWS:

THAT PORTION OF LOT 4, TRACT NO. 26196, IN THE CITY OF LOS ANGELES, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, AS PER MAP RECORDED IN BOOK 684 PAGES 78 THROUGH 86 INCLUSIVE OF MAPS, IN THE OFFICE OF THE RECORDER OF SAID COUNTY, MORE PARTICULARLY DESCRIBED AS FOLLOWS:

**BEGINNING** AT THE MOST SOUTHERLY CORNER OF SAID LOT 4; THENCE NORTH 35° 46' 43" WEST, A DISTANCE OF 217.06 FEET ALONG THE WESTERLY LINE OF LOT 4, TO THE **TRUE POINT OF BEGINNING**; THENCE CONTINUING ALONG SAID WESTERLY LINE, NORTH 35° 46' 43" WEST, 105.00 FEET; THENCE NORTH 54° 13' 17" EAST, A DISTANCE OF 288.86 FEET TO THE EASTERLY LINE OF LOT 4, THENCE ALONG SAID EASTERLY LOT LINE, SOUTH 30° 46' 43" EAST, A DISTANCE OF 105.40 FEET; THENCE SOUTH 54° 13' 17" WEST, A DISTANCE OF 279.67 FEET TO THE **TRUE POINT OF BEGINNING**.

EXCEPT ALL MINERALS, OIL, GAS AND HYDROCARBONS IN AND UNDER SAID LAND BUT WITHOUT RIGHT OF ENTRY UPON THE SURFACE OR UPPER 500 FEET (MEASURED FROM THE SURFACE) OF SAID LAND, AS RESERVED BY FOX REALTY CORPORATION OF CALIFORNIA, IN DEED RECORDED APRIL 17, 1961 IN BOOK D 1190 PAGE 104, OFFICIAL RECORDS.

AFFECTS APN: 4319-001-008

NOTE:
THIS LEGAL DESCRIPTION WAS NOT PREPARED FOR ANY PURPOSE THAT WOULD BE IN VIOLATION OF THE STATE OF CALIFORNIA SUBDIVISION MAP ACT OR LOCAL ORDINANCES OF THE GOVERNING BODY HAVING JURISDICTION.

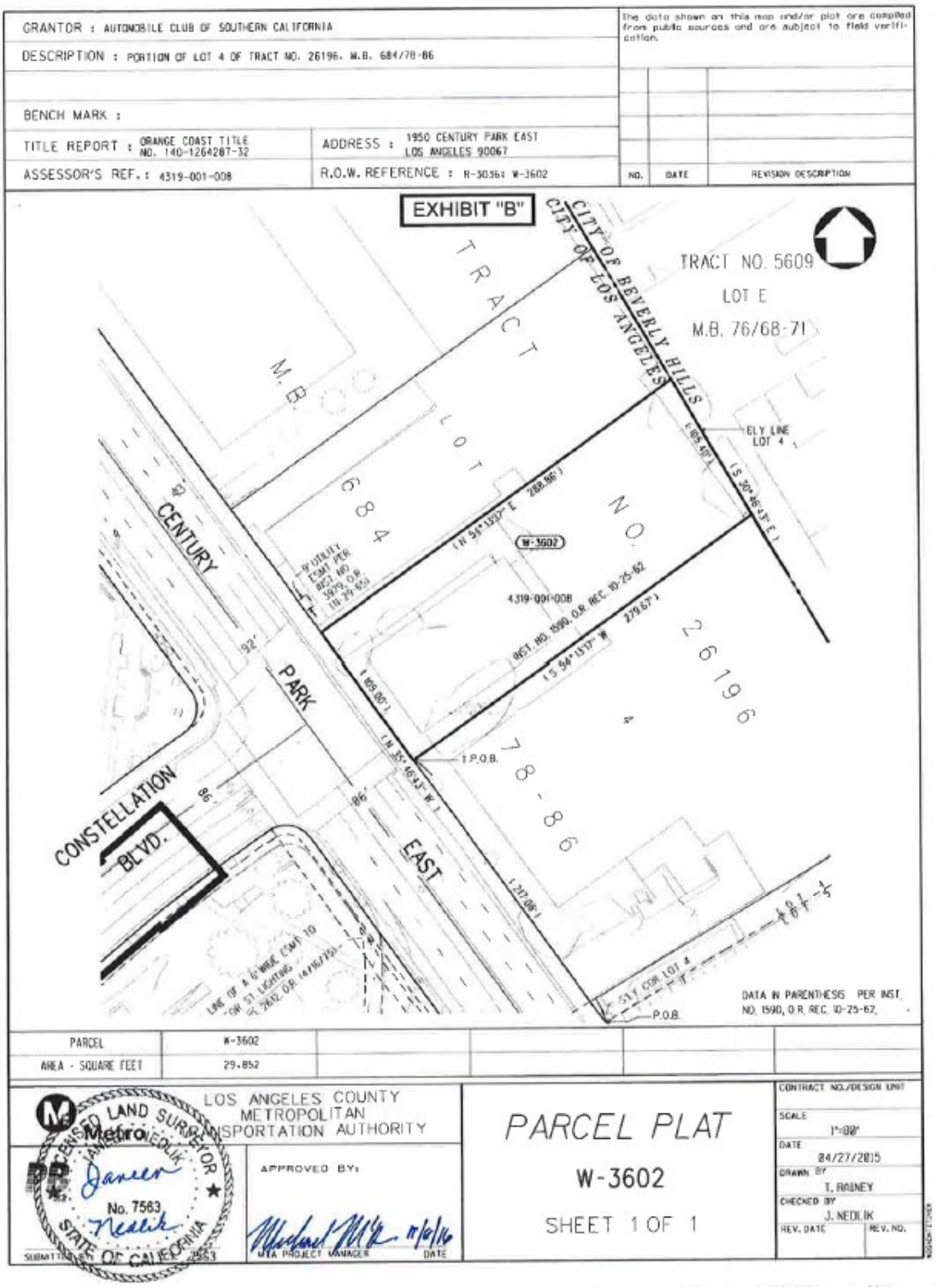
PREPARED BY:

Janeen Nedlik
JANEEN NEDLIK, P.L.S. 7563

April 27, 2015
DATE

**EXHIBIT B**

**PLAT MAP**



# EXHIBIT C

## TEMPORARY CONSTRUCTION EASEMENT

The purpose and uses of the temporary construction easement shall include the following:

(1) ingress and egress over, through, across, and under the Easement Area, by persons on foot and by vehicles of all kinds, sizes and weights;

(2) storage in and upon the Easement Area of vehicles, equipment, and materials of all kinds and natures;

(3) construction of temporary buildings, structures and other improvements in and upon the Easement Area, for any purpose reasonably related to the construction of a rapid transit system;

(4) excavation within the Easement Area, or the storage area thereon of material excavated elsewhere, and the alteration of the surface elevation and grade thereof;

(5) removal of the parking garage on the Property together with any trees, shrubs, or other vegetation from the Easement Area;

(6) installation of temporary pipes, wires, or lines for water, gas, electric or telephone services, drainage, sewerage or other utilities on, across, over, under or through the Easement Area;

(7) use of the office building as a field office for project design and construction personnel; and

(8) all other uses necessary, incidental, convenient or useful to the construction by Grantee of a rapid transit system.

At the expiration of the easement, the easement area shall be restored as nearly as practicable to its condition at the time the easement commenced with the exception of reconstruction of the parking garage and the existence of subsurface foundations and soldier piles utilized in the construction of the access shaft and subsurface tunnels.

**ATTACHMENT B**

**RESOLUTION OF THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY DECLARING CERTAIN REAL PROPERTY INTEREST NECESSARY FOR PUBLIC PURPOSES AND AUTHORIZING THE ACQUISITION THEREOF THROUGH THE EXERCISE OF EMINENT DOMAIN WESTSIDE PURPLE LINE EXTENSION PROJECT, SECTION 2, ("PROJECT") – APN:**

**4319-001-008, PARCEL NO. W-3602**

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY HEREBY FINDS, DETERMINES, AND RESOLVES AS FOLLOWS:

Section 1.

THE LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY ("LACMTA") is a public entity organized and existing pursuant to Chapter 2 of Division 12 of the California Public Utilities Code (commencing with Section 130050).

Section 2.

The Property Interest described hereinafter is to be taken for public use, namely, for public transportation purposes and all uses necessary, incidental or convenient thereto, and for all public purposes pursuant to the authority conferred upon the Board to acquire property by eminent domain by California Public Utilities Code Sections 30000-33027, inclusive, and particularly Section 30503 and 30600, Sections 130000-132650, inclusive, and particularly Sections 130051.13 and 130220.5, Code of Civil Procedure Sections 1230.010-1273.050, inclusive, and particularly Sections 1240.510 and 1240.610, and Article I, Section 19 of the California Constitution.

Section 3.

The Property Interest consists of the acquisition of an 18-month Temporary Construction Easement ("TCE") over the entire 29,852 square feet of the Property, including the use of the office building located on the surface as described more specifically in the legal description (Exhibit "A"), depicted on the Plat Map (Exhibit "B"), and a description of the uses of the TCE (Exhibit "C") all of which are incorporated herein by this reference.

The TCE shall be valid for a period of 18 months for the ongoing Project construction. The TCE shall commence on December 31, 2025, and it shall terminate on the earliest of

(a) the date upon which LACMTA notifies the applicable owner that it no longer need the Property Interest or (b) 18-months from commencement date.

Section 4.

(a.) The acquisition of the above-described TCE is necessary for the development, construction, operation, and maintenance of the Westside Purple Line Extension Section 2 ("Project");

(b.) The environmental impacts of the Project were evaluated in the Final Environmental Impact Statement/Final Environmental Impact Report (FEIS/FEIR), which was certified by the Board on April 26, 2012 and May 24, 2012. The Board found that in accordance with the California Environmental Quality Act (CEQA) Guidelines, Section 15162, no subsequent or supplemental Environmental Impact Report is required for the Project, and the FEIS/FEIR documents are consistent with CEQA; and;

(c.) The Board has reviewed and considered the FEIS/FEIR, before and as part of the process of determining whether to acquire the above-referenced Property.

Section 5.

The Board hereby declares that it has found and determined each of the following:

(a.) The public interest and necessity require the proposed Project;

(b.) The proposed Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury;

(c.) The Property Interest sought to be acquired, which has been described herein, is necessary for the proposed Project;

(d.) The offer required by Section 7267.2 of the Government Code has been made to the Owner; and said offer was transmitted together with the accompanying statement of, and summary of the basis for, the amount established as just compensation, which offers and accompanying statements/summaries were in a form and contained all of the factual disclosures provided by Government Code Section 7267.2(a).

(e.) Environmental review consistent with the California Environmental Quality Act (CEQA) for the Project has been previously certified by this Board.

Section 6.

Pursuant to Sections 1240.510 and 1240.610 of the Code of Civil Procedure, to the extent that the Property is already devoted to a public use, the use to which the Property is to be put is a more necessary public use than the use to which the Property is already devoted, or, in the alternative, is a compatible public use which will not unreasonably interfere with or impair the continuance of the public use to which the Property is already devoted.

Section 7.

That notice of intention to adopt this resolution was given by first class mail to each person whose Property is to be acquired by eminent domain in accordance with Section 1245.235 of the Code of Civil Procedure and a hearing was conducted by the Board on the matters contained herein.

Section 8.

Legal Counsel is hereby authorized and directed to take all steps necessary to commence legal proceedings, in a court of competent jurisdiction, to acquire the TCE described above by eminent domain. Counsel is also authorized and directed to seek and obtain an Order for Prejudgment Possession of said TCE in accordance with the provisions of the eminent domain law and is directed that the total sum of probable just compensation be deposited with the State Treasurer or the Clerk of the Superior Court. Counsel may enter into stipulated Orders for Prejudgment Possession and/or Possession and Use Agreements, where such agreements constitute the functional equivalent of an Order for Prejudgment Possession. Counsel is further authorized to correct any errors or to make or agree to any non-material changes to the legal description of the real property that are deemed necessary for the conduct of the condemnation action or other proceedings or transactions required to acquire the TCE.

Counsel is further authorized to compromise and settle such eminent domain proceedings, if such settlement can be reached, and in that event, to take all necessary action to complete the acquisition, including stipulations as to judgment and other matters, and causing all payments to be made. Counsel is further authorized to associate with, at its election, a private law firm for the preparation and prosecution of said proceedings.

Section 9.

If, after adoption of this Resolution, LACMTA acquires all or any of the Property Interests by negotiated acquisition without the commencement of an eminent domain proceeding authorized by this Resolution, then, upon the execution and delivery of the instrument(s) transferring interest in all or any of the Property Interests to LACMTA, this

Resolution as to those Property Interests so acquired shall be automatically rescinded and extinguished, without further notice or additional action by this Board.

I, COLLETTE LANGSTON, Board Clerk of the Los Angeles County Metropolitan Transportation Authority, do hereby certify that the foregoing Resolution was duly and regularly adopted by a vote of two-thirds of all the members of the Board of the Metropolitan Transportation Authority at a meeting held on the 24th day of July, 2025.

Date: _____

_____
COLLETTE LANGSTON
LACMTA Board Clerk

**ATTACHMENTS**

1 - Legal Description (Exhibit "A")
2 - Plat Map (Exhibit “B”)
3 - Description of uses of Temporary Construction Easement (Exhibit “C”)

Exhibit "A"

# Legal Description

THE LAND REFERRED TO HEREIN BELOW IS SITUATED IN THE CITY OF LOS ANGELES, COUNTY OF LOS ANGELES, STATE OF CALIFORNIA, SAID LAND CONVEYED TO AUTOMOBILE CLUB OF SOUTHERN CALIFORNIA BY CORPORATION GRANT DEED RECORDED OCTOBER 25, 1962, AS INSTRUMENT NO. 1590, OFFICIAL RECORDS OF SAID COUNTY, AND IS DESCRIBED AS FOLLOWS:

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AFFECTS APN: 4319-001-008

NOTE:
THIS LEGAL DESCRIPTION WAS NOT PREPARED FOR ANY PURPOSE THAT WOULD BE IN VIOLATION OF THE STATE OF CALIFORNIA SUBDIVISION MAP ACT OR LOCAL ORDINANCES OF THE GOVERNING BODY HAVING JURISDICTION.

PREPARED BY:

Janeen Nedlik
JANEEN NEDLIK, P.L.S. 7563

April 27, 2015
DATE

W-3602

Exhibit "B"

Plat Map

Exhibit "C"

Description of Uses of Temporary Construction Easement

**TEMPORARY CONSTRUCTION EASEMENT**

The purpose and uses of the temporary construction easement shall include the following:

(1) ingress and egress over, through, across, and under the Easement Area, by persons on foot and by vehicles of all kinds, sizes and weights;

(2) storage in and upon the Easement Area of vehicles, equipment, and materials of all kinds and natures;

(3) construction of temporary buildings, structures and other improvements in and upon the Easement Area, for any purpose reasonably related to the construction of a rapid transit system;

(4) excavation within the Easement Area, or the storage area thereon of material excavated elsewhere, and the alteration of the surface elevation and grade thereof;

(5) removal of the parking garage on the Property together with any trees, shrubs, or other vegetation from the Easement Area;

(6) installation of temporary pipes, wires, or lines for water, gas, electric or telephone services, drainage, sewerage or other utilities on, across, over, under or through the Easement Area;

(7) use of the office building as a field office for project design and construction personnel; and

(8) all other uses necessary, incidental, convenient or useful to the construction by Grantee of a rapid transit system.

At the expiration of the easement, the easement area shall be restored as nearly as practicable to its condition at the time the easement commenced with the exception of reconstruction of the parking garage and the existence of subsurface foundations and soldier piles utilized in the construction of the access shaft and subsurface tunnels.

# Public Hearing on Resolution of Necessity for Westside Purple Line Extension Section 2 Project

## Agenda Item #2025-0452

Metro

Regular Board Meeting
July 24, 2025

# PUBLIC HEARING TO ADOPT RESOLUTION OF NECESSITY
# WESTSIDE PURPLE LINE EXTENSION PROJECT SECTION 2

**Project:**
The Westside Purple Line Extension Section 2 Project (WPLE2) is a heavy rail line (subway) that extends from the terminus of WPLE1 at Wilshire/La Cienega to Century City. The Project will add two new stations at Wilshire/Rodeo and Century City, increasing access to opportunities for the region.

**Property Impacts:**
An 18-month Temporary Construction Easement (TCE)

**Property Location:**
Century City

**Relocation Impacts:**

Project impacts will not create a displacement

**Safety Impacts:**
The Board action will not have an impact on LACMTA's safety standards

Metro

# PUBLIC HEARING TO ADOPT RESOLUTION OF NECESSITY
# WESTSIDE PURPLE LINE EXTENSION PROJECT SECTION 2

| Assessor's Parcel Number | Project Parcel Number | Parcel Address | Purpose of Acquisition | Property Interest(s) Sought |
|---|---|---|---|---|
| 4319-001-008 | W-3602 | 1950 Century Park East, Los Angeles, CA 90067 | Construction Staging | 18-month Temporary Construction Easement |

Metro

# PUBLIC HEARING TO ADOPT RESOLUTION OF NECESSITY
# WESTSIDE PURPLE LINE EXTENSION PROJECT SECTION 2

Property:
1950 Century Park East,
Los Angeles, CA 90067
(W-3602)

Property Rights:
18-month TCE

Metro

# PUBLIC HEARING TO ADOPT RESOLUTION OF NECESSITY
# WESTSIDE PURPLE LINE EXTENSION PROJECT SECTION 2

**Staff recommends the Board make the below findings and adopt the Resolution of Necessity:**

- The public interest and necessity require the proposed Project;

- The proposed Project is planned or located in the manner that will be most compatible with the greatest public good and the least private injury;

- The Property sought to be acquired, which has been described herein, is necessary for the proposed Project;

- The offer required by Section 7267.2 of the Government Code has been made to the Owner; and

- The statutory requirements necessary to acquire the property interests by eminent domain have been complied with by LACMTA.

Metro

Thank you
Metro

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

Metro

# Board Report

**File #:** 2025-0589, **File Type:** Minutes **Agenda Number:** 2.

**REGULAR BOARD MEETING**
**JULY 24, 2025**

**SUBJECT: MINUTES**

## RECOMMENDATION

APPROVE Minutes of the Regular Board Meeting held June 26, 2025.



powered by Legistar™

**June 25, 2025**

Honorable LACMTA Board Members,

BikeLA urges the Board to approve the recommendation to award the next Metro Bike Share contract to Lyft per the Metro Operation Committees' recommendation without further delay. This endorsement reflects our ongoing commitment to bold investment in the future of bike share in Los Angeles—advancing a world class system while meeting the diverse needs of all Angelenos that promotes a culture of health, safety, and wellbeing. These values were strongly affirmed in the May 21, 2025, coalition letter, "*Let's Move Metro Bike Share Forward – Investing in LA's Transportation Future.*"

We are confident in Lyft's ability to collaborate with current operations subcontractor BikeHub—upholding the existing collective bargaining agreement with TWU—and to continue partnering with local organizations including Arellano Associates, BikeLA, and other community-based groups. Together, we can ensure strong outreach and community engagement as Metro Bike Share expands.

Awarding this contract is a critical step toward building a transportation future that prioritizes reliable, dignified, and equitable active travel options for all Angelenos. With global events like the World Cup, Olympics, and Paralympics on the horizon, timely action is essential to prepare our transportation system for international attention.

We also want to recognize the important foundation laid by Bicycle Transit Systems in bringing bike share to Los Angeles. We believe Lyft is well positioned to build on that legacy and take Metro Bike Share to the next level.

Thank you for your continued commitment to improving mobility in our region.

Sincerely,

[redacted]

Eli Akira Kaufman
Executive Director
BikeLA

**June 2025 RBM General Public Comment**

**From:** [redacted]
**Sent:** Saturday, June 21, 2025 11:57 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Thank You

Dear Kathryn Barger,

I'm writing as a resident of La Verne and a supporter of the Metro A Line Foothill Extension. Thank you to Metro and its Board for bringing transit projects like the **Foothill extension** and **57/60 interchange improvements** into reality. These investments are already improving mobility and safety across our communities and showing what well-planned infrastructure can achieve.

As we look to the future, I hope the Board will continue to pursue federal and regional funding for:

- **Zero-emission bus fleets** and expanded bus service.
- Rail infrastructure, especially a **future A Line extension to Ontario Airport**, which could significantly boost ridership, reduce car dependence, and support the airport's long-term success.
- **Transit-oriented development** around stations and seamless regional connections to meet the demands of the **2028 Olympics**—and to leave a long-term legacy for Californians.

The Olympics could be a powerful springboard to show how clean, reliable, connected transit can reshape how we live, move, and plan. If Metro builds these connections, **we will come**—and so will cleaner air, economic opportunity, and stronger communities.

I'd also like to thank Mayor Tim Sandoval and Supervisor Hilda Solis for your continued leadership on the A Line Foothill extension. Your commitment to the project gives me hope that our region will continue prioritizing forward-thinking, inclusive transportation solutions.

Thank you for your service and commitment to building a more sustainable, equitable transit future.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 12:48 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Cc:** 'Andrew Daneshgar' <andrew@langdonstreetcap.com>; 'Richard Schave' <schavester@gmail.com>; 'Adam Daneshgar' <adaneshgar@langdonstreetcap.com>
**Subject:** Regular Board Meeting 6/26: Public Comment

Hello Metro Board,

Submitting public comment for the following. I will be present in person on Thursday to read our statement.

Meeting Name: **Regular Board Meeting**
Date: **Thursday, June 26th, 2025 at 10am**
Agenda Item: **General Public Comment #2025-0541**

My name is Alanna McBirney, and I am representing the owner and management group of the Million Dollar Theater in Downtown LA.

We desperately need the Metro Bike Share station on Broadway & 3rd Street to be relocated away from the front of the Million Dollar Theater. For more than three years, we have been reaching out to stakeholders, policy makers, and public officials to try to get this bike share station relocated, including LADOT's bike share program manager, Metro, the Downtown LA Neighborhood Council, and Council District 14. A formal letter was submitted by DLANC to CD14 back in 2022 with no response, and it has been only empty promises since then.

Most recently, in October, LADOT and Metro handed out a physical flyer notifying the public that the Metro Bike Share would be moved by one block. See copy attached. Staff told us it would be relocated by the "end of the year" – it is now halfway through the following year.

These bike stalls are a modern eyesore, incompatible with the theater's status as a Historic Cultural Monument, and totally unavoidable when photographing and filming the theater façade. No other theater in the Historic Broadway Theater District has this burden, and we are losing upwards of a quarter million dollars ($250,000) annually due to the presence of these bicycles. This is critical revenue that we could be using to make improvements and maintain the property.

We have proposed multiple alternative location options that all fit within Metro's guidelines for locating these bike racks in a safe and accessible location for users. It is extremely disappointing that we have a Historic property being diminished by these bike racks that could easily, effectively, and safely be relocated.

Overall, we are extremely involved in our community and want to see the revitalization of the Million Dollar Theater and the greater historic Broadway corridor. Please let us know how you can help and if we can assist with any further information to get this done once and for all.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 7:56 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board 6/26 Public Comment

Dear Metro Board Clerk,

I am writing in efforts to submit public comment to the 6/26 Metro board meeting.

**Agenda Item 42 (File # 2025-0546): SUPPORT**
I'm writing to encourage the board to support this motion and to work with the Dodgers to fund and improve the bus system. We need to support ways to make accessing Dodger's stadium more accessible and more environmentally sustainable and that does NOT include the LAART Gondola. The Gondolas would be a waste of money: research shows they would not mitigate foot or vehicle traffic, would further gentrify an already disappearing Chinatown, and would invade in public park space.

**Public Comment**
As a resident of Sherman Oaks, I am begging the Board to please approve Sepulveda metro rail project, specifically heavy rail. Please don't give in to the Sherman Oaks Homeowner's Association and Bel-Air residents' opposition-- they do not represent the majority of working class Angelenos and Sherman Oaks residents.

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 9:27 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Cc:** Jeremy Lockett <jlockett@bike.nyc>
**Subject:** LA Metro Board Meeting General Comment FOR Metro Bike Share Contract Award to Lyft

On behalf of Bike New York, a nonprofit organization that works closely with Lyft, I write in support of Lyft's proposal to help the LA Metro deliver the next phase of the popular Metro Bike Share program.

Lyft's team has dedicated immense time and energy towards welcoming new riders to each of their systems, and we only expect this effort to continue through a partnership with LA Metro. Across the country, Lyft has invested in local workforce development programs, partnerships with local advocacy organizations, expanded service areas in more diverse neighborhoods, and substantially grown its reduced fare programs.
As an example, we have a longstanding partnership with Lyft to support the Bike Path program, which is a three-week course, first launched in 2019, that prepares formerly incarcerated men and women to become certified bike mechanics. Thanks to the steady growth of the Citi Bike program across the five boroughs, the program boasts a nearly 100% job placement rate.

With their extensive track record of equitable service to the communities in which they operate, I have no doubt that Lyft will be a responsive and collaborative partner in expanding mobility in a thoughtful way for the residents of Los Angeles.

Thank you for your consideration.

Sincerely,

[redacted]

[redacted]

BIKE NEW YORK

[redacted]

Follow us! Facebook Twitter Instagram
Sign up for our Newsletter

From: [redacted]
Sent: Wednesday, June 25, 2025 11:57 AM
To: Board Clerk <BoardClerk@metro.net>
Subject: Support for the K Line extension using the ROW

Hello,

I would like to express my support for the K line extension to the South Bay using the right of way. I believe it to be the most cost effective and realistic option to completion, and trust metro engineers to make the right call on route preference.

Thank you,

[redacted]

Sent from my iPhone

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 1:13 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Support for Right of Way Option

Hello,

As a South Bay resident of 25 years, I strongly support the ROW expansion of the K Line.

1. **The ROW option is the only balanced solution**—addressing both community needs and those living adjacent to the BNSF tracks. It includes sound mitigation, upgraded signals, safety improvements, and even public bike paths—none of which the Hawthorne alternative delivers.
2. **ROW has a clear funding path.** The Hawthorne route lacks this and would likely increase project costs and timelines by 30–50%, without providing protections like sound mitigation for nearby residents. ROW does.
3. **The South Bay must move forward with Metro's plan** to manage growing traffic, rising pollution, and future population growth in the second-largest city in the U.S.
4. **Extending the K Line via ROW will ease congestion on the 405** and reduce commute times thanks to its link with the Expo Line with downtown LA. It brings more access, transit equity and ridership opportunities to cities like Lawndale, Redondo Beach, and Torrance now that there is a more direct route with Downtown LA, Pasadena, and Santa Monica.

Opponents are creating delay through unnecessary studies, eminent domain issues, and costly elevated alternatives with no guaranteed feasibility. ROW brings timely, tangible, and wide-reaching benefits. Let’s choose progress—for our community and for generations to come.

Thank you for hearing me out.

[redacted]

**California State Park Rangers Association**
*Promoting Professionalism in California State Parks since 1964*

www.cspra.com, PO Box 1667, Big Bear Lake, CA 92315

June 25, 2025

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*Vice President*
Ann Meneguzzi
*Secretary*
Joanne Kerbavaz
*Treasurer*
Ron Krueper
DIRECTORS
Dan Kraft
Jeremy Linn
Riley Budd
Jean Rhyne
Rich Rozzelle
Greg Kania
Sal Goshorn

Board Clerk@metro.net
RE: Metro – Regular Board Meeting, June 26, 2025 Support Agenda Item #42

The California State Park Rangers Association (CSPRA) is an organization of over 400 active and retired State Park professionals from all job disciplines dedicated to advancing the highest principles of public service in supporting and preserving California State Parks and specifically LA State Historic Park for present and future generations. Our organization has been actively involved in advocating and finding the most effective financially efficient transportation method for fans between Union Station and Dodger Stadium. We are in favor of the proposal for the Los Angeles Dodgers contributing to the service costs of the Dodger Stadium Express and encourage LA Metro to continue this effective bus transportation service. Additionally, we are hopeful this may lead to the implementation of operational improvements such as a dedicated bus lane.

We firmly believe that the most effective, efficient and least impactful transportation method is to continue and improve upon the Dodger Stadium Express bus service rather than other proposed transportation projects such as the invasive LA ART gondola that impacts LA State Historic Park and the surrounding community.

Respectfully submitted by
Ron Krueper, CSPRA Treasurer (ron@cspra.com)

## June 2025 RBM Public Comments – Item 42

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 11:27 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** FOR 2025-0546

I am a resident of Chinatown and I am FOR the Dodger Stadium Express motion #2025-0546. I support Metro working with the Dodgers to fund and improve the express bus system.

Sincerely,
[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 11:11 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42

Dear Metro Board (Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42),

THREE CHEERS for the proposal to have Metro collaborate with the Dodgers organization to keep the Dodger Stadium Express bus service running! This workhorse of a bus service deserves respect and attention, and the Dodgers can certainly afford to ensure its livelihood. It's about time that the Dodgers organization pull up their sleeves and lay claim to a service that has been serving its fans for so long.

Think about the possibilities:

- Themed buses!
- Dedicated bus lanes for swift rides! And a dedicated bus entrance??!!
- Hollywood Bowl-style regional service for cushy 1-stop rides for fans who come from afield!
- It can be implemented ASAP without the need to build permanent infrastructure (no gimmicky gondolas, no Frank McCourt)!
- Great PR for the Dodgers, Metro, and LA!
- Less traffic, happy neighbors, happy fans!

With the Dodgers picking up the tab (they can easily afford it on their own or decide to add a nominal fee onto each game ticket sold), the continuation and expansion of the Dodger Stadium Express bus service could be SET FOR LIFE and show the community that it really does care about its fans and the city. We don't want or need slow gondolas proposed by the billionaire who bankrupted the Dodgers. Let's give the Dodgers the opportunity to come through for us and keep the Dodger Stadium Express bus service alive and thriving.

We can do this, Metro. The community has your back.

With enthusiasm,

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 7:56 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board 6/26 Public Comment

Dear Metro Board Clerk,

I am writing in efforts to submit public comment to the 6/26 Metro board meeting.

**Agenda Item 42 (File # 2025-0546): SUPPORT**
I'm writing to encourage the board to support this motion and to work with the Dodgers to fund and improve the bus system. We need to support ways to make accessing Dodger's stadium more accessible and more environmentally sustainable and that does NOT include the LAART Gondola. The Gondolas would be a waste of money: research shows they would not mitigate foot or vehicle traffic, would further gentrify an already disappearing Chinatown, and would invade in public park space.

**Public Comment**
As a resident of Sherman Oaks, I am begging the Board to please approve Sepulveda metro rail project, specifically heavy rail. Please don't give in to the Sherman Oaks Homeowner's Association and Bel-Air residents' opposition-- they do not represent the majority of working class Angelenos and Sherman Oaks residents.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:14 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re - Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42

Hello,

I am FOR Agenda Item #2, Metro and the Dodgers funding and improving the bus system. This is a common sense solution to the ongoing traffic problems in the area.

Thank you,

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 11:20 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro - Regular Board Meeting, June 6th, 2025, Support Agenda Item #42

Dear Metro Board,

My name is [redacted], and as a member of the Chinatown community and resident of Victor Heights, I would like to voice my support of the LA Dodgers to contribute to paying for the Dodger Stadium Express service costs, and especially the implementation of operational improvements like a dedicated bus lane.

As a resident in Victor Heights, I'm affected by people taking up street parking in my neighborhood and increasing traffic whenever there is a Dodgers game. Countless times, I've tried to take the 4 down Sunset to get somewhere I need to go, only for it to be incredibly late or never show up due to the huge amount of traffic caused by the Dodgers. It's only fair that the Dodgers pay some of the cost their games cause on the surrounding communities.

Busses are the most effective, environmentally friendly, and flexible solution to gameday transit, far more than what has been previously proposed. As a resident, I would far rather have an increase in buses and a more robust bus lane system that would promote their use over driving to games than the LA ART gondola proposed by billionaire Frank McCourt. A gondola would be far more invasive and damaging to the communities of Chinatown and Olvera St, putting small businesses in Olvera St, homes in Chinatown, and green space at the LA State Historic Park at risk. Furthermore, I doubt it's effectiveness at actually reducing traffic, nothing I've seen from LA ART has convinced me of its effectiveness.

Please keep the Dodger Stadium Express Bus in service as a proven transit solution. Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 11:37 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** "Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42

Dear Metro Board

My name is [redacted], and I am a LA resident in favor of the proposal for the Los Angeles Dodgers to contribute to the service costs of the Dodger Stadium Express, and implement operational improvements such as dedicated bus lanes.
When it comes to game-day transit solutions, busses are far more effective and environmentally friendly than other transit options and less invasive than the propsed Frank McCourt Gondola.

The community has spoken out many times before on how the gondola would take away public green-space, put Chinatown homes at risk, and ruin Olvera St, all the while being completely ineffective at reducing traffic. Whereas the community fully supports the express bus.
By keeping the Dodger Stadium Express Bus in service, and a financial responsibility of the Dodgers themselves, the city can both offer a proven transit solution, and do something right by the communities surrounding Dodger Stadium.

Metro bikes are also a great option to reduce traffic and get more people to the stadium without having a negative effect on the community. The dodgers should finacially support adding metrobike docks at the stadium
so people have the option to bike or bus from union station.

Thanks

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 8:02 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42.

Dear Metro Board,

My name is [redacted] and I am a community member in favor of the proposal for the Los Angeles Dodgers to contribute to the service costs of the Dodger Stadium Express, and implement operational improvements such as dedicated bus lanes.
When it comes to gameday transit solutions, busses are far more effective and environmentally friendly than what has been previously proposed. Namely, the invasive LA ART gondola from Union Station by billionaire Frank McCourt.
The community has spoken out many times before on how the gondola would take away public greenspace, put Chinatown homes at risk, and ruin Olvera St, all the while being completely ineffective at reducing traffic.
By keeping the Dodger Stadium Express Bus in service, and a financial responsibility of the Dodgers themselves, the city can both offer a proven transit solution, and do something right by the communities surrounding Dodger Stadium.

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 11:55 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42.

Re: Metro - Regular Board Meeting, June 26, 2025,
Support Agenda Item #42.

Please partner w the dodgers to fund busses instead of building the horrible gondola and ruining my kid's favorite park!

thank you,
dina kelberman

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 11:59 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42.

Good Afternoon,

My name is [redacted], and I am the current Director of LA River State Park Partners, the official cooperating partner of LA State Historic Park. **I'm writing to express high favor of the proposal** for the Los Angeles Dodgers to contribute to the service costs of the Dodger Stadium Express, and implement operational improvements such as dedicated bus lanes.

When it comes to gameday transit solutions, **busses are far more effective** and environmentally friendly than what has been previously proposed. Namely, the invasive LA ART gondola from Union Station by billionaire Frank McCourt. The community has spoken out many times before on how the gondola would take away public greenspace, put Chinatown homes at risk, and ruin Olvera St, all the while being completely ineffective at reducing traffic.

By keeping the Dodger Stadium Express Bus in service, and a financial responsibility of the Dodgers themselves, the city can both offer a proven transit solution while preserving the current state of LA State Historic park and the communities it serves.

Please don't hesitate to reach out with any questions.

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 12:48 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42

My name is [redacted] and I am a resident of Echo Park who travels frequently past Dodger Stadium to family in Lincoln Heights. I am in favor of the proposal for the Los Angeles Dodgers to contribute to the service costs of the Dodger Stadium Express, and implement operational improvements such as dedicated bus lanes. When it comes to gameday transit solutions, buses are far more effective and environmentally friendly than what has been previously proposed, the gondola. I am strongly opposed to LA ART gondola from Union Station. The community has spoken out many times before on how the gondola would take away public greenspace, put Chinatown homes at risk, and ruin Olvera St, all the while being completely ineffective at reducing traffic.

I hope you will keep the Dodger Stadium Express Bus in service, and put the financial responsibility on the Dodgers themselves. This is a win-win, practical solution to stadium transit issues.

Additionally, I think the Dodger Stadium Express needs to be available for all major events at Dodger Stadium, including concerts. If the Dodger Stadium Express service were expanded to a Hollywood Bowl-style shuttle system, the whole community would benefit.

Thank you for your attention to this matter.
Sincerely,
[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 1:17 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro- Regular Board Meeting

Dear Metro Board,

As a concerned citizen, regular Metro-rider, and resident of Los Angeles I want to write to you in favor of the proposal for the Dodgers to contribute to the costs of the Dodger Stadium Express. I stand with the residents of Chinatown and Elysian Park in strong opposition to the costly, destructive, and ultimately ineffective gondola proposal.

It is time Frank McCourt paid his fair share for his own business to benefit. I am appreciative of and excited for the expansions Metro has announced such as the LAX people-mover and the extension of the Purple Line, and hope these projects which benefit the community as a whole can be prioritized above the selfishness of Frank McCourt.

I am eager to hear how the Board decides to move forward with the Dodger Stadium Express proposal.

--
[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 2:49 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42

Hello Metro Board,

My name is [redacted], and I'm a resident of Los Angeles in favor of the proposal for the Dodgers to contribute to the service costs of the Express bus, and improve operations with enhancements such as dedicated bus lanes. It seems like a no-brainer that the bus should get to bypass traffic during stadium events.

Actually, I'd also love to see the Express used for events other than Dodger games - I am an annual participant of the LA Big 5k. Every year I would absolutely love to take the bus to the race, and every year I'm forced to fight for my life in bumper to bumper traffic with no alternative. Ditto for concerts! I'm sure I'm not alone in this, as everyone knows the worst thing about going to the stadium is the parking lot. It can take an hour just to inch from the lot to Vin Scully - wasteful and unnecessary with better transit options. Or even more walkability - why not add escalators like the Hollywood Bowl so people don't have to bob and weave through traffic to climb the hill?

There are so many cheaper, easier, and more sustainable alternatives than an awful eyesore like the gondola. Please take every opportunity to explore and fund them for the fans that want real transit.

Thank you,
[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 5:00 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Re: Metro - Regular Board Meeting, June 26, 2025, Support Agenda Item #42."

To the members of the Metro Board,

My name is [redacted] and I am a resident of Highland Park and a community member of Lincoln Heights where my son attends school. I'm writing in favor of the proposal for the Los Angeles Dodgers to contribute to the service costs of the Dodger Stadium Express, and implement operational improvements such as dedicated bus lanes.

When it comes to gameday transit solutions, buses are far more effective and environmentally friendly than what has been previously proposed. Namely, the invasive LA ART gondola from Union Station by billionaire Frank McCourt.

The community has spoken out many times before on how the gondola would take away public greenspace, put Chinatown homes at risk, and ruin Olvera St, all the while being completely ineffective at reducing traffic.

By keeping the Dodger Stadium Express Bus in service, and a financial responsibility of the Dodgers themselves, the city can both offer a proven transit solution, and do something right by the communities surrounding Dodger Stadium.

My son enjoys the Los Angeles State Historic Park, as do I, and I would hate to see the park destroyed for the Gondola project. Buses are a wonderful solution!

Thank you,

[redacted]

act·LA
Housing Jobs & Transit for All

June 16, 2025

Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza
Los Angeles, California 90012-2952
*Via email to BoardClerk@metro.net*

**Re: ICE Raids in Los Angeles**

Dear Metro Board of Directors and Metro CEO:

These past two weeks Los Angeles has been terrorized by ICE and Federal agents. Immigrants and Latinos comprise an overwhelming majority of LA Metro's ridership and are working class Angelenos who depend on public transportation to access essential services.

ACT-LA is a countywide coalition of 50 organizations working on the forefront of economic, racial, and environmental justice. Our coalition members represent bus riders, tenants' rights organizations, workers' centers, and environmental justice advocates, among many others.

We ask Metro to implement protocols to protect our community for as long as ICE and federal agents are present in our county:

1. Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely
2. Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest
3. Provide Immigration know your rights cards on buses and rail stations
4. No collaboration between Metro and ICE
5. Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant
6. Implement fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses

Thank you,

Scarlett De Leon

Scarlett De Leon
Executive Director
ACT-LA

# June 2025 RBM Public Comments – Item 43

**From:** [redacted]
**Sent:** Monday, June 23, 2025 6:40 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Item #43 - For - June 26 2025 BOD Meeting

Hello LA Metro, my name is [redacted] and I ride LA Metro buses and trains on a near-daily basis. And I support LA Metro finding creative ways to respond to the Immigration raids/kidnappings that have been plaguing our communities and depressing LA Metro's ridership numbers..

One idea I wanted to share is if LA Metro could send out Rider Alerts if ICE and/or DHS agents are spotted at a train station or bus stop? It's first amendment protected and does not interfere with ICE agents. And different organizations and cities throughout LA County have already set up social media alerts whenever ICE agents are spotted in their cities/neighborhoods.

And riders can help by being allowed to report on the Transit Watch app whenever there are federal activity sightings. But it will still need to be confirmed by a LA Metro staff member before the report is a confirmed sighting.

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Monday, June 23, 2025 5:54 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Monday, June 23, 2025 5:56 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Monday, June 23, 2025 6:02 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]
[redacted]

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:07 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider

experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:18 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Angelenos deserve to ride the Metro with peace of mind!

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:19 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:24 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:46 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:50 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

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Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:19 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

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Members of the Board,

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Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:24 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:46 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

[redacted]
**Sent:** Tuesday, June 24, 2025 10:50 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 2:05 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro stance

Metro Board Clerk,

Members of the Board,

Use Metro resources to fight back against federal efforts to crush our city!

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 2:48 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:28 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

Keep ICE out of the metro! I love the LA metro, I love its reliability. I find acceptable the medium level of safety I feel riding it at the moment, and I would hate to see that feeling of safety drop any lower. ICE on the trains will make me and the rest of my community feel less safe and less welcome on the metro. That sucks!

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Please and thank you: no ICE on the metro!

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:33 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:34 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** ICE off the Metro!

Metro Board Clerk,

Dear Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say, "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:41 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:44 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Board Members,

ICE presence in LA has sent our neighborhoods into upheaval. People from all walks of life no longer feel safe in public places where they might be profiled. They fear going to work which puts strain on their ability to afford essentials like transit. No one on public transit should be afraid. Maximizing ridership keeps us safe.

I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is

having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 3:55 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Hi Metro Board,

With ICE raids happening in our city and federal agents showing up on our streets, I'm reaching out to urge you to protect Metro riders.

There are some simple, meaningful steps you can take right now that would make a big difference, especially for riders who are scared, uncertain, or just trying to get around safely.

Don't lock the exit turnstiles and don't enforce tap-to-exit rules—people need to be able to leave stations quickly and safety.

Keep service running on schedule, even during protests or curfews. Stranding people puts them at risk and is so stressful for the community. If routes have to change, please communicate clearly so folks can plan.

Train Metro staff, security, operators, and ambassadors on how to respond if ICE shows up .. what rider's rights are, and how to protect riders without escalating.

Make rides free. ICE presence is already hitting working-class Angelenos hard—let's not add financial barriers on top of fear.

No collaboration with ICE.

Right now, the Board has a chance to take a clear stand with our community and show that public transit can be a safe, supportive space. I'm asking you to say it loud and clear: No ICE on Metro.

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:07 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:07 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Also arrest any ICE members who refuse to show ID and cover their faces..

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:16 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:17 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:38 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 4:53 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 5:31 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 5:32 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the frankly insane violation of our laws and freedoms happening as a result of these recent ICE raids in this city - coupled with the presence of unwarranted, unwanted, and unhelpfully inciting federal enforcement agents on the streets - I am writing to basically demand that you to protect my neighbors and fellow Metro riders by implementing absolute procedures and precautions to prevent further duress of people during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence

is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 6:24 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro NOW!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

[redacted]
[redacted]

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 6:31 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

I'm writing to urge you to do everything you can to prevent ICE from kidnapping Metro riders. Letting ICE raids happen on Metro would endanger riders and would be inhumane. I'm urging you to protect us by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 7:26 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 8:00 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 8:17 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 8:44 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 9:27 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 9:39 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Tuesday, June 24, 2025 10:35 PM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 6:38 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**Sent:** Wednesday, June 25, 2025 7:26 AM
**To:** Board Clerk <BoardClerk@metro.net>
**Subject:** Metro Board: ICE off Metro!

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** ATTENTION REQUIRED
**Date:** Wednesday, June 25, 2025 11:56:41 AM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro Please!
**Date:** Wednesday, June 25, 2025 12:43:01 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

1) Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
2) Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
3) Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
4) Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
5) Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
6) And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

We all love our Los Angelino community and want to keep each other safe!

Thank you!

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!!
**Date:** Wednesday, June 25, 2025 1:49:43 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the upsetting presence of federal agents on the streets, I'm writing as a Metro rider to urge you to protect our community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And most importantly, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 10:31:22 AM

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Metro Board Clerk,

Members of the Board,

ICE is, and this is the understatement of the year, an incredibly disruptive presence in this city both psychologically and financially. While they present an intimidating (and masked) front, they are no more than incel goons deputized to harm people who have worked harder than they ever could.

Our city owes a single gardener or manual laborer or street vendor more, psychologically and economically, than we do an entire hoard of these people-snatching pawns. So if the metro is truly a service of the city, then the metro can not possibly facilitate these kidnappings.

I know the federal government is a large adversary but they are a blustering bully and how Los Angeles reacts to their goon squad sets the tone for the rest of the nation. You are not just protecting the sanctity of a citizen funded metro department here but across the country.

California is the big sibling in an abusive household that happens to span a continent- we need to stand up to our pugilistic patriarch.

Please do this by implementing these protocol:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Protect your most vulnerable or more will be rendered vulnerable and consequently abused.

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:35:36 AM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:50:56 AM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:51:15 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:51:21 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:53:28 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:53:49 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:54:07 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:58:36 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:58:56 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:59:32 AM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:01:01 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:02:43 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:03:34 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:05:57 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:07:38 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

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-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:08:52 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:09:28 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:10:55 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:12:22 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:15:01 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:17:27 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

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-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:19:14 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time. The Metro branded fans (I have a hot pink one, thank you) are the way to cool the city down, not ICE.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:22:58 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:25:30 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:31:36 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:32:10 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:34:50 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you,
[redacted]

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:37:22 PM

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Metro Board Clerk,

Members of the Board,

I am a LA city resident and frequent user of Metro. Our bus and rail lines connect our vast city, ensuring people can get to work, doctors appointments, and connect with loved wants. I want all my fellow Metro riders to feel safe moving through our city. I implore you to protect implement new procedures and precautions to protect Metro riders from ICE raids.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:54:34 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:55:25 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

As a constituent of both Mayor Karen Bass and Supervisor Kathryn Barger, I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:56:12 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:05:47 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:05:41 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:22:39 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:33:49 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:37:49 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 1:47:21 PM

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Metro Board Clerk,

Members of the Board,

As you know, our community is under attack from ICE. Their agents are kidnapping our neighbors in broad daylight, terrorizing our streets and ripping apart families, without warrants or due process. Many of our neighbors who have been kidnapped are lawful immigrants. Some are even citizens -- and recent studies show that the vast majority of the kidnapped have no criminal history. This is a disgrace, and we must do everything in our power to keep people safe and keep families together.

Therefore, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time. We're supposed to be a sanctuary city; so let's start acting like one. You can implement very simple changes which will go a long way towards helping keep riders safe. For example:

-- Do not lock exit turnstiles and do not enforce "tap to exit" protocol, to ensure passengers can exit quickly and safely at any time.

-- Ensure services operate as regularly scheduled during protests and curfew hours so we don't leave anyone stranded and in potential danger of arrest. If delays are necessary, please provide clear communication ahead of time.

-- Give bus drivers and Metro Ambassadors immigrant "Know Your Rights" cards to hand out at buses and rail stations.

-- Provide emergency response training to Metro Security, bus operators, Metro Ambassadors, and other frontline workers, so they know their own rights, as well as the rights of riders.

-- Implement universal fareless rides to help mitigate the adverse economic impact that ICE presence is having on working class Angelenos and small businesses.

-- And finally, NO COLLABORATION between Metro and ICE!

The Metro Board has the opportunity to stand strong with our community and protect transit riders. Please stand for the principles of a Sanctuary City and say "No ICE on Metro!"

Thank you for your advocacy on this crucial issue.

[redacted]

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:03:12 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:06:24 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

As Members of the Board, you hold important positions of power in our city- will you allow and enable the authoritarianism of our current presidential administration on your turf?

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time. In a time where both natural disasters and human to human conflict are at an all time high, accessible exits are essential.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:13:30 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:22:25 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:44:37 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

The first U.S. city my father lived in when he immigrated was Los Angeles, please protect our beautiful and vibrant community.

Thank you!

[redacted]

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:45:40 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:46:48 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:54:09 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:56:06 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and the community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 2:56:44 PM

---

Metro Board Clerk,

Members of the Board,

I love Metro and in light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:04:30 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:10:14 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:12:57 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:15:58 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:35:59 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:37:17 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]
[redacted]

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:54:43 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 3:55:10 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
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-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 4:09:55 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 10:26:29 AM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE OFF OF METRO!
**Date:** Wednesday, June 25, 2025 12:44:42 PM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: Keep ICE Off of Metro!
**Date:** Wednesday, June 25, 2025 12:08:01 PM

---

Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city --and county, for that matter-- and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and communities by implementing new procedures and precautions during this time.

As a frequent Metro commuter, I have started riding with my guard up at all times. That is not at all normal, and should not be treated as normal. Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure that service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, NO collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. As a resident of LA County and frequent Metro rider, I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: Keep the Fash Off Metro!
**Date:** Wednesday, June 25, 2025 1:02:20 PM

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Metro Board Clerk,

Ms. Horvath:

I am a constituent of yours in Woodland Hills, and I hope that local, city, county, and state government will work together to end the illegal and immoral immigration "raids" that are actually kidnappings perpetrated by masked, unidentified thugs of the Trump regime.

Please protect Metro riders and our community by implementing new procedures and precautions—keeping these thugs away from public transport. It would also be great if government could fund ways to aid people who have been kidnapped.

Thank you for your time.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 11:56:52 AM

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Metro Board Clerk,

Members of the Board,

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelinos and say "No ICE on Metro!"

Thank you.

[redacted]

**From:** [redacted]
**To:** Board Clerk
**Subject:** Metro Board: ICE off Metro!
**Date:** Wednesday, June 25, 2025 12:01:10 PM

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Metro Board Clerk,

Members of the Board,

I am a constituent of Hilda Solis and a bus and metro rider in Los Angeles.

In light of the recent ICE raids in our city and the presence of federal enforcement agents on the streets, I am writing to urge you to protect Metro riders and community by implementing new procedures and precautions during this time.

Simple changes can make a big impact on our community and can help riders feel safer during this time of uncertainty for many.

I urge the Metro Board to take the following actions to protect our community at this time:

-- Do not lock exit turnstiles and do not enforce tap to exit protocol to ensure passengers can exit quickly and safely at any time.
-- Ensure service operates as regularly scheduled during protests and curfew hours so as to not leave anyone stranded and in potential danger of arrest. Provide clear communication ahead of time if there must be any adjustments to routes, so both riders and staff have all of the information possible to plan their routes ahead of time.
-- Provide Immigration know your rights cards on buses, at rail stations, and to Metro Ambassadors.
-- Provide emergency response training to Metro Security, bus operators, transit ambassadors, and other frontline workers on their rights and responsibilities, and the rights of riders and other Metro workers, if ICE does show up at a station, bus stop, or onboard transit without a warrant.
-- Implement universal fareless rides to mitigate the adverse economic impact ICE presence is having on working class Angelenos and small businesses.
-- And finally, no collaboration between Metro and ICE!

Right now, the Metro Board has the opportunity to stand strong with our community and put forth policies and procedures that will help to improve safety and overall rider experience. I am asking the Metro Board to stand with riders and Los Angelenos and say "No ICE on Metro!"

Thank you.

[redacted]

Metro

# MINUTES

**Thursday, June 26, 2025**

**10:00 AM**

# Board of Directors - Regular Board Meeting

**DIRECTORS PRESENT:**

Janice Hahn, Chair
Fernando Dutra, 1st Vice Chair
Jacquelyn Dupont-Walker, 2nd Vice Chair
Kathryn Barger
Karen Bass
James Butts
Lindsey Horvath
Holly J. Mitchell
Ara J. Najarian
Imelda Padilla
Tim Sandoval
Hilda Solis
Katy Yaroslavsky
Monica Benavides, non-voting member

Stephanie Wiggins, Chief Executive Officer

**CALLED TO ORDER: 10:04 A.M.**

## ROLL CALL

1. APPROVED Consent Calendar Items: 2, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 17, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, and 32.

Consent Calendar items were approved by one motion; no items were held by a Director for discussion and/or separate action.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |

**Voting Deviations:*
*Item 22 – the following Director was conflicted: KRB*
*Item 23 – the following Director was conflicted: KRB*
*Item 25 – the following Director was conflicted: KRB*

**2. SUBJECT: MINUTES** **2025-0537**

APPROVED Minutes of the Regular Board Meeting held May 22, 2025.

**3. SUBJECT: REMARKS BY THE CHAIR** **2025-0538**

RECEIVED remarks by the Chair.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P | P | P | P | P | P | P | A | P | P | P | P | P |

**4. SUBJECT: REPORT BY THE CHIEF EXECUTIVE OFFICER** **2025-0539**

RECEIVED report by the Chief Executive Officer.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| P | P | P | P | P | A | P | P | P | P | P | P | P |

| | | | |
|---|---|---|---|
| KB = K. Barger | FD = F. Dutra | IP = I. Padilla | KY = K. Yaroslavsky |
| KRB = K.R. Bass | JH = J. Hahn | AJN = A.J. Najarian | |
| JB = J. Butts | LH = L. Horvath | TS = T. Sandoval | |
| JDW = J. Dupont Walker | HJM = H.J. Mitchell | HS = H. Solis | |

**LEGEND: Y = YES, N = NO, C = CONFLICT, ABS = ABSTAIN, A = ABSENT, P = PRESENT**

5. **SUBJECT: ELECTION OF 2ND VICE CHAIR** **2025-0499**

ELECTED Director Barger as Second Vice Chair for FY26.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | A | Y | Y | Y | Y | Y | Y | Y |

6. **SUBJECT: LICENSE AGREEMENTS FOR THREE MICROWAVE RADIO STATION LOCATIONS** **2025-0326**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer (CEO), or Their designee, to execute three 5-year license agreements commencing August 1, 2025,with American Tower Corporation dba SpectraSite Communications, LLC; with up to three additional five-year options for each site for microwave radio stations located at the following sites:

- 5 Mt. Lukens Road, Tujunga - at an initial rate of approximately $7,617.47 per month with 3.5% annual escalations, plus utilities, for a total estimated amount of $2,678,592.90 over the full 20-year term (including options).

- Oat Mountain Orcutt Ranch, Chatsworth - at an initial rate of approximately $5,274.26 per month with 3.5% annual escalations, plus utilities, for a total estimated amount of $1,837,556.05 over the full 20-year term (including options).

- 1 Hauser Mountain, Acton - at an initial rate of approximately $4,274.97 per month with 3.5% annual escalations, plus utilities, for a total estimated amount of $1,495,434.10 over the full 20-year term (including options).

7. **SUBJECT: EXCESS LIABILITY INSURANCE PROGRAM** **2025-0242**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to negotiate and purchase Public Entity excess liability policies with up to $300 million in limits at a not-to-exceed premium of $29.8 million for the 12-month period effective August 1, 2025, to August 1, 2026.

8. **SUBJECT: FY25 LOCAL RETURN CAPITAL RESERVE ACCOUNTS** **2025-0292**

APPROVED ON CONSENT CALENDAR:

A. ESTABLISHING new Local Return funded Capital Reserve Accounts for the Cities of Hidden Hills (Measure M), Lakewood (Proposition C and Measure M), Long Beach (Proposition C), and amend the existing accounts for the Cities of Industry (Proposition A), Lynwood (Proposition A), South Pasadena (Proposition C, Measure R and Measure M), and Whittier (Proposition C); and

(continued on next page)

(Item 8 – continued from previous page)

B. AUTHORIZING the Chief Executive Officer to negotiate and execute all necessary agreements between Los Angeles County Metropolitan Transportation Authority (LACMTA) and the Cities in Recommendation A for their Capital Reserve Accounts as approved.

**9. SUBJECT: FY26 TRANSPORTATION DEVELOPMENT ACT (TDA) ARTICLE 8 FUND PROGRAM** 2025-0403

ADOPTED ON CONSENT CALENDAR:

A. Findings and Recommendations for allocating fiscal year 2026 (FY26), Transportation Development Act (TDA) Article 8 funds estimated at $33,368,313 as follows:

1. In the City of Avalon, there are no unmet transit needs that are reasonable to meet. Therefore, TDA Article 8 funds in the amount of $156,044 may be used for street and road projects or transit projects;

2. In the Cities of Lancaster and Palmdale, there are no unmet transit needs that are reasonable to meet; in the Cities of Lancaster and Palmdale, and the unincorporated portions of the Antelope Valley, transit needs can be met by using other existing fund sources. Therefore, TDA Article 8 funds in the amount of $8,131,009 for Lancaster and $7,821,276 for Palmdale may be used for street and road projects or transit projects, provided that transit needs continue to be met;

3. In the City of Santa Clarita, there are no unmet transit needs that are reasonable to meet; in the City of Santa Clarita and the unincorporated portions of the Santa Clarita Valley, existing transit needs can be met through the recommended actions using other fund sources. Therefore, $10,853,278 in TDA Article 8 funds for the City of Santa Clarita may be used for street and road projects or transit projects, provided that transit needs continue to be met;

4. In the Los Angeles County Unincorporated areas of North County, the areas encompassing both the Antelope Valley and the Santa Clarita Valley, transit needs are met with other fund sources such as Proposition A and Proposition C Local Return. Therefore, TDA Article 8 funds in the amount of $6,406,706 may be used for street and road projects or transit projects, provided that transit needs continue to be met; and

B. A resolution making a determination of unmet public transportation needs in the areas of Los Angeles County outside the Metro service area.

**10. SUBJECT: METROLINK FY2025-26 ANNUAL WORK PROGRAM AND PASSENGER RAIL SUPPORTIVE ACTIONS** 2025-0211

APPROVED ON CONSENT CALENDAR:

A. PROGRAMMING the Los Angeles County Metropolitan Transportation Authority's ("Metro") share of the Southern California Regional Rail Authority's (SCRRA) Fiscal Year (FY) 2025-26 Operating, Rehabilitation, and Capital Budget in the amount of $216,565,092;

B. EXTENDING the lapsing dates for funds previously allocated to SCRRA for State of Good Repair (SGR) and capital project Memoranda of Understanding (MOUs) as follows:

- Ticket Vending Machine (TVM) Replacement Project extended from June 30, 2025, to December 31, 2026
- FY 2016-17 SGR Program extended from June 30, 2025, to December 31, 2026
- FY 2017-18 SGR Program extended from June 30, 2025 to December 31, 2026
- FY 2018-19 SGR Program extended from June 30, 2025 to June 30, 2027
- FY 2019-20 SGR Program extended from June 30, 2025 to December 31, 2027
- FY 2020-21 SGR Program extended from June 30, 2025 to June 30, 2027
- Doran Street Grade Separation Project extended from March 31, 2025, to December 31, 2027
- LINK US Task 2 Project extended from June 30, 2025, to December 31, 2026;

C. the FY 2025-26 Transfers to Other Operators' payment rate of $1.10 per boarding to Metro and an EZ Pass reimbursement cap to Metro of $5,592,000; and

D. AUTHORIZING the Chief Executive Officer to negotiate and execute all necessary agreements between Metro and SCRRA for the approved funding.

**11. SUBJECT: ACCESS SERVICES PROPOSED FISCAL YEAR 2026 BUDGET** **2025-0398**

APPROVED ON CONSENT CALENDAR:

A. local funding request for Access Services (Access) in an amount not to exceed $203,170,329 for FY26. This amount includes:

- Local funds for operating and capital expenses in the amount of $200,482,112;
- Local funds paid directly to Metrolink for its participation in Access' Free Fare Program in the amount of $2,688,217; and

B. AUTHORIZING the Chief Executive Officer (CEO) to negotiate and execute all necessary agreements to implement the above funding program.

**12. SUBJECT: FISCAL YEAR 2025-26 TRANSIT FUND ALLOCATIONS** **2025-0404**

APPROVED ON CONSENT CALENDAR:

A. $2.9 billion in Fiscal Year 2025-26 (FY26) Transit Fund Allocations for Los Angeles County jurisdictions, transit operators, and Metro Operations. These allocations comply with federal, state, and local regulations and Metro Board approved policies and guidelines. Federal and state fund allocations are subject to actual fund apportionments;

B. fund exchanges in the estimated amount of $3,140,305 of Metro's Transportation Development Act (TDA) Article 4 allocation with Municipal Operators' shares of the Low Carbon Transit Operations Program. Funding will be adjusted based on LCTOP actual allocations;

C. fund exchanges in the estimated amount of $1,035,635 of Metro's Proposition (Prop) C 40% allocation with Antelope Valley, Santa Clarita, Burbank, and Glendale's shares of the Low Carbon Transit Operations Program (LCTOP). Funding will be adjusted based on LCTOP actual allocations;

D. fund exchange of Federal Section 5307 discretionary fund awarded to the Southern California Regional Transit Training Consortium (SCRTTC) through Long Beach Transit in the amount of $360,000 with Metro's TDA Article 4 allocation subject to final federal apportionments. If federal funds are not available for this fund exchange, $360,000 in FY27 TDA Article 4 funds will be allocated to Metro off the top as reimbursement;

(continued on next page)

(Item 12 – continued from previous page)

E. fund exchanges in the amount totaling $15.6 million of Metro's Federal Section 5307 share with Municipal Operators' shares of Federal Sections 5337 and 5339 subject to final federal apportionments;

F. AUTHORIZING the Chief Executive Officer to adjust FY26 Federal Section 5307 (Urbanized Formula), Section 5339 (Bus and Bus Facilities), and Section 5337 (State of Good Repair) allocations upon receipt of final apportionments from the Federal Transit Administration and amend the FY26 Budget as necessary to reflect the adjustments;

G. fund exchange in the amount of $5 million of Metro's Prop C 40% allocations with the Local Transit Operators' share of federal Section 5307 funds to implement the Local Transit Systems Subcommittee's (LTSS) Zero Emission Vehicle (ZEV) Call for Projects subject to final federal apportionments;

H. revised Zero Emission Transit Capital Program (ZETCP) -Equivalent fund allocations to the Included and Eligible Transit Operators commensurate with current ZETCP fund availability to Metro, and delegate authority to the Chief Executive Officer to negotiate any future amendments if further adjustments are made in funding availability;

I. ADOPTING a resolution designating Transportation Development Act (TDA) and State Transit Assistance (STA) fund allocations are in compliance with the terms and conditions of the allocations; and

J. AUTHORIZING the Chief Executive Officer to negotiate and execute all necessary agreements, amendments to existing agreements, and FY26 Budget amendments to implement the above funding programs.

## 13. SUBJECT: ADDRESSING THE FISCAL CLIFF 2025-0381

APPROVED ON CONSENT CALENDAR:

A. RECEIVING AND FILING status report on the Workplan to Address the Fiscal Cliff; and

B. ADOPTING the Principles for Addressing the Fiscal Cliff.

**14. SUBJECT: MEASURE R MULTIMODAL HIGHWAY SUBREGIONAL PROGRAMS - SEMI-ANNUAL UPDATE** **2025-0321**

APPROVED ON CONSENT CALENDAR:

A. $12,519,439 in additional programming within the capacity of Measure R Multimodal Highway Subregional Programs and funding changes via the updated project list. Projects within this Measure R Multimodal Highway Subregional Program include traffic signal, pedestrian, bicycle, transit, and roadway improvements;

B. the deobligation of $4,140,439 in previously approved Measure R Multimodal Highway Subregional Program funds to re-allocate said funds to other existing Board-approved Measure R Projects; and

C. AUTHORIZING the Chief Executive Officer (CEO) or her designee to negotiate and execute all necessary agreements for Board-approved Projects.

**15. SUBJECT: MEASURE M MULTI-YEAR SUBREGIONAL PROGRAM UPDATE - SAN GABRIEL VALLEY SUBREGION** **2025-0323**

APPROVED ON CONSENT CALENDAR:

A. APPROVING:

1. Programming an additional $12,321,943 within the capacity of Measure M Multi-Year Subregional Program (MSP) - Active Transportation Program (expenditure line 54);

2. Programming an additional $24,181,572 of Measure M MSP - First/Last Mile and Complete Streets Program (expenditure line 59), including inter-program borrowing of $6,579,127 from the Measure M MSP - Active Transportation Program;

3. Deobligating $50,271 of Measure M MSP - Bus System Improvement Program (expenditure line 58); and

B. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute all necessary agreements for approved projects.

**17. SUBJECT: RECRUITMENT STRATEGIC ASPIRATION SERVICES** **2025-0256**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer (CEO) to execute Modification No. 2 to Contract No. PS108564000 with McKinsey & Company, Inc. (McKinsey) to continue to provide consultant support services for hiring process improvements, continuous job classification analysis, planning and recruitment, employee retention enhancements and internal customer-centric training and development, in an amount Not-To-Exceed (NTE) $5,410,000, increasing the contract value from $3,975,000 to $9,385,000 and extending the period of performance from December 31, 2025, to June 30, 2026.

**22. SUBJECT: SUPPLEMENTAL ENGINEERING SERVICES - CAPITAL IMPROVEMENT PROJECTS** **2025-0239**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to:

A. AWARD a cost plus fixed fee Indefinite Delivery/Indefinite Quantity Contract No. AE128314E0132 to HNTB Corporation for Supplemental Engineering Services (SES) for Capital Improvement Projects for a term of five years for a Not To Exceed (NTE) amount of $70,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE Task Orders and modifications within the Board approved contract amount.

**23. SUBJECT: CEQA/NEPA & ENVIRONMENTAL COMPLIANCE SERVICES** **2025-0245**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 00003 to Contract No. PS77530000 with ICF Jones & Stokes Inc. to exercise the two, one-year options, for a Not-To-Exceed (NTE) amount of $1,924,174.53 and $1,760,892.27 respectively, for a total NTE amount for the options of $3,685,066.80, increasing the total contract value from the initial NTE amount of $14,166,384.73 to a total NTE amount of $17,851,451.53, and extend the term of the contract from December 1, 2025 to December 1, 2027;

B. INCREASE Contract Modification Authority (CMA) in the amount of $368,506.68, increasing the total CMA from $1,416,638.47 to a total of $1,785,145.15 (10% of the not-to-exceed contract amount); and

C. EXECUTE all individual Task Orders and Contract Modifications within the recommended contract funding amount and recommended CMA.

**24. SUBJECT: UTILITY REIMBURSEMENT AGREEMENTS** **2025-0407**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer (CEO) or her designee to:

A. EXECUTE Utility Reimbursement Agreements with Level 3 Communications and Centurylink Communications to accommodate Metro's ongoing Projects; and

B. NEGOTIATE and EXECUTE similar as-needed Utility Agreements with other communication company owners to accommodate Metro's ongoing Projects.

**25. SUBJECT: PROGRAM CONTROL SUPPORT SERVICES** **2025-0374**

AUTHORIZED ON CONSENT CALENDAR:

A. the Chief Executive Officer to increase authorized funding for Contract No. PS89856000 with Kal Krishnan Consulting Services/Triunity Engineering and Management Joint Venture (KTJV), for pending and future Contract Work Orders to continue to provide Program Control Support Services (PCSS) in an amount Not-To-Exceed (NTE) $35,000,000, increasing the current authorized funding limit for the base contract from $50,000,000 to $85,000,000 through FY28; and

B. EXECUTING individual Contract Work Orders and Contract Modifications within the Board approved contract funding amount.

**26. SUBJECT: I-710 INTEGRATED CORRIDOR MANAGEMENT GENERAL CONTRACTOR SERVICES** **2025-0119**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award a 24-month, firm-fixed-price contract, Contract OP125440000 to Crosstown Electrical & Data, Inc. for General Contractor (GC) Services for the Interstate 710 (I-710) Integrated Corridor Management (ICM) Project in the amount of $22,561,793.53, subject to the resolution of any properly submitted protest(s), if any.

**27. SUBJECT: FOOTHILL EXTENSION TO POMONA LIGHT RAIL PROJECT TITLE VI SERVICE AND FARE EQUITY ANALYSIS** **2025-0267**

APPROVED ON CONSENT CALENDAR the Foothill Extension to Pomona Operating Plan Title VI Service and Fare Equity Analysis.

**28. SUBJECT: ADVANCED TRANSPORTATION MANAGEMENT SYSTEM (ATMS) II** **2025-0275**

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer (CEO) to:

A. AWARD a four-year Contract No. PS122845000 to Clever Devices Ltd. to upgrade the ATMS II Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL) System in the amount of $129,760,941, subject to the resolution of any properly submitted protest(s), if any; and

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

**29. SUBJECT: CENTRALIZED MONITORING SYSTEM FOR TRACK AND TUNNEL INTRUSION DETECTION SYSTEM** 2025-0331

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award a sole-source firm fixed price contract, Contract No. PS128578000 to AGP Technologies, Inc. for the purchase of a centralized real-time monitoring system for the Track and Tunnel Intrusion Detection System (TTIDS) in the amount of $1,825,000, subject to the resolution of any properly submitted protest(s), if any.

**30. SUBJECT: METRO FREEWAY SERVICE PATROL** 2025-0335

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to execute contract modifications for five Freeway Service Patrol (FSP) contracts in an aggregate amount of $29,812,000, thereby increasing the contract amounts from $65,587,148.98 to $95,399,148.98, and extending the current period of performance with individual amounts as follows:

- Beat 9: Sonic Towing, Inc. Contract No. FS66316003-9, for $373,000 for up to 7 months, increasing the total contract amount from $4,141,753 to $4,514,753;
- Beat 60: Freeway Towing, Inc. Contract No. FSP5768900B60, for $5,123,000 for up to 60 months, increasing the total contract amount from $8,263,700 to $13,386,700;
- Beat 61: All City Tow Service, Contract No. FSP5769100B61, for $9,882,000 for up to 60 months, increasing the total contract amount from $8,380,122 to $18,262,122;
- Region 1: Kenny's Auto Service. Contract No. FS58039000, for $8,869,000 for up to 8 months, increasing the total contract amount from $20,936,368.98 to $29,805,368.98;
- Region 2: Platinum Tow & Transport Contract No. FS58039001, for $5,565,000 for up to 8 months, increasing the total contract amount from $23,865,205 to $29,430,205.

**31. SUBJECT: P3010 LIGHT RAIL VEHICLE (LRV) COUPLER OVERHAUL** 2025-0340

AUTHORIZED ON CONSENT CALENDAR the Chief Executive Officer to award a firm fixed unit price contract, Contract No. TS127584000 to Dellner, Inc. for the P3010 Light Rail Vehicle (LRV) Coupler Overhaul, in an amount Not-To-Exceed (NTE) $8,792,530.00, for a period of 60 months from issuance of a Notice to Proceed, subject to the resolution of any properly submitted protest(s), if any.

**32. SUBJECT: ANNUAL APPOINTMENTS TO METRO'S SERVICE COUNCILS** **2025-0163**

APPROVED ON CONSENT CALENDAR nominees for membership on Metro's San Fernando Valley, San Gabriel Valley, South Bay Cities, and Westside Central Service Councils.

**42. SUBJECT: DODGER STADIUM EXPRESS MOTION** **2025-0546**

APPROVED Motion by Hahn, Solis, Mitchell, Dupont-Walker, Sandoval, and Bass that the Board direct the Chief Executive Officer to:

A. Develop a proposal to partner with the Los Angeles Dodgers on opportunities for the organization to better support the Dodger Stadium Express, which may include, but is not limited to:

   1. A per-ticket transit fee or contribution to help offset service costs;

   2. A dedicated bus lane or operational improvements to expedite bus service by:

      - Collaborating with the City of Los Angeles Department of Transportation to develop a transit strategy that supports reliable travel to the stadium;

   3. Enhanced signage and wayfinding within and around the stadium to promote and facilitate the use of the service;

   4. A Dodgers-led marketing campaign to encourage ridership on public transit;

B. Initiate discussions with the Dodgers organization to present and negotiate the terms of a potential partnership proposal; and

C. Report back to the Board within 120 days with an update on the status of the partnership conversations and any proposed next steps.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | A | Y | Y | A | Y | A | Y | Y | Y | A | Y |

**43. SUBJECT: DEMONSTRATION RESPONSE PROCEDURES AND LEGAL PROTOCOLS FOR IMMIGRATION CUSTOMS ENFORCEMENT AGENTS** **2025-0545**

RECEIVED oral report on demonstration response procedures and legal protocols for Immigration Customs Enforcement Agents.

**HAHN MOTION:**

APPROVED Motion by Hahn, Solis, Mitchell, Horvath, Sandoval, and Dutra that the Board direct the Chief Executive Officer to:

A. Develop an updated protocol for station closures ensures that service interruptions are implemented only when necessary, with clear, timely, and multilingual communication to minimize rider disruption and ensures safety.

B. Promote Metro's real-time alerts and encourage riders to subscribe to real-time Metro alerts, helping them stay informed and better navigate service changes during periods of disruption.

C. Continue emergency response protocols for all Metro personnel, including Metro security officers, bus operators, and transit ambassadors, specifically for handling situations involving immigration enforcement activities.

D. Surge the deployment of Metro Ambassadors and, as needed, safety and other personnel while demonstrations continue to provide enhanced rider support, ensuring riders can navigate the system safely and with confidence.

E. Develop and implement a comprehensive protocol to manage crowds effectively and safely at Metro stations during periods of heightened activity, including public demonstrations and largescale events. This protocol should prioritize the safety of customers and employees while maintaining transit service and minimizing disruptions. It must include:

1. Strategies to monitor and manage crowd flow effectively, including mechanisms to prevent escalator overcrowding and related service delays;

2. Clear, multilingual communication plans to promptly inform riders about service changes or station conditions via signage, announcements, apps, and social media;

F. Report back to the Board on the impacts on our ridership during the course of the heightened ICE activities.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | A | Y | Y | A | Y | A | Y | Y | Y | Y | Y |

**44. SUBJECT: EVALUATING PUBLIC-PRIVATE PARTNERSHIP OPPORTUNITIES FOR THE K LINE NORTHERN EXTENSION MOTION** **2025-0544**

WITHDRAWN:

~~APPROVE Motion by Horvath and Butts that the Board direct the Chief Executive Officer to:~~

~~Prepare an analysis of market demand for a Public-Private Partnership delivery model for the K Line Northern Extension. The analysis shall include, but not be limited to, comprehensive market, commercial, and financial analyses, as well as evaluations of cost, technical achievability, procurement, risk management, capital delivery / schedule factors, and operations of the alignment for a set period of time.~~

~~WE FURTHER MOVE that the Board direct the CEO report back to the Board with a status update in October 2025.~~

**45. SUBJECT: PUBLIC HEARING ON RESOLUTIONS OF NECESSITY FOR METROLINK CHATSWORTH STATION IMPROVEMENT PROJECT** **2025-0135**

ADOPTED BY TWO-THIRDS VOTE OF THE BOARD the proposed Resolutions of Necessity ("Resolutions") authorizing the commencement of eminent domain actions to acquire the Property Interests ("Property Interests") and summarized below:

1) 10060 Remmet Avenue, Chatsworth, CA 91311 (APN: 2747-025-030) - a 36-month Non-Exclusive Temporary Access Easement ("TAE" or "EST") - Project Parcel CH-EST-003

2) Eastside of Remmet Avenue, Chatsworth, CA 91311 (APN: 2747-025-031); a Partial Fee ("Fee" or "PART") - Project Parcel CH-PART-001, a 36-month Temporary Construction Easement ("TCE") - Project Parcel CH-TCE-001, and a 36-month TAE - Project Parcel CH-EST-001

3) Eastside of Remmet Avenue, Chatsworth, CA 91311 (APN: 2747-025-032) - a Partial Fee - Project Parcel CH-PART-002, a 36-month TCE - Project Parcel CH-TCE-002, and a 36-month TAE - Project Parcel CH-EST-006

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | A | Y | Y | Y | Y | Y | Y | Y |

## 46. SUBJECT: COLLECTIVE BARGAINING AGREEMENT 2025-0307

AUTHORIZED the Chief Executive Officer to:

A. EXECUTE a new collective bargaining agreement with the International Brotherhood of Teamsters Union (Teamsters) for the Transit Ambassador job classification effective July 1, 2025;

B. AMEND the FY26 Budget in the amount of $11.8 million for the implementation of the new wages and benefits for the approval of the final collective bargaining agreement;

C. ADD 388 contract positions (Teamsters) comprised of 309 Transit Ambassador Program staff who are currently in the field, and 79 new Transit Ambassadors to continue and expand the visible presence and in-person support across the Metro transit system and at the new Metro/LAX Transit Center, Foothill Extension and Purple Line Extension and additional high priority bus routes;

D. ADD 49 non-contract positions for the Transit Ambassador Program for Supervisors to oversee Ambassador staff in the field. These employees will be represented by AFSCME Local 3634 upon ratification and Board approval of an agreement with the union; and

E. ADD 2 non-contract positions to oversee expanded day to day operations, staff training, reporting and customer experience improvements related to the Transit Ambassador Program.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | A | Y | Y | A | Y | A | Y | Y | Y | A | Y |

## 47. SUBJECT: CLOSED SESSION 2025-0540

**A. Conference with Real Estate Negotiator - Government Code 54956.8**

1. Property: 6000 Wilshire Boulevard, Los Angeles, CA 90036
   Agency Negotiator: Craig Justesen, EO Real Estate
   Negotiating Party: Mark A. Mitchell, Chief Financial Officer
   Under Negotiations: Price and Terms

   No report.

2. Property: 1801 Avenue of the Stars, Los Angeles, CA 90067; and
   1930 Century Park West, Los Angeles, CA 90067
   Agency Negotiator: Craig Justesen, EO Real Estate
   Negotiating Party: Kim Brewer, Senior Vice President - Development
   Under Negotiations: Price and Terms

   No report.

(continued on next page)

(Item 47 – continued from previous page)

3. Property: 100 S. Santa Fe Avenue, Los Angeles, CA 90012
   Agency Negotiator: Craig Justesen, EO, and John Beck, Manager
   Negotiating Party: Brendon Sullivan, Senior Vice President
   Under Negotiations: Price and Terms

   No report.

**B. Conference with Legal Counsel - Existing Litigation - G.C. 54956.9(d)(1)**

1. Irma Arevalo Leiva v. LACMTA, Case No. 23TRCV02103

   APPROVED settlement in the amount of $4,500,000.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |

2. Darcia Gomez v. LACMTA, Case No. 21STCV08025

   APPROVED settlement in the amount of $1,500,000.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |

3. Silvia Ota v. LACMTA, Case No. 23STCV13505

   APPROVED settlement in the amount of $300,000.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |

4. Reannan R. Ross v. LACMTA, Case No. 22STCV10170

   APPROVED settlement in the amount of $250,000.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |

5. LACMTA v. TY Lin International, Inc., et al., Case No. 24STCV33121

   APPROVED settlement in the amount of $10,850,000.

| FD | JDW | LH | TS | HS | JB | KB | KRB | AJN | HJM | KY | IP | JH |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Y | Y | Y | Y | Y | Y | Y | C | Y | Y | Y | Y | Y |

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(Item 47 – continued from previous page)

6. Jobs To Move America v. LACMTA, Case No. 24STCP02977

No report.

**C. Conference with Legal Counsel - Anticipated Litigation - G.C. 54956.9(d)(4)**

Initiation of Litigation (One case)

No report.

**ADJOURNED AT: 1:53 P.M.**

Prepared by: Mandy Cheung
Administrative Analyst, Board Administration

Collette Langston, Board Clerk

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

**File #:** 2025-0322, **File Type:** Contract **Agenda Number:** 5.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: METRO SYSTEMWIDE PARKING OPERATOR SERVICES**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS66007000 with L & R Auto Parks, Inc. DBA Joe's Auto Parks (Joe's Auto Parks) to exercise the two, one-year options for $13,491,977, increasing the total contract value from $26,878,513 to $40,370,490; and to extend the period of performance from September 2, 2025, to September 1, 2027, covering park and ride facilities at up to 72 transit stations across Los Angeles County.

## ISSUE

Metro requires the modification of this contract to exercise the two one-year options to continue services for the systemwide parking operator services contract through September 2027. Joe's Auto Parks has provided satisfactory parking management services and implemented innovative solutions tailored for transit parking management successfully and on time. The current base contract is set to expire on September 2, 2025.

## BACKGROUND

At its April 2020 meeting, the Board awarded a five-year base period firm fixed Contract No. PS66007000 to Joe's Auto Parks for systemwide parking operator services for the Metro Parking Management Program. Through this revenue-generating contract, the contractor collects parking revenues, maintains revenue control equipment, manages permits, implements parking management technology solutions, and performs other parking management-related duties. The collected parking revenue compensates for the contractor's operating cost and management fee, and Metro collects the net amount.

Metro's Parking Management Program ("Program") was adopted by the Metro Board in January 2018 as part of the Supportive Transit Parking Program Master Plan ("Master Plan"). The Master Plan recommended implementing the Program systemwide to manage parking at Metro facilities. This Program is a technology-driven initiative requiring the contractor to deploy an advanced software management platform, which consists of implementing a ridership verification system (RVS)

technology and a transit parking rate, where appropriate, based on demand. The RVS system is used to verify that vehicles using Metro parking facilities are transit patrons by matching the vehicle's license plate number with the patron's TAP card.

The Program originated from the Parking Management Pilot project ("Pilot"), which was introduced in February 2016 to preserve parking for transit users. The Pilot began at 13 Metro stations and expanded to 15 in May 2017. Its success led to its incorporation into the Supportive Transit Parking Program Master Plan in January 2018. To date, the Program has been implemented at 27 park and ride facilities at 60 Metro stations in the system.

Parking Fee Structure

Daily transit parking rates are currently implemented at all Metro stations that meet the implementation threshold of a 70% parking occupancy rate or are located near high-demand areas. The current transit parking flat rate is between $2.00 and $3.00 per 24 hours, based on station-specific demand and location, except the Union Station parking lot and One Gateway Plaza parking structure, which are $8 per day.

All parking fees fall within the Board-approved fee structure. Any parking rate adjustments, either an increase or a decrease, may occur no more than once every 180 days. Any changes will be made only after initial implementation, with staff providing at least thirty days' advance notice to patrons through a comprehensive outreach effort.

## DISCUSSION

The primary objective of the contract is to implement effective parking solutions that preserve and enhance access to parking resources for transit patrons.

Joe's Auto Parks was awarded the contract to deliver all labor, materials, equipment, vehicles, innovative parking solutions, and additional services necessary to manage and operate Metro's parking facilities throughout Los Angeles County. Under the terms and conditions of the contract, Joe's Auto Parks is responsible for, but not limited to, the following functions:

* General management and parking operations
* Garage Keeper Liability Insurance
* Revenue collection and control
* Customer coordination and service center operations
* Parking tax collection and remittance (where applicable)
* Mobile and electronic parking payment solutions
* Parking permit program administration
* Credit card and electronic transaction processing in compliance with PCI standards
* Development of an event parking reservation system
* Management of special events and temporary parking facilities
* Comprehensive reporting functions
* Detailed data analytics

Under the contract extension terms, Joe's Auto Parks will continue to recover operating costs from the parking revenue collected, and Metro will receive the net revenue.

This recommended Board Action seeks approval for Contract Modification No. 2, which exercises the two one-year options for Joe's Auto Parks' systemwide parking services. This will extend the contract performance period from September 2, 2025, through September 1, 2027.

The modification will be executed under Metro's Acquisition Policy. The contract type is a firm-fixed-price agreement.

The contract provides parking management services for park and ride facilities supporting up to 72 transit stations across Los Angeles County, including over 30,000 parking spaces. These facilities include locations along the A Line Foothill Extension 2B, Southeast Gateway, and FIFA26 special event sites. During the extension period, temporary park-and-ride facilities will also be included to support the Games Enhanced Transit Services (GETS) for the FIFA World Cup 2026 games. Metro will initiate a new procurement process in 2027 to ensure a Parking Management Operator contract is in place ahead of the LA28 Olympic and Paralympic Games.

Program Implementation

To date, Metro has implemented the Program at 24 of 62 locations. Approval of this contract modification, which includes the two one-year options to extend the base five-year contract, will enable staff to continue the Program in alignment with the Master Plan.

The Program focuses on parking operations at stations where park and ride occupancy has reached 70% or that are near high-demand locations, including fee collection, revenue control equipment maintenance, permit management, implementing parking management technology solutions, and parking management-related duties. The ridership projection data and the current adopted transit parking rates and policies will determine the transit parking capacity at upcoming transit corridors entering service, such as the recently opened LAX/Metro Airport Connector.

The contract is necessary not only for new sites but also to sustain operations at existing locations not yet included in the Program, further supporting Metro's strategic goal of reducing travel time by effectively managing parking resources.

FIFA World Cup and LA28 Games

During the Games, staff will operate additional temporary park and ride locations throughout the County to support the Games Enhanced Transit System (GETS) system for the Games and locations for FIFA26. As Los Angeles County prepares to host large-scale events such as the FIFA World Cup 2026 and the LA 2028 Games, staff recognize the need to acquire and implement a new, viable, custom-developed reservation system. The parking reservation system will help manage increased parking demand, improve customer experience, support transit service planning, and ensure efficient use of parking resources during periods of exceptionally high demand. As part of the parking management contract, the Contractor will continue with its extended responsibilities, deliver a parking reservation system to support all special events, and operate the temporary locations to support the

special events. Approving this contract for the additional two, one-year options through September 2027 will allow for the implementation of additional temporary park and ride locations to support the GETS for the FIFA World Cup 2026. Staff will capture lessons learned during this period in order to refine the parking management approach and procurement to support the LA28 Games GETS strategy.

The implementation of the Parking Management Program to date has resulted in consistent and manageable parking utilization. Staff have found that combining pricing policies with ridership verification achieves the intended outcome, allowing patrons to find parking throughout the day.

## DETERMINATION OF SAFETY IMPACT

The Program will not create any safety impacts, as it operates within existing infrastructure. All contractors and subcontractors are required to complete safety training before performing any work at any Metro station. The contractor will continue the current Program operations with no anticipated safety impacts.

## FINANCIAL IMPACT

Approval of this parking management services contract modification would have no financial impact on the agency. This contract generates revenue for the Program, with the contractor's operating costs deducted from collected gross parking revenue. Metro retains the net revenue. There is no impact on its expense budget, nor is any budget amendment necessary.

Impact to Budget

For the base period, the contract has generated a total of $4,506,739 net revenue, contributing to the Internal Service Fund that supports operating, planning, financing, and capital expenses. Currently, the Program generates approximately $1,100,000 in net revenue annually. Staff anticipate increased revenue as implementation at additional locations expands. The Program’s gross revenue will continue to absorb all operating costs. There will be no impact on local, state, or federal funds.

## EQUITY PLATFORM

This program supports the third pillar of Metro’s platform, “Focus and Deliver,” by improving access for all transit users, not just early-morning commuters. It ensures that all patrons can access parking and use the transit system at any time of day.

To enhance accessibility, the program leverages technology to limit non-transit-related parking in Metro facilities, preserving spaces for actual transit riders. When the program was implemented at high-demand stations within Equity Focus Communities (EFCs), parking rates were introduced at 30% lower than those at non-EFCs stations. This reduced rate remains in effect at three of the 24 Metro stations with parking: El Monte, Atlantic, and Indiana.

Looking ahead, the program also aims to improve service at future parking facilities in preparation for major events, including the FIFA World Cup 2026. Additionally, staff are evaluating a discounted

parking fee structure for riders who qualify for the Low-Income Fare is Easy (LIFE) program.

## VEHICLE MILES TRAVELED OUTCOME

Vehicle Miles Traveled (VMT) and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide. These declining VMT trends are due in part to Metro's significant investment in rail and bus transit.*

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. The Parking Management Program contributes to VMT reduction by encouraging transit use and optimizing access to Metro services. By prioritizing parking for verified transit riders, implementing demand-based pricing, and preventing non-transit users from occupying parking spaces, the Program supports a mode shift away from single-occupancy vehicle travel.

The Program enables more people to complete their trips using transit through improved parking availability and more efficient first/last-mile access, which helps to significantly reduce the amount of time a patron must drive to access a parking space. This aligns with Metro's broader sustainability goals by helping to reduce congestion, greenhouse gas emissions, and overall VMT in Los Angeles County. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following strategic plan goals:
1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

## ALTERNATIVES CONSIDERED

The Board may choose not to approve this contract modification. However, this is not recommended, as the Program is a key element of the Master Plan and essential for long-term parking demand management. The contract modification is necessary to effectively manage transit parking demand during large-scale international events, such as the FIFA World Cup 2026. These events require enhanced support through a temporary reservation system and additional facilities to meet the anticipated surge in ridership, provide a positive customer experience, maintain current operations, and support further implementation of the Program.

## NEXT STEPS

Upon Board approval, staff will execute Modification No. 2 to Contract No. PS66007000 with Joe's

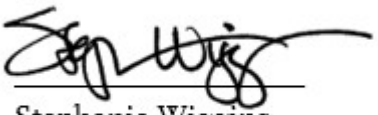
Auto Parks to exercise the two, one-year options and extend the performance period through September 1, 2027.

## ATTACHMENTS

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

Prepared by: Nicky Galarza, Transportation Planning Manager (213) 547-4213
Frank Ching, Deputy Executive Officer, Countywide Planning & Development, (213) 922-3033
Michael Cano, Senior Executive Officer (Interim), Multimodal Integrated Planning, (213) 418-3010
Nicole Ferrara, Deputy Chief Planning Officer, (213) 547-4322
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Ray Sosa, Chief Planning Officer (213) 547-4274



Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A**

## PROCUREMENT SUMMARY

## SYSTEMWIDE PARKING OPERATOR SERVICES/PS66007000

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Number**: PS66007000 | | | |
| **2.** | **Contractor**: L & R Auto Parks, Inc. DBA Joe's Auto Parks | | | |
| **3.** | **Mod. Work Description**: Exercise the two, one-year options. | | | |
| **4.** | **Contract Work Description**: Systemwide Parking Operator Services | | | |
| **5.** | **The following data is current as of**: 6/2/25 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Contract Awarded:** | 4/23/20 | **Contract Award Amount:** | $26,878,513 |
| | **Notice to Proceed (NTP):** | N/A | **Total of Modifications Approved:** | $0 |
| | **Original Complete Date:** | 9/2/25 | **Pending Modifications (including this action):** | $13,491,977 |
| | **Current Est. Complete Date:** | 9/1/27 | **Current Contract Value (with this action):** | $40,370,490 |
| | | | | |
| **7.** | **Contract Administrator**: Samira Baghdikian | | **Telephone Number**: (213) 922-1033 | |
| **8.** | **Project Manager**: Frank Ching | | **Telephone Number**: (213) 922-3033 | |

## A. Procurement Background

This Board Action is to approve Contract Modification No. 2 issued to exercise the two, one-year options for Systemwide Parking Operator Services extending the period of performance from September 2, 2025 through September 1, 2027.

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

On April 23, 2020, the Board awarded a five-year base and two, one-year options contract to L & R Auto Parks, Inc. DBA Joe's Auto Parks for Systemwide Parking Operator Services.

A total of one modification has been issued to date.

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

## B. Price Analysis

The recommended price has been determined to be fair and reasonable based on the firm's fixed price that was established and evaluated as part of the competitive contract awarded in April 2020. The Independent Cost Estimate (ICE) is based on the negotiated firm fixed price for the option years.

| Proposal Amount | Metro ICE | Recommended Amount |
|---|---|---|
| $13,491,977 | $13,491,977 | $13,491,977 |

This Contract is a net revenue-generating contract. The contractor covers all equipment and operating costs and is compensated through the parking revenue collected on behalf of Metro.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## SYSTEMWIDE PARKING OPERATOR SERVICES / PS66007000

| Mod. No. | Description | Status (approved or pending) | Date | $ Amount |
|---|---|---|---|---|
| 1 | Period of performance (POP) extension through 9/2/25. | Approved | 4/11/25 | $0 |
| 2 | Exercise the two one-year options extending the POP from 9/2/25 through 9/1/27. | **Pending** | **Pending** | **$13,491,977** |
| | **Modification Total:** | | | **$13,491,977** |
| | **Original Contract:** | | **4/23/20** | **$26,878,513** |
| | **Total:** | | | **$40,370,490** |

## DEOD SUMMARY

## SYSTEMWIDE PARKING OPERATOR SERVICES/PS66007000

### A. Small Business Participation

L & R Auto Parks, Inc. dba Joe's Auto Parks made a 0.63% Small Business Enterprise (SBE) commitment for the revenue-generating contract. The current SBE participation is 0.60%, representing a shortfall of 0.03%. Joe's Auto Parks reported that it expects the shortfall to be mitigated by increasing the utilization of its SBE subcontractor for major upcoming events that will require temporary parking locations and additional parking management solutions.

| Small Business Commitment | 0.63% SBE | Small Business Participation | 0.60% SBE |
|---|---|---|---|

| | SBE Subcontractors | % Committed | Current Participation[1] |
|---|---|---|---|
| 1. | Park Consulting | 0.63% | 0.60% |
| | **Total** | **0.63%** | **0.60%** |

[1]*Current Participation = Total Actual amount Paid-to-Date to DBE 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 (LW/SCWRP) is applicable on this modification. Metro staff will continue to monitor and enforce the policy guidelines to ensure that workers are paid at minimum, the current Living Wage rate of $23.59 per hour ($17.64 base + $5.95 health benefits), including yearly increases. In addition, contractors are responsible for submitting the required reports for the LW/SCWRP to determine overall compliance.

### C. Prevailing Wage Applicability

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

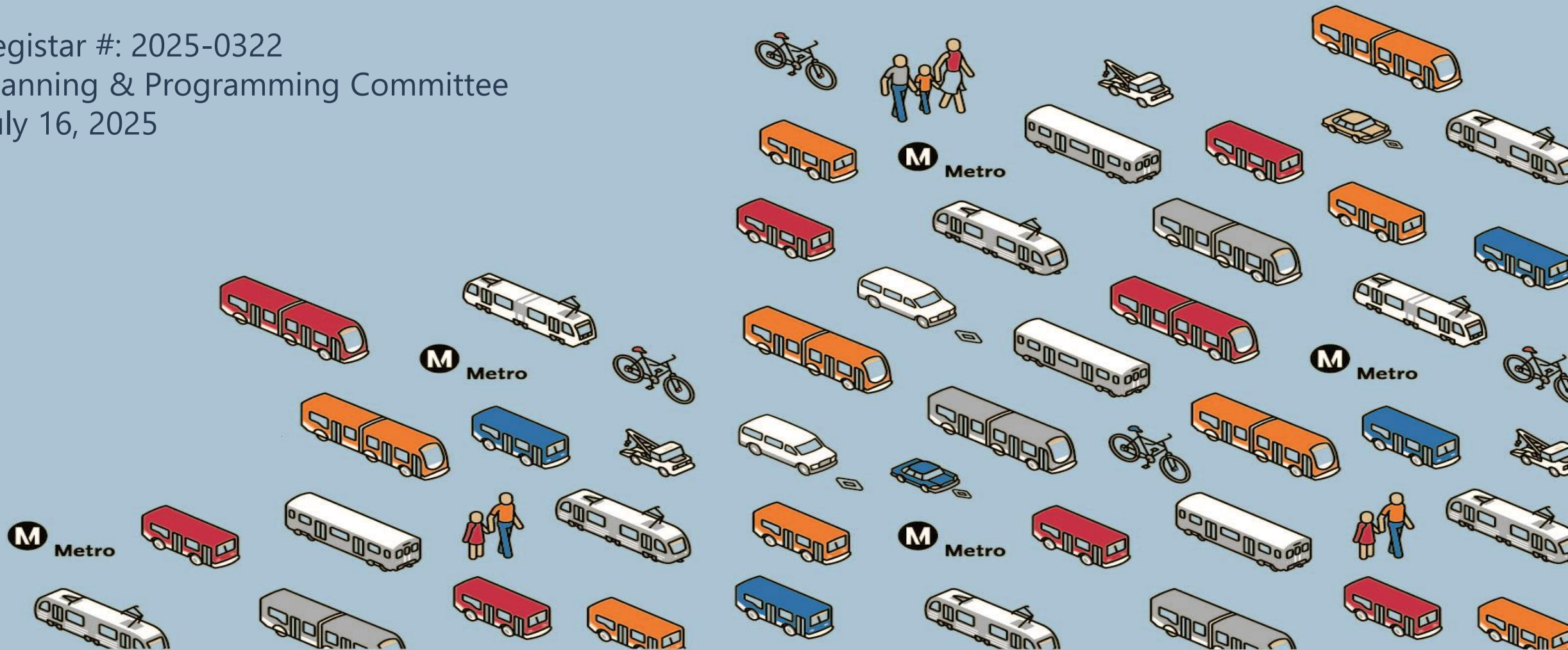
### D. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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

Los Angeles County
Metropolitan Transportation Authority

# Metro Systemwide Parking Operator Services

Legistar #: 2025-0322
Planning & Programming Committee
July 16, 2025



# Recommendation

**Consider:**

- AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS66007000 with L & R Auto Parks, Inc. DBA Joe's Auto Parks (Joe's Auto Parks) to exercise the two, one-year options for $13,491,977, increasing the total contract value from $26,878,513 to $40,370,490; and to extend the period of performance from September 2, 2025, to September 1, 2027, covering park and ride facilities at up to 72 transit stations across Los Angeles County.

Metro



2

# Parking Management Program

## Program Goals

- Manage transit parking demand by implementing Metro's Supportive Transit Parking Program (STPP) and Metro Parking Ordinance (Admin Code 8)
- Retain parking availability for transit users.

## Contract Scope

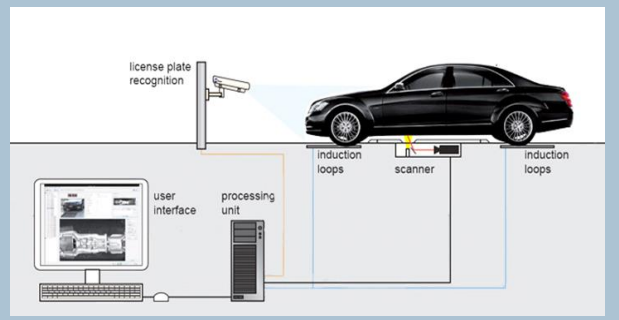
- Operate and maintain the STPP, including collecting parking revenues, maintaining revenue control equipment, parking permit management, and other parking management related duties.
- Develop and implement innovative solutions for the STPP.
- Evaluate the needs for expanding the parking management program based on Metro's growing transit system and changes in demand.
- Special events parking management

Metro

3

# Innovative Solutions – Parking Management

- Ridership Verification System (RVS)
- Metro Parking App & Multiple Payment Solutions
  - Parking Pay Machines
  - Pay by QR Code
  - Apple and Google Pay
- Gateless and Ticketless Parking
- Digital License Plate Permits
- Parking Reservation System.



Metro

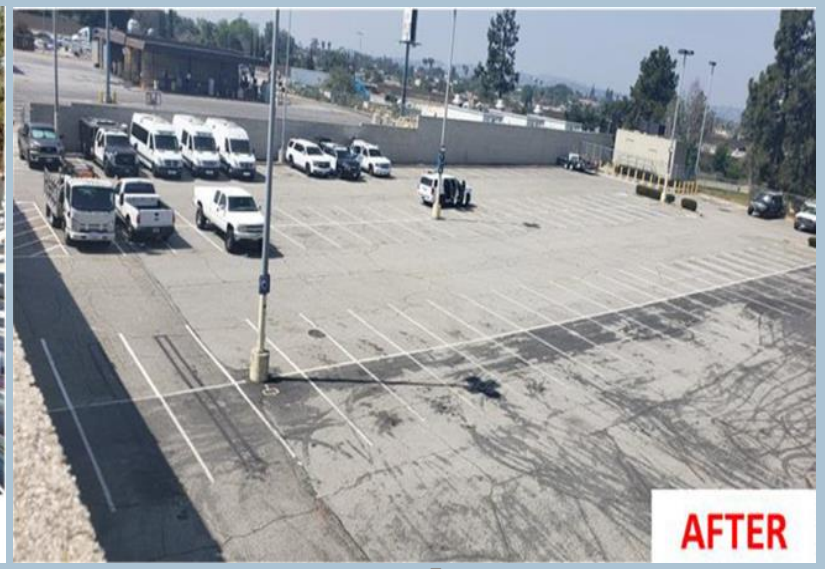
# Financial Impact and Next Steps

## Financial Impact

- Approval of this parking management services contract would have no financial impact on the agency. This contract generates revenue for the Program, with the contractor's operating costs deducted from collected gross parking revenue. Metro retains the net revenue.

## Next Steps

- Staff will execute Modification No. 2 to exercise Option Years 6 & 7



5

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

**File #:** 2025-0370, **File Type:** Contract **Agenda Number:** 6.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: COUNTYWIDE PLANNING AND DEVELOPMENT BENCH, REGIONAL RAIL PLANNING AND ENVIRONMENTAL ON-CALL SERVICES BENCH, AND REGIONAL RAIL STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES BENCH**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 1 to the Countywide Planning & Development Bench Contract Nos. PS95050000 through PS95050025 to increase the three-year base period funding amount by $15 million, increasing the total Not-To-Exceed (NTE) cumulative base contract amount from $30 million to $45 million;

B. EXECUTE Modification No. 4 to the Regional Rail Planning and Environmental On-Call Services Bench Contract Nos. AE56752000 through AE56752005 to exercise the second, one-year option term in the amount of $2 million, increasing the total NTE cumulative contract amount from $27 million to $29 million and extending the period of performance from August 14, 2025, to August 13, 2026; and

C. EXECUTE Modification No. 2 to the Regional Rail Strategic Financial Advisory On-Call Services Bench Contract Nos. PS66571-2000 through PS66571-2005 to exercise the first, one-year option term in the amount of $1 million, increasing the total NTE cumulative contract amount from $6.4 million to $7.4 million and extending the period of performance from December 7, 2025, to December 6, 2026.

## ISSUE

Countywide Planning & Development's (CP&D) three bench contracts are seeking Board authority to modify the authorized amount and/or to execute options to address both ongoing and increasing needs in light of major upcoming work, including the preparation for the Fédération Internationale de Football Association (FIFA) World Cup 2026, LA28 Games, cost benefit analysis for all projects, and the Measure M Decennial Review process. Although CP&D manages the three benches, multiple departments access and utilize these benches for high-priority and mission-critical projects as mentioned above.

## BACKGROUND

CP&D uses these three bench contracts to expedite procurement and facilitate issuing task orders in a timely manner. In addition, executive leadership addresses high priority and critical mission activities such as aligning regional rail investments with long-term strategic objectives and navigating evolving funding landscapes.

CP&D Bench

In October 2023, the Board approved the award of 26 bench Contract Nos. PS95050000 through PS95050025 under the Countywide Planning & Development Bench for a three-year base term in the funding amount of $30 million, and two, one-year options, in the funding amount of $10 million for each option year, for a NTE cumulative total funding amount of $50 million. The Board authorized the Chief Executive Officer to award and execute Task Orders within the total approved NTE funding limit of $30.0 million. Staff have executed, to date, task orders and task order modifications totaling $11.6 and $17.4 pending task orders with $1.1 million in authorized funding remaining.

CP&D manages this bench; however, multiple departments request access as task orders are awarded efficiently. The bench comprising eight disciplines is as follows: transportation planning, environmental planning, economic & financial analysis, sustainability/active transportation, demand modeling & geographic information system (GIS), research & surveying, parking management, and community design & land use.

Over the past one and a half years, the CP&D Bench has expedited technical studies (Attachment D). Many of the projects and studies listed in the bench contract categories, once identified, must be initiated and completed in a relatively short period. The CP&D Bench allows task orders to be awarded more efficiently since the initial qualification reviews have been completed.

Regional Rail Planning and Environmental On-Call Services Bench

In April 2019, the Board approved the award of 6 bench Contract Nos. AE5672000 through AE5672005 Regional Rail Planning and Environmental On-Call Services (PEOCS) Bench for a five-year base term in the funding amount of $10 million, and two one-year options, in the funding amount of $2 million for each option year, for a cumulative NTE total funding amount of $14 million. The Board authorized the Chief Executive Officer to award and execute Task Orders within the total approved NTE funding limit of $10 million.

The PEOCS Bench was established to support the Class 1 regional rail projects for commuter, intercity, and future high-speed rail service expansion within Los Angeles County, including conceptual planning, modeling, feasibility studies, station planning, preliminary engineering, and environmental clearance.

Due to the post-COVID resumption of activities and in preparation for the LA28 Games, the PEOCS bench exceeded demand expectations and had drawn down the $10 million five-year base contract value sooner than expected, with requests from departments across the agency. In June 2023, the Board approved a $15 million increase to the bench for the issuance of additional task orders to support the Regional Rail (now Passenger Rail Planning) Program. In June 2024, the Board

approved the exercise of the first, one-year option term, increasing the bench from $25 million to $27 million and extending the period of performance to August 13, 2025.

Regional Rail Strategic Financial Advisory On-Call Services Bench
In October 2020, the Board approved the award of 6 bench Contract Nos. PS66571-2000 through PS66571-2005 under the Regional Rail Strategic Financial Advisory On-Call Services (SFAOCS) Bench for a five-year base term in the funding amount of $6 million, and two one-year options, in the funding amount of $1 million for each option year, for a NTE cumulative total funding amount of $8 million. The Board authorized the Chief Executive Officer to award and execute Task Orders within the total approved NTE funding limit of $6.0 million. In May 2025, the Board approved a task order modification for $400,000, increasing the overall NTE funding limit to $6.4 million.

The current SFAOCS Bench went into effect October 23, 2020 to support the funding and delivery of capital projects under the Metro Regional Rail Program. At that time, base contracts, with two one-year option terms, were awarded to selected firms under two disciplines: Financial Advisory Support Services and Strategic Advisory/Advocacy Services.

These services are intended to provide innovative financial and strategic support for projects not funded under Measure M, such as Link Union Station Phase B and various grade separation and double-track projects. Task orders are funded through existing project budgets previously approved by the Board.

The on-call contracts enable the timely execution of financial and strategic advisory services that help close funding gaps and accelerate project delivery in collaboration with other passenger and freight rail stakeholders.

## DISCUSSION

CP&D's three bench contracts are seeking Board authority to increase the authorized NTE amounts and/or to execute option terms to address both ongoing and increasing needs in light of upcoming work, including the FIFA World Cup, LA28 Games, cost benefit analysis for all projects, and the Measure M Decennial process. Although CP&D manages the three benches, outside departments access and utilize these benches for high-priority and mission-critical projects as mentioned above.. All LA28 Games efforts will be coordinated closely with Metro's Office of Strategic Innovation.

CP&D Bench
When the CP&D Bench was originally approved, staff notified the Board that they would return to request an increase in contract funding when the project changes or schedule accelerations exceeded our assumptions and exhausted the approved total contract base value before the end of the contract period . It has proven to be a very successful method of reducing staff resources expended on procuring service contracts and allowing for projects to be completed more efficiently.

Since the CP&D Bench was established in 2024, 14 task orders in five disciplines have been awarded, totaling $11.6 million. Several task orders issued were in response to Board-directed initiatives, such as the Urban Greening Grant Program to provide effective heat mitigation strategies, Countywide BRT Technical Study to examine BRT improvements on all corridors, and the Business

Interruption Fund Assessment to analyze business corridors under construction. Others are for regulatory compliance, such as the Coordinated Plan Update to comply with Federal Section 5310, Grant Management Oversight process & procedure update for FTA policy compliance. The remaining task orders are for planning activities, such as environmental studies and station design, many of which are required to meet grant deadlines and/or to secure funding for future project phases, such as advanced design and construction.

Additionally, there are six task orders in process across the seven disciplines with a projected award amount totaling $17.4 million, including the management-directed Accelerating Customer Experience initiative, efforts to meet the Board's goal of producing 10,000 housing units, time sensitive efforts related to the Games, and regulatory compliance, such as Union Station Accessibility Compliance Review & Technology & Parking Operations Study.

As a result, staff recommend increasing and accelerating the total funding value for the three-year base period from $30 million to $45 million with a total contract value of $65 million for the CP&D Bench.

Regional Rail PEOCS Bench

To date, 11 task orders have been issued against the PEOCS Bench, totaling $20.3 million (Attachment D). Four more task orders are anticipated to be issued during the Summer and Fall of 2025, at an estimated value of $5.3 million (Attachment E). This would increase the total value of task orders issued to approximately $25.6 million and use approximately 95% of the current PEOCS Bench capacity. Staff is requesting the approval of Recommendation B to exercise the option term and increase funding as a contingency for future Board and/or CEO initiatives.

| | |
|---|---|
| PEOCS Authority Funding Total | $ 27.0 million |
| Less Task Orders Issued (as of 5/22/25) | ($ 20.3 million) |
| Less Additional Task Orders Anticipated (Summer/Fall 2025) | ($ 5.3 million) |
| Remaining Balance | $ 1.4 million |

Regional Rail SFAOCS Bench

To date, seven task orders have been issued against the SFAOCS Bench, totaling almost $6.4 million, leaving only $14,520 of the total contract capacity remaining. This minimal remaining capacity is insufficient to support anticipated financial and strategic advisory needs in the coming fiscal year. Therefore, staff are seeking authority to exercise the option term to increase funding capacity.

Staff anticipate a need for grant evaluation support, as Metro continues to pursue competitive funding opportunities to close capital project funding gaps. Additionally, the SFAOCS consultants provide general financial and strategic advice that informs decision-making on complex funding and delivery strategies. These insights support executive leadership in aligning regional rail investments with long-term strategic objectives and navigating evolving funding landscapes. The contracts also support legislative coordination, policy analysis, and interagency engagement in collaboration with Metro's Government Relations team, ensuring a consistent and informed approach to external advocacy.

Staff recommend exercising the option term and increasing the contract capacity to ensure the continued availability of these specialized advisory services, avoiding disruption to active and planned work efforts, and maintaining flexibility to respond quickly to new funding opportunities and Board directives.

## DETERMINATION OF SAFETY IMPACT

The approval of the staff recommendations will not have any impact on the safety of our customers and employees.

## FINANCIAL IMPACT

The approval of the staff recommendations will have no impact on the FY26 budget. Funding for FY26 task orders is within the current approved CP&D budget. New task orders in FY26 will have an approved funding source before each task order is initiated. The Chief Planning Officer will be responsible for budgeting costs for FY26 and FY27.

Impact to Budget

The funding for each task order will vary based on the specific scope of work for each CP&D effort. The funding for these task orders is dependent upon the specific project, which can come from multiple CP&D cost centers and projects. Generally, Propositions A and C, Measure M, Measure R and the Transportation Development Act (TDA) Administration funds will be used for planning activities that are not eligible for Metro bus or rail capital and operations.

## EQUITY PLATFORM

CP&D projects are designed and implemented with the requirement for community engagement to ensure that consideration and service to Equity-Focused Communities (EFC) and other impacted areas or population groups are included. All projects utilizing the CP&D Bench have been evaluated through the Metro Budget Equity Assessment Tool and EFC Budget Assessment during Metro's annual budget process. Furthermore, the Diversity and Economic Opportunity Department (DEOD) included requirements for Small Business Enterprise (SBE), Disabled Veteran Business Enterprise (DVBE) and Disadvantaged Business Enterprise (DBE) firms to propose as primes and for proposers to include on their teams as part of their submittal.

The CP&D Bench Contractors have made aggregate SBE commitments totaling 29.39% on 14 awarded TOs, which are at various stages of completion. The current level of SBE participation is 30.82%, exceeding the aggregate commitment by 1.43%. The Contractors also made aggregate DVBE commitments totaling 3.44% on the awarded task order, which are also at various stages of completion. The current level of DVBE participation is 3.07%, representing a collective shortfall of 0.37%. The two (2) federally funded TOs were awarded to two (2) SB Primes who made aggregate DBE commitments totaling 69.05%, which are at various stages of completion. The current level of DBE participation is 90.88%, exceeding the aggregate commitment by 21.83%. See Attachment C-1 for DEOD summaries of SBE, DVBE, and DBE goal attainment for each task order.

Each PEOCS bench prime consultant made an overall 25% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) commitment on the Regional Rail Planning and Environmental On-Call Services task order contracts. To date, eleven (11) task orders have been awarded to six (6) different primes, and the overall SBE and DVBE achievement in meeting the SBE/DVBE commitments is based on the aggregate value of all task orders awarded to each prime consultant. See Attachment C-2 for DEOD summaries of SBE, DVBE, and DBE goal attainment for each prime consultant.

Each SFAOCS bench prime consultant made an overall 17% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) commitment on the Strategic Financial Advisory On-Call Services task order contracts. To date, seven (7) task orders have been awarded to four (4) different primes, and the overall SBE and DVBE achievement in meeting the SBE/DVBE commitments is based on the aggregate value of all task orders awarded to each prime consultant. Sperry Capital, Inc. has not been awarded task orders to date. See Attachment C-3 for DEOD summaries of SBE, DVBE, and DBE goal attainment for each prime consultant.

## 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. Recommendations A, B and C will provide more time and funding capacity to award task orders for CP&D activities. The completed task orders will advance projects and support Metro's systemwide strategy to reduce VMT through CP&D activities that will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing and future investments, and this item aligns with those objectives.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The staff recommendations support Metro CP&D's efforts to improve service reliability and mobility, plan for future service capacity, provide better network integration and transit connectivity through and within Los Angeles County.

Recommendations A, B, and C are consistent with the following strategic plan goals:

- Goal 1.1: Expand the transportation network and increase mobility for all uses;
- Goal 1.2: Improve LA County's overall transit network and assets;

- Goal 3.3: Genuine public and community engagement to achieve better mobility outcomes for the people of LA County;
- Goal 4.1: Work with partners to build trust and make decisions that support the goals of the Strategic Plan;
- Goal 5.1: Leverage funding and staff resources to accelerate the achievement of goals and initiatives prioritized in the Strategic Plan; and,
- Goal 5.2: Exercise good public policy judgment and sound fiscal stewardship.

## ALTERNATIVES CONSIDERED

The Board could choose not to approve Recommendation A. The award of these CP&D task orders would then need to be pursued as separate procurements, which, for each task order, could potentially take many more months to complete. This result would limit CP&D's ability to respond quickly to needs and meet tight project delivery schedule constraints. Additionally, our experience has shown that the cost of professional service contracts is higher than two years ago. The increase to the CP&D three-year base term funding amount from $30 million to $45 million will provide sufficient capacity to issue task orders in a timely manner. Therefore, staff recommend that the Board approve Recommendation A.

The Board could choose not to approve Recommendations B and C. This is not recommended as the existing PEOCS bench expires August 13, 2025, and the SFAOCS bench expires December 6, 2025. Staff currently have several task orders in development, scheduled to be executed in the Summer and Fall of 2025. Without approval of Recommendations B and C to exercise the one-year option terms to the PEOCS and SFAOCS benches, Metro Regional Rail and Strategic Financial Planning would no longer be able to issue on-call task orders, some of which are for mission-critical planning and financial services efforts. Exercising the one-year option to the PEOCS and SFAOCS benches will provide additional time and funding capacity for future Board or CEO initiatives. Therefore, staff recommend that the Board also approve Recommendations B and C.

## NEXT STEPS

Upon Board approval, staff will execute Modification No. 1 to the CP&D Bench Contract Nos. PS95050000 through PS95050025, Modification No. 4 to the Regional Rail PEOCS Bench Contract Nos. AE56752000 through AE56752005, and Modification No. 2 to the Regional Rail SFAOCS Bench Contract Nos. PS66571-2000 through PS66571-2005.

Staff will continue to issue task orders for specific work in the CP&D, PEOCS, and SFAOCS Benches. The applicable SBE, DVBE, and/or DBE goal requirements will be set for each task order. Staff will work with contractors to ensure they each fulfill their SBE and DVBE commitments

## ATTACHMENTS

Attachment A-1 - Procurement Summary
Attachment A-2 - Procurement Summary
Attachment A-3 - Procurement Summary
Attachment B-1 - Contract Modification/Change Order Log

Attachment B-2 - Contract Modification/Change Order Log
Attachment B-3 - Contract Modification/Change Order Log
Attachment C-1 - DEOD Summary
Attachment C-2 - DEOD Summary
Attachment C-3 - DEOD Summary
Attachment D - Obligated Task Orders
Attachment E - Future Anticipated or Representative Task Orders

Prepared by: Jay Fuhrman, Senior Manager, Transportation Planning, (213) 547-4381
Christina Long, Deputy Executive Officer, Strategic Financial Planning, (213) 922-4652
Linnea Berg, Senior Director, Countywide Planning and Development, (213) 922-2815
Philip Tong, Deputy Executive Officer, Countywide Planning and Development, (213) 314-8056
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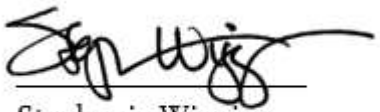
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471
Nicole Ferrara, Deputy Chief Planning and Development Officer, (213) 547-4322
Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie Wiggins
Chief Executive Officer

## PROCUREMENT SUMMARY

## COUNTYWIDE PLANNING & DEVELOPMENT BENCH / PS95050000-PS95050025

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Numbers**: PS95050000 - PS95050025 | | | |
| **2.** | **Contractors**: AECOM Technical Services, Inc., Alta Planning + Design, Anil Verma Associates, Inc., Cambridge Systematics, Inc., CR Associates, Inc., ECONorthwest, Ernst & Young Infrastructure Advisors, LLC, Gensler, Gruen Associates, HNTB Corporation, Impact Sciences, Inc., Jacobs Engineering Group, Inc., Kimley-Horn & Associates, Inc., Michael Baker International, Morgner Construction Management, Mott MacDonald, LLC, Parsons Transportation Group, Inc., Raimi & Associates, Inc., Resource System Group, Inc., Steer Davies & Gleave Inc., STV Incorporated, Terry A. Hayes Associates, Inc., Toole Design Group Engineering, Inc., TransLink Consulting, LLC, Walker Consultants, Inc., and WSP USA, Inc. | | | |
| **3.** | **Mod. Work Description**: Increase the Not-To-Exceed (NTE) cumulative contract amount for the base term. | | | |
| **4.** | **Contract Work Description** Provide professional services across eight disciplines: transportation planning, environmental planning, economic and financial analysis, sustainability/active transportation, demand modeling and geographic information system, research and surveying, parking management, and community design and land use. | | | |
| **5.** | **The following data is current as of**: 6/3/25 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Contract Awarded:** | 10/26/23 | **Contract Award Amount:** | Not-to-Exceed (NTE) $30 million |
| | **Notice to Proceed (NTP):** | 1/8/24 | **Total of Modifications Approved:** | $0 |
| | **Original Complete Date:** | 1/7/27 | **Pending Modifications (including this action):** | $15 million |
| | **Current Est. Complete Date:** | 1/7/27 | **Current Contract Value (with this action):** | NTE $45 million |
| | | | | |
| **7.** | **Contract Administrator**: Lily Lopez | | **Telephone Number**: (213) 922-4639 | |
| **8.** | **Project Manager**: Linnea Berg | | **Telephone Numbers**: (213) 922-2815 | |

## A. Procurement Background

This Board Action is to execute Modification No. 1 to the Countywide Planning & Development (CP&D) Bench Contract Nos. PS95050000 through PS95050025 to increase the three-year base period funding amount by $15 million, increasing the total NTE cumulative contract amount from $30 million to $45 million.

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

On October 26, 2023, the Board approved the award of 26 bench Contract Nos. PS95050000 through PS95050025 under the Countywide Planning & Development Bench for a three-year base term in the funding amount of $30 million, and two, one-year options, in the funding amount of $10 million for each option year, for a NTE cumulative total funding amount of $50 million.

No modification has been issued to date.

Refer to Attachment B-1 – Contract Modification/Change Order Log.

## B. Cost Analysis

Work will be performed through the issuance of separate task orders. Each future task order RFP will contain a specific scope of services which will be competed with the firms within the discipline. The Bench contractors will propose according to the requirements in the task order and a cost/price analysis will be performed, as appropriate, before task orders are awarded.

## PROCUREMENT SUMMARY

## REGIONAL RAIL PLANNING AND ENVIRONMENTAL ON-CALL SERVICES BENCH / AE56752000-AE56752005

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Numbers**: AE56752000 - AE56752005 | | | |
| **2.** | **Contractors**: Gensler, HDR Engineering, Inc., CH2M Hill Inc. (Jacobs/CH2M), Mott MacDonald, LLC, STV Incorporated and WSP USA | | | |
| **3.** | **Mod. Work Description** : Exercise second, one-year option term. | | | |
| **4.** | **Contract Work Description** Provide planning and environmental on-call services. | | | |
| **5.** | **The following data is current as of**: 6/5/25 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Contract Awarded:** | 5/23/19 | **Contract Award Amount:** | Not-to-Exceed (NTE) $10,000,000 |
| | **Notice to Proceed (NTP):** | N/A | **Total of Modifications Approved:** | $17,000,000 |
| | **Original Complete Date:** | 8/13/25 | **Pending Modifications (including this action):** | $2,000,000 |
| | **Current Est. Complete Date:** | 8/13/26 | **Current Contract Value (with this action):** | NTE $29,000,000 |
| | | | | |
| **7.** | **Contract Administrator**: Andrew Conriquez | | **Telephone Number**: (213) 922-3528 | |
| **8.** | **Project Manager**: Jay Fuhrman | | **Telephone Numbers**: (213) 547-4381 | |

## A. Procurement Background

This Board Action is to execute Modification No. 4 to the Regional Rail Planning and Environmental On-Call Services Bench Contract Nos. AE56752000 through AE56752005 to exercise the second, one-year option term extending the period of performance from August 14, 2025 through August 13, 2026. This Contract Modification will increase the total NTE cumulative contract amount by $2,000,000 from $27,000,000 to $29,000,000.

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

On May 23, 2019, the Board approved the award of six task order-based on-call Contract Nos. AE56752000 through AE56752005 for Regional Rail Planning and Environmental On-Call Services for a five-year base term in the cumulative NTE amount of $10,000,000.

Three modifications have been issued to date.

Refer to Attachment B-2 – Contract Modification/Change Order Log.

## B. Cost Analysis

Work will be performed through the issuance of separate task orders. Firm fixed hourly rates were negotiated and established when the contracts were awarded. Proposals submitted for each task order will be subjected to cost analysis, technical analysis, fact finding, and negotiations to determine the fairness and reasonableness of price.

## PROCUREMENT SUMMARY

## REGIONAL RAIL STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES BENCH / PS66571-2000-PS66571-2005

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Number**: PS66571-2000 – PS66571-2005 | | | |
| **2.** | **Contractors**: Deloitte Transactions and Business Analytics LLP, Ernst & Young Infrastructure Advisors, LLC, InfraStrategies LLC, Sperry Capital, Inc., and WSP USA, Inc. | | | |
| **3.** | **Mod. Work Description** : Exercise first, one-year option term. | | | |
| **4.** | **Contract Work Description** Provide financial advisory and strategic advisory/advocacy on-call services. | | | |
| **5.** | **The following data is current as of** : 6/5/25 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Contract Awarded:** | 10/23/20 | **Contract Award Amount:** | Not-to-Exceed (NTE) $6,000,000 |
| | **Notice to Proceed (NTP):** | N/A | **Total of Modifications Approved:** | $400,000 |
| | **Original Complete Date:** | 12/6/25 | **Pending Modifications (including this action):** | $1,000,000 |
| | **Current Est. Complete Date:** | 12/6/26 | **Current Contract Value (with this action):** | NTE $7,400,000 |
| | | | | |
| **7.** | **Contract Administrator**: Samira Baghdikian | | **Telephone Number**: (213) 922-1033 | |
| **8.** | **Project Manager**: Craig Hoshijima | | **Telephone Numbers**: (213) 547-4290 | |

## A. Procurement Background

This Board Action is to execute Modification No. 2 to the Regional Rail Strategic Financial Advisory On-Call Services Contract Nos. PS66571-2000 through PS66571-2005 to exercise the first, one-year option term extending the period of performance from December 7, 2025 through December 6, 2026. This Contract Modification will increase the total NTE cumulative contract amount by $1,000,000 from $6,400,000 to $7,400,000.

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

On October 23, 2020, the Board approved the award of six task order-based on-call Contract Nos. PS66571-2000 through PS66571-2005 for Regional Rail Strategic

Financial Advisory On-Call Services for a five-year base term in the cumulative NTE amount of $6,000,000.

One modification has been issued to date.

Refer to Attachment B-3 – Contract Modification/Change Order Log.

## B. Cost Analysis

Work will be performed through the issuance of separate task orders. Firm fixed hourly rates were negotiated and established when the contracts were awarded. Proposals submitted for each task order will be subjected to cost analysis, technical analysis, fact finding, and negotiations to determine the fairness and reasonableness of price.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## COUNTYWIDE PLANNING & DEVELOPMENT (CP&D) BENCH

## PS95050000 - PS95050025

| Mod. No. | Description | Status (approved or pending) | Date | Amount |
|---|---|---|---|---|
| 1 | Increase base term NTE cumulative funding amount | **Pending** | **Pending** | **$15,000,000** |
| | **Modification Total:** | | | **$15,000,000** |
| | **Original Contract:** | | **10/26/23** | **$30,000,000** |
| | **Total:** | | | **$45,000,000** |

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## REGIONAL RAIL PLANNING AND ENVIRONMENTAL ON-CALL SERVICES BENCH / AE56752000-AE56752005

| Mod. No. | Description | Status (approved or pending) | Date | Amount |
|---|---|---|---|---|
| 1 | SP-19 Ordering (Indefinite Delivery/Quantity Contracts) deleted and added Exhibit I – Supplemental Ordering Process. | Approved | 11/7/19 | $0 |
| 2 | Increase cumulative Not-To-Exceed (NTE) contract amount | Approved | 6/22/23 | $15,000,000 |
| 3 | Exercise first, one-year option term extending the period of performance (POP) through 8/13/25. | Approved | 6/20/24 | $2,000,000 |
| 4 | Exercise second, one-year option term extending the POP through 8/13/26. | **Pending** | **Pending** | **$2,000,000** |
| | **Modification Total:** | | | **$19,000,000** |
| | **Original Contract:** | | **5/23/19** | **$10,000,000** |
| | **Total:** | | | **$29,000,000** |

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## REGIONAL RAIL STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES BENCH / PS66571-2000-PS66571-2005

| Mod. No. | Description | Status (approved or pending) | Date | Amount |
|---|---|---|---|---|
| 1 | Increase cumulative Not-To-Exceed (NTE) contract amount. | Approved | 5/19/25 | $400,000 |
| 2 | Exercise first, one-year option term extending the period of performance through 12/6/26. | **Pending** | **Pending** | **$1,000,000** |
| | **Modification Total:** | | | **$1,400,000** |
| | **Original Contract:** | | **10/23/20** | **$6,000,000** |
| | **Total:** | | | **$7,400,000** |

## DEOD SUMMARY

### COUNTYWIDE PLANNING & DEVELOPMENT BENCH / PS95050000 TO PS95050025

## A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) reviews each task order (TO) RFP issued under the County-wide Planning and Development (CPD) Bench to determine a contract-specific goal for planning, architectural and engineering services. A Disadvantaged Business Enterprise (DBE) (Federal funding), or Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) (Non-Federal funding) goal may be established based on the mix of funding source and scope of work for each respective TO. Bench participants are required to meet the SBE/DVBE goal to be considered for award. If a DBE goal is established, the Bench participant is to meet the goal or demonstrate good faith efforts to be considered for award.

To date, fourteen (14) task orders have been awarded to twelve (12) primes on the bench. Twelve (12) TO's were non-federally funded and SBE/DVBE goals were established. Two (2) TO's were federally funded, and a DBE goal was established. The CPD bench is not subject to set-aside as none of the disciplines have more than 3 SBE firms. However, two (2) TO's were awarded to self-performing DBE and SBE Primes. Two (2) of the awarded TOs are meeting or exceeding their SBE/DVBE commitment(s).

The CPD Bench Contractors have made aggregate SBE commitments totaling 29.39% on the awarded TOs which are at various stages of completion. The current level of SBE participation is 30.82%, exceeding the aggregate commitment by 1.43%. The Contractors also made aggregate DVBE commitments totaling 3.44% on the awarded task order which are also at various stages of completion. The current level of DVBE participation is 3.07%, representing a collective shortfall of 0.37%. The two (2) federally funded TO's, were awarded to two (2) SB Primes who made aggregate DBE commitments totaling 69.05%, which are at various stages of completion. The current level of DBE participation is 90.88%, exceeding the aggregate commitment by 21.83%.

Several TOs listed in the tables below have zero participation because they were recently awarded, and no payments have been reported yet. For those TOs that are in shortfall, DEOD has been in contact with the CPD Bench Contractors and have reviewed their updated mitigation strategies to ensure compliance with Metro's small business requirements. To facilitate monitoring efforts, Project Managers and Contract Administrators also have access to Metro's web-based compliance monitoring system to track (real-time) small business participation for all TOs issued.

To-date Metro has not awarded task orders to Anil Verma Associates, Cambridge Systematics, Chen Ryan Associates, ECONorthwest, ERNST & Young Infrastructure Advisors, Gensler Architecture, Design & Planning, Gruen Associates, Impact Sciences, Michael Baker International, Inc., Raimi & Associates, STV Incorporated, Terry A. Hayes Associates, Toole Design Group, and WSP USA.

Staff will continue to work with each prime consultant team to ensure they meet or exceed the DBE, SBE and DVBE commitments by the completion of the program.

**Task Orders Awarded to AECOM Technical Services, Inc.:**
**PS127773-9505**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | GCAP Services, Inc. | 30.01% | 0.00% |
| | **Total** | **30.01%** | **0.00%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Casamar Group, LLC | 3.05% | 0.00% |
| | **Total** | **3.05%** | **0.00%** |

**Task Orders Awarded to Alta Planning + Design (APD):**
**PS123210-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Foursquare Integrated Transportation Planning | 27.34% | 55.59% |
| | **Total** | **27.34%** | **55.59%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | MA Engineering | 3.17% | 0.00% |
| | **Total** | **3.17%** | **0.00%** |

**Task Orders Awarded to HNTB Corporation (HNTB):**
**PS126761-9505002**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Cityworks Design | 30.03% | 14.43% |
| | **Total** | **30.03%** | **14.43%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Virtek Company | 5.32% | 0.00% |
| | **Total** | **3.10%** | **0.00%** |

**Task Orders Awarded to Jacobs Engineering Group, Inc.:**
**PS121752-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Deborah Murphy Urban Design + Planning | 8.10% | 7.62% |

| | | | |
|---|---|---|---|
| 2. | Estolano Advisors | 26.29% | 22.63% |
| | **Total** | **34.39%** | **30.25%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Craftwater Engineering | 3.65% | 0.00% |
| | **Total** | **3.65%** | **0.00%** |

**PS127021-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Arellano Associates, LLC | 37.74% | 18.78% |
| | **Total** | **37.74%** | **18.78%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | MA Engineering | 3.43% | 0.00% |
| | **Total** | **3.43%** | **0.00%** |

**PS128946-9505002**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Estolano Advisors | 15.68% | 0.00% |
| 2. | Here Design Studio, LLC | 25.54% | 0.00% |
| | **Total** | **41.22%** | **0.00%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | MA Engineering | 3.43% | 0.00% |
| | **Total** | **3.43%** | **0.00%** |

**Task Orders Awarded to Kimley-Horn & Associates, Inc. (KHA):**
**PS124089-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Here Design Studio LLC | 8.11% | 7.93% |
| 2. | System Metrics Group, Inc. | 5.96% | 0.00% |
| 3. | TransLink Consulting, LLC | 7.93% | 28.92% |
| | **Total** | **22.00%** | **36.85%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | MA Engineering | 3.02% | 0.00% |
| | **Total** | **3.17%** | **0.00%** |

**Task Orders Awarded to Morgner Technology Management (MTM):**
**PS129354-9505001**

| | DBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Morgner Technology Management (SB Prime) | 30.02% | 0.00% |
| 2. | Community Connections, LLC | 13.29% | 0.00% |
| | **Total** | **43.31%** | **0.00%** |

**Task Orders Awarded to Mott MacDonald, LLC (Mott):**
**PS122779-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | AIMTD LLC | 2.85% | 0.00% |
| 2. | FPL and Associates, Inc. | 10.21% | 5.52% |
| 3. | JCL Consulting Group, Inc. | 1.57% | 0.00% |
| 4. | Terry A. Hayes Associates, Inc. | 4.29% | |
| 5. | Transportation Management & Design, Inc. | 8.52% | |
| | **Total** | **27.44%** | **30.25%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | The Lebaugh Group | 8.52% | 0.00% |
| | **Total** | **8.52%** | **0.00%** |

**Task Orders Awarded to Parsons Transportation Group, Inc. (PTG):**
**AE124849-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | PacRim Engineering | 24.24% | 33.51% |
| | **Total** | **24.24%** | **33.51%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Conaway Geomatics | 4.69% | 12.63% |
| | **Total** | **4.69%** | **12.63%** |

**Task Orders Awarded to Resource System Group, Inc. (RSG):**
**PS123403-9505**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Anik Inc. | 40.57% | 43.51% |
| | **Total** | **40.57%** | **43.51%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Sam Scully Staffing, Inc. | 3.10% | 3.43% |
| | **Total** | **3.10%** | **3.43%** |

**Task Orders Awarded to Steer Davies & Gleave Inc. (SDG):**
**PS123034-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Estolano Advisors | 26.17% | 23.55% |
| 2. | Chen Ryan Associates | 9.95% | 9.72% |
| | **Total** | **36.12%** | **33.27%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Soar Environmental Consulting | 7.93% | 7.75% |
| | **Total** | **7.93%** | **7.75%** |

**Task Orders Awarded to TransLink Consulting, LLC (TransLink):**
**PS123926-9505**

| | DBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | TransLink Consulting, Inc. (SB Prime) | 42.94% | 42.06% |
| 2. | Arellano Associates, LLC | 48.40% | 48.32% |
| | **Total** | **91.34%** | **90.38%** |

**Task Orders Awarded to Walker Consultants, Inc. (WCI):**
**PS125865-9505001**

| | SBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | AVS Consulting, Inc. | 17.00% | 11.45% |
| | **Total** | **17.00%** | **11.45%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Nova Services | 3.10% | 3.66% |
| | **Total** | **3.10%** | **3.66%** |

## 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 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.

## DEOD SUMMARY

## REGIONAL RAIL PLANNING AND ENVIRONMENTAL ON-CALL SERVICES BENCH / AE56752000 TO AE56752005

### A. Small Business Participation

Each prime consultant made an overall 25% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) commitment on the Regional Rail Planning and Environmental On-Call Services task order contracts. To date eleven (11) task orders have been awarded to six (6) different primes and the overall SBE and DVBE achievement in meeting the SBE/DVBE commitments is based on the aggregate value of all task orders awarded to each prime consultant.

**1. Gensler (Gensler):**

Gensler has been awarded three (3) task orders to date, and the current overall participation is 22.87% SBE and 0% DVBE, representing shortfalls of both the SBE and DVBE commitment of 1.13% and 3%, respectively. Gensler listed eight (8) SBE and DVBE subcontractors to perform on their task order. Gensler reported it expects the shortfall to be mitigated by the end of the project.

| | | | |
|---|---|---|---|
| **Overall Small Business Commitment** | **24% SBE<br>3% DVBE** | **Overall Small Business Participation** | **22.87% SBE<br>0.00% DVBE** |

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Arellano Associates | 1.32% | 1.46% |
| 2. | Claris Strategy, Inc. | 0.47% | 0.76% |
| 3. | Horton Lees Brogden Lighting Design, Inc. | 1.33% | 2.67% |
| 4. | Kilograph | 2.35% | 3.27% |
| 5. | PBS Engineers, Inc. | 1.84% | 4.66% |
| 6. | RAW International | 5.54% | 7.17% |
| 7. | Turner Engineering Corporation | 1.80% | 2.88% |
| | **Total** | **14.65%** | **22.87%** |

**2. HDR Engineering (HDR):**

HDR has been awarded one task order to date, and the current overall participation is 24.51% SBE and 3.01% DVBE, exceeding both the SBE and DVBE commitments by 0.51% and 01%, respectively. HDR listed two (2) SBE and DVBE subcontractors to perform on their task order.

| Overall Small Business Commitment | 24% SBE<br>3% DVBE | Overall Small Business Participation | 24.51% SBE<br>3.01% DVBE |
|---|---|---|---|

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Redman Consulting, LLC | 24.18% | 24.51% |
| | **Total** | **24.18%** | **24.51%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Amheart Solutions | 2.97% | 3.01% |
| | **Total** | **2.97%** | **3.01%** |

**3. Jacobs Engineering Group (Jacobs):**

Jacobs has been awarded two task orders to date, and the current overall participation is 20.53% SBE and 1.28% DVBE, representing shortfalls of both the SBE and DVBE commitment by 3.47% and 1.72%, respectively. Jacobs listed six (6) SBE and DVBE subcontractors to perform on their task orders. Jacobs contends, and is concurred by Metro's project manager, that significant portions of the DVBE's work is contained on upcoming invoices. Jacobs further contends that the work contained in modification 10 will bring Jacobs to fulfilling their commitment.

| Overall Small Business Commitment | 24% SBE<br>3% DVBE | Overall Small Business Participation | 20.53% SBE<br>1.28% DVBE |
|---|---|---|---|

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Arellano Associates, LLC | 1.06% | 1.08% |
| 2. | Deborah Murphy Urban Design + Planning | 0.28% | 0.11% |
| 3. | Here Design Studio, LLC | 0.95% | 12.92% |
| 4. | Translink Consulting | 2.40% | 5.69% |
| 5. | Wagner Engineering & Survey, Inc. | 0.64% | 0.73% |
| | **Total** | **5.33%** | **20.53%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Leland Saylor Associates | 0.96% | 1.28% |
| | **Total** | **0.96%** | **1.28%** |

**4. Mott MacDonald, LLC (Mott):**

Mott has been awarded two task orders to date, and the current overall participation is 37.09% SBE and 2.72% DVBE, exceeding the SBE commitment by 13.09% and representing a 0.20% shortfall of the DVBE commitment. Mott has a shortfall mitigation plan on file and contends that the shortfall is result of The LeBaugh Group, Inc. having recently commenced work in May 2025. Mott further contends that the DVBE is expected to perform through the remainder of the task order (November 2025). Mott listed nine (9) SBE and DVBE subcontractors to perform on their task orders.

| **Overall Small Business Commitment** | **24% SBE<br>3% DVBE** | **Overall Small Business Participation** | **37.09% SBE<br>2.72% DVBE** |
|---|---|---|---|

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | BA, Inc. | 9.17% | 1.89% |
| 2. | Cross-Specturm Acoustics | 1.00% | 6.55% |
| 3. | Pacific Railway Enterprises, Inc. | 4.51% | 0.27% |
| 4. | Paleo Solutions | 2.65% | 1.97% |
| 5. | Terry A. Hayes Associates | 8.60% | 8.94% |
| 6. | Watearth, Inc. | 2.75% | 2.73% |
| 7. | Zephyr UAS, Inc. | 9.71% | 14.74% |
| | **Total** | **38.39%** | **37.09%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Leland Saylor Associates | 3.16% | 2.72% |
| 2. | The LeBaugh Group, Inc. (Added) | 3.03% | 0.00% |
| | **Total** | **6.19%** | **2.72%** |

**5. STV Incorporated (STV):**

STV has been awarded one task order to date, and the current overall participation is 17.44% SBE and 3.43% DVBE, representing a shortfall of the SBE commitment by 6.56% and exceeding the DVBE commitment by 0.43%. STV listed five (5) SBE and DVBE subcontractors to perform on their task order. STV contends, and is concurred by Metro's project manager, that the shortfall is due to the timing of tasks to be performed by SBEs and DVBEs. Many of the scopes to be performed by SBEs and DVBEs are upcoming and STV claims they will fulfill their commitments by the end of Task Order 1.

| **Overall Small Business Commitment** | **24% SBE<br>3% DVBE** | **Overall Small Business Participation** | **17.44% SBE<br>3.43% DVBE** |
|---|---|---|---|

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Arellano Associates, LLC | 6.07% | 8.05% |
| 2. | Here Design Studio, LLC | 8.35% | 7.88% |
| 3. | Lenax Construction Services, Inc. | 6.52% | 0.97% |
| 4. | Terry A. Hayes Associates | 7.36% | 0.54% |
| | **Total** | **28.30%** | **17.44%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | The Lebaugh Group | 3.68% | 3.43% |
| | **Total** | **3.68%** | **3.43%** |

**6. WSP USA, Inc. (WSP):**

WSP has been awarded two task orders to date, and the current overall participation is 29.89% SBE and 3.40% DVBE, exceeding both the SBE and DVBE commitments by 5.89% and 0.40%, respectively. STV listed three (3) SBE and DVBE subcontractors to perform on their task order.

| **Overall Small Business Commitment** | **24% SBE 3% DVBE** | **Overall Small Business Participation** | **29.89% SBE 3.40% DVBE** |
|---|---|---|---|

| | SBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Peak Consulting Group, LLC | 4.20% | 8.00% |
| 2. | Praxis HR LLC | 17.97% | 21.89% |
| | **Total** | **22.17%** | **29.89%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | OhanaVets, Inc. | 2.19% | 3.40% |
| | **Total** | **2.19%** | **3.40%** |

Staff will continue to work with each prime consultant team to ensure they meet or exceed the SBE/DVBE commitments by the completion of the program.

## 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 modification. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

## D. Project Labor Agreement/Construction Careers Policy

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

## DEOD SUMMARY

## REGIONAL RAIL STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES / PS66571-2000 TO PS66571-2005

### A. Small Business Participation

Each prime consultant made an overall 17% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) commitment on the Strategic Financial Advisory On-Call Services task order contracts. To date seven (7) task orders have been awarded to four (4) different primes and the overall SBE and DVBE achievement in meeting the SBE/DVBE commitments is based on the aggregate value of all task orders awarded to each prime consultant. Sperry Capital, Inc has not been awarded task orders to date.

#### 1. Deloitte Transactions and Business Analytics LLP (Deloitte):

Deloitte has been awarded two (2) task orders to date, and the current overall participation is 0% SBE and 0% DVBE, representing shortfalls of both the SBE and DVBE commitment of 17% and 0%, respectively. Deloitte contends that it has not included SBE or DVBE participation to date, due to the specific nature in the scope of work, to which Metro's project manager concurred. Deloitte further contends that it intends to include the SBE/DVBE partners for future opportunities, where there is scope alignment.

| **Overall Small Business Commitment** | **17% SBE 6% DVBE** | **Overall Small Business Participation** | **0.00% SBE 0.00% DVBE** |
|---|---|---|---|
| | **SBE Contractor(s)** | % Commitment | % Participation |
| 1. | SHA Analytics | 10.00% | 0.00% |
| 2. | Morgner Construction Mgmt | 7.00% | 0.00% |
| | **Total** | **17.00%** | **0.00%** |

| | **DVBE Contractor(s)** | % Commitment | % Participation |
|---|---|---|---|
| 1. | Virtek | 3.00% | 0.00% |
| 2. | OCMI, Inc | 3.00% | 0.00% |
| | **Total** | **6.00%** | **0.00%** |

#### 2. Ernst & Young LLP Infrastructure Advisors, LLC (Ernst):

Ernst has been awarded one task order to date, and the current overall participation is 9.65% SBE and 1.93% DVBE, representing shortfalls of both the SBE and DVBE commitments by 7.35% and 1.07%, respectively. Ernst listed three (3) SBE and DVBE subcontractors to perform on their task order. Ernst contends that the shortfall is due to tasks assigned to its SBE subcontractor (BAE) later being deemed not

needed by Metro, which was concurred by Metro's project manager. Ernest further reported that its DVBE Alexander King was unable to perform its assigned work due to a lack of sufficient resources. Ernst reported that it has met with both firms to identify additional scope in their current task order, to help mitigate the shortfall, and will also identify other possible subcontracting opportunities by coordinating with Metro's project manager team.

| **Overall Small Business Commitment** | **17.14% SBE 3.04% DVBE** | **Overall Small Business Participation** | **9.65% SBE 1.93% DVBE** |
|---|---|---|---|
| | SBE Contractor(s) | % Commitment | % Participation |
| 1. | BAE Urban Economics | 14.46% | 6.73% |
| 2. | SHA Analytics, LLC | 3.42% | 2.92% |
| | **Total** | **17.88%** | **9.65%** |

| | DVBE Contractor(s) | % Commitment | % Participation |
|---|---|---|---|
| 1. | Alexander King Advisors, LLC | 3.06% | 1.93% |
| | **Total** | **3.06%** | **1.93%** |

### 3. InfraStrategies, LLC:

InfraStrategies has been awarded one task order to date, and the current overall participation is 0% SBE and 3.82% DVBE, representing a 18.57% shortfall of the SBE commitment. InfraStrategies listed one (1) DVBE subcontractor to perform on their task order. InfraStrategies contends that the proposed scope for the SBE have not been requested to date. InfraStrategies also contends that it is committed to engaging its SBE subcontractor as future work becomes available for the services the firm provides.

| **Overall Small Business Commitment** | **18.57% SBE 3.34% DVBE** | **Overall Small Business Participation** | **0.00% SBE 3.82% DVBE** |
|---|---|---|---|
| | SBE Contractor(s) | % Utilization Commitment | % Participation |
| 1. | SHA Analytics, LLC | 18.37% | 0.00% |
| | **Total** | **18.37%** | **0.00%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | Wahrenbrock Captial | 3.64% | 3.82% |
| | **Total** | **3.64%** | **3.82%** |

**4. WSP USA, Inc. (WSP):**

WSP has been awarded three task orders to date, and the current overall participation is 26.98% SBE and 0.64% DVBE, exceeding the SBE commitment by 9.98% and representing a 2.57% shortfall of the DVBE commitment. WSP listed four (4) SBE and DVBE subcontractors to perform on their task order. WSP contends that STV has identified identified upcoming scope for DVBE participation as originally committed. STV reported that the shortfall will be mitigated by March 2026.

| **Overall Small Business Commitment** | **17.00% SBE 3.21% DVBE** | **Overall Small Business Participation** | **26.98% SBE 0.64% DVBE** |
|---|---|---|---|
| | SBE Contractor(s) | % Utilization Commitment | % Participation |
| 1. | Akima Consulting, LLC | 2.91% | 0.51% |
| 2. | Lee Andrews Group, Inc. | 19.34% | 23.26% |
| 3. | Trifiletti Consutling, Inc. | 8.57% | 3.21% |
| | **Total** | **30.82%** | **26.98%** |

| | DVBE Contractor(s) | % Utilization Commitment | % Participation |
|---|---|---|---|
| 1. | OhanaVets, Inc. | 7.02% | 0.64% |
| | **Total** | **7.02%** | **0.64%** |

Staff will continue to work with each prime consultant team to ensure they meet or exceed the SBE/DVBE commitments by the completion of the program.

**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 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.

**ATTACHMENT D**

**OBLIGATED TASK ORDERS**

**CP&D BENCH, REGIONAL RAIL (RR) PLANNING & ENVIRONMENTAL ON-CALL SERVICES BENCH (PEOCS)**
**RR STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES BENCH (FAOCS) -- as of June 2025**

| CP&D Bench Obligated and In Process Task Orders | | |
|---|---|---|
| **Task Order Number** | **Description** | **Bench** |
| PS121752-9505 | Urban Greening Grant Program | CP&D Bench |
| PS122779-9505 | Countywide BRT Technical Study | CP&D Bench |
| PS123034-9505 | Business Interruption Fund (BIF) Assessment | CP&D Bench |
| PS123210-9505 | MBS Station Evaluation and Consultant Services | CP&D Bench |
| PS123403-9505 | Fall 2024 Customer Survey | CP&D Bench |
| PS123926-9505 | Coordinated Plan Update for 2025-2028 | CP&D Bench |
| PS124089-9505 | NoHo Rail Feasibility Study | CP&D Bench |
| AE124849-9505 | Monrovia Station Ped Crossing Improvements | CP&D Bench |
| PS125865-9505 | East San Fernando Valley Parking Analysis | CP&D Bench |
| PS126761-9505 | Multimodal Project Planning Methodology | CP&D Bench |
| PS127021-9505 | I-105 ExpressLanes segment 2/3 equity assessment | CP&D Bench |
| PS127773-9505 | GMO Process & Procedure Update | CP&D Bench |
| PS128946-9505 | Urban Wilderness Access Feasibility Plan & Transit to Parks Regional Collaboration | CP&D Bench |
| PS129354-9505 | Capture Value Support | CP&D Bench |
| TBD | Accelerating Customer Experience | CP&D Bench |
| TBD | Regional Kit of Parts for Venue Access Activation & Temporary Mobility Hub | CP&D Bench |
| TBD | Union Station Accessibility Compliance Review & Technology & Parking Operations Study | CP&D Bench |
| TBD | Wayfinding Mobile App | CP&D Bench |
| TBD | Financial Feasibility Review Analysis Support for Metro 10K Sites | CP&D Bench |
| TBD | Design ReviewSupport for Metro 10K Sites | CP&D Bench |
| | | |
| **RR Planning and Environmental On-Call Services (PEOCS) Bench Obligated Task Orders** | | |
| **Task Order Number** | **Description** | **Bench** |
| AE56752007-TO1 | Systemwide Station Design Standards- Kits of Parts | PEOCS |
| AE56752006-TO1 | Antelope Valley Line Improvements Environmental Assessment and Technical Study | PEOCS |
| AE182891000 | East San Fernando Valley/Metro G Line Transfer Station Improvements | PEOCS |
| AE56752008-TO1 | Los Angeles Union Station - Glendale-Burbank Corridor Study | PEOCS |
| AE56752009-TO1 | Tunnel 25 Freeway Runoff Drainage Study | PEOCS |
| AE56752010-TO2 | LA 2028 Games Mobility Concept Plan (MCP) | PEOCS |
| PS67476-56752 | Metrolink Central Maintenance Facility Noise and Vibration | PEOCS |
| AE56752005-TO1 | Strategic Plan Update | PEOCS |
| AE56752012-TO2 | 7th Street/Metro Center Station Updates A&E Options 1 and 2 | PEOCS |
| AE56752013-TO1 | Pico Rivera Rail Station Feasibility Study | PEOCS |
| AE56752014-TO2 | LA General Medical Center Metrolink Station - PAED | PEOCS |
| | | |
| **RR Strategic Financial Advisory On-Call Services (PEOCS) Bench Obligated Task Orders** | | |
| **Task Order Number** | **Description** | **Bench** |
| PS1878950002001 | High Desert Intercity Rail Corridor Service Development Plan | FAOCS |
| PS66571-2006-TO1 | Cost Comparison of an In-House and Contracted Services | FAOCS |
| PS1870690002004 | Strategic Roadmap to Stakeholder Engagement | FAOCS |
| PS66571-2007-TO1 | Fareless System Initiative (FSI) Life Consulting Services | FAOCS |
| PS66571-2008-TO2 | Strategic Roadmap to Stakeholder Engagement | FAOCS |
| PS66571-2008-TO3 | Strategic Advisory Services and Thought Leadership for CEO | FAOCS |
| PS66571-2009-TO2 | Pilot Business Interruption Fund | FAOCS |

**ATTACHMENT E**

**FUTURE ANTICIPATED OR REPRESENTATIVE TASK ORDERS**

**COUNTYWIDE PLANNING & DEVELOPMENT (CP&D) BENCH, PLANNING & ENVIRONMENTAL ON-CALL SERVICES (PEOCS) BENCH**

**STRATEGIC FINANCIAL ADVISORY ON-CALL SERVICES (FAOCS) BENCH as of June 2025**

| | | Bench |
|---|---|---|
| **Name** | **Description** | |
| Measure M Decennial Review | Measure M Expenditure Plan requires 5 year assessment and 10 year look ahead before Metro Board can approve changes to Expenditure Plan | CP&D Bench |
| ADA Compliance Audit | Conduct ADA compliance audits at all Metro owned and managed parking facilities before the LA28 Games. | CP&D Bench |
| Bundy Station Parking Design | Project engineering design work | CP&D Bench |
| Metro Active Transportation Program | Project planning, community engagement, and design/delivery support for Metro Active Transportation Program | CP&D Bench |
| Cost Benefit Analysis | Development of a Metro Cost Benefit Analysis methodology for capital projects, conduct CBA on projects with validation/sensitivity testing, include criteria such as economic, equity, and sustainability metrics. Develop strategies for CBA across project life cycles. | CP&D Bench |
| Open Streets & Fan Zones Coordination | Development of Open Streets and Fan Zones coordination materials, toolkits, and resources to facilitate planning for the 2026 FIFA World Cup and the 2028 Olympic and Paralympic Games. | CP&D Bench |
| Parking Management Plan for LAX/MTC & People Mover | Metro Parking Management is preparing to deploy the Park Ride 'n Fly (PRF) initiative—an integrated, system-wide strategy designed to revolutionize long-term parking access for airport-bound transit users. | CP&D Bench |
| 2025 Metro Customer Experience Transformation | Metro seeks professional services consulting firm or firms to help lead the Agency through a Customer Experience Transformation that will help secure agency buy-in to the Customer Experience program, unite agency leadership behind the plans, bring bigger concepts and ideas to the table, and accelerate the delivery of customer experience pilots and programs. | CP&D Bench |
| Financial Forecast Support | Metro seeks a Financial Support Consultant with experience in the development of funding plans for transit capital projects and operations, forecasting revenues and costs, cost benefit and economic impact analysis, managing data flow, utilizing Excel formulas and Visual Basic for Applications (VBA), and advising on grant requirements that will support the work of the Strategic Financial Planning unit. | CP&D Bench |
| Antelope Valley Line Corridor Planning | Evaluate Metrolink stations on the Antelope Valley Line, and other possible capital improvements, which may include track improvements, grade crossing and active transportation improvements, operational and ridership modeling, etc. | PEOCS |
| LA County Passenger Rail Strategic Plan | This visioning document will provide the framework for Metro's overall investment in the commuter rail network for Los Angeles County. The plan may identify future ridership and service level goals, prioritize use of Metro funds for various Los Angeles County capital and State Of Good Repair projects, address funding challenges, management of Metro-owned ROW, governance/interaction with key stakeholders and other JPA members, plus address future station, parking, safety, emerging corridors, network integration, and new technologies, etc. | PEOCS |
| Olympics 2028 Mobility Concept Plan Implementation | The planning efforts in preparation for the 2028 Olympic and Paralympic Games will continue with preparation of preliminary designs, cost estimates and schedules to be developed for a selected group of projects from the Mobility Concept Plan in order to apply for federal and state grant funding. This effort will also provide planning support for the recently awarded Reconnecting Communities award from USDOT. Additionally, this effort will support modeling of Games-time operations to evaluate potential impacts to transit and traffic | PEOCS |
| 7th/Metro Station Improvements/30% Design | The additional scope for the 7th St/Metro Center Station Updates project is to expedite completion of the 30% design by 5 months to assist in completing the project prior to the 2028 Olympic Games. There will also be an additional task to test tactile wayfinding pilots at existing Metro stations to ensure an optimal and streamlined tactile wayfinding pathway system for sight-impaired customers at 7th St/Metro Center Station. | PEOCS |
| Grant Evaluation, Executive Leadership and Government Relations Support | Grant evaluation support, as Metro continues to pursue competitive funding opportunities to close capital project funding gaps. Also support exective leadership in decision-making, legislative coordination with Metro Government Relations | FAOCS |

# Countywide Planning and Development Benches

## Planning and Programming Committee

July 16, 2025
Legistar File 2025-0370

Metro

# Background

- Three separate Countywide Planning and Development benches are being recommended for additional time and funding:
  1. Countywide Planning & Development Bench
  2. Planning & Environmental On-Call Services Bench
  3. Strategic Financial Advisory On-Call Services Bench

Metro

# Countywide Planning & Development Bench

- Recommendation A: EXECUTE Modification No. 1 to the Countywide Planning & Development Bench (CP&D) Contract Nos. PS95050000 through PS95050025 to increase the three-year base period funding amount by $15 million, increasing the total NTE cumulative contract amount from $50 million to $65 million;
- CP&D Bench Consists of Eight Disciplines:

| Discipline 1 | Discipline 2 | Discipline 3 | Discipline 4 |
|---|---|---|---|
| • Transportation Planning | • Environmental Planning | • Economic & Financial Analysis | • Sustainability/Active Transportation |

| Discipline 5 | Discipline 6 | Discipline 7 | Discipline 8 |
|---|---|---|---|
| • Demand Modeling & GIS | • Research & Surveying | • Parking Management | • Community Design & Land Use |

- CP&D Bench, effective January 6, 2024, has exceeded expectations and is efficient:
  - 14 task orders awarded in 5 disciplines for $11.6 M
  - 6 task orders in process across eight disciplines totaling $17.4 M
- New task orders needed for:
  - Metro Active Transportation program for project planning, design & delivery support
  - Bundy Station parking engineering & design

Metro

# Planning & Environmental On-Call Services Bench

- Recommendation B: EXECUTE Modification No. 4 to the Regional Rail Planning and Environmental On-Call Services (PEOCS) Bench Contract Nos. AE56752000 through AE56752005 to:
  - Exercise the second one-year option term in the amount of $2 million, increasing the not-to-exceed (NTE) cumulative contract amount from $27 million to $29 million
  - Extend the period of performance from August 14, 2025, to August 13, 2026
- The PEOCS bench was established in 2019 to allow quick issuance of task orders for planning and environmental services for regional rail commuter, intercity, and high-speed rail planning efforts, including LA28 Games coordination.
- The current capacity is $27 million. To date, 11 tasks orders totaling $20.3 million has been issued.
  - Additional task orders anticipated to be issued in Summer/Fall 2025: Metrolink Antelope Valley Line corridor planning, LA County Passenger Rail Strategic Plan, LA28 Games coordination, design for 7th/Metro Center station improvements, etc.
- The current PEOCS bench expires August 12, 2025.

Metro

# Strategic Financial Advisory On-Call Services Bench

- Recommendation C: EXECUTE Modification No. 1 to the Regional Rail Strategic Financial Advisory On-Call Services (SFAOCS) Bench Contract Nos. PS66571-2000 through PS66571-2005 to:
  - exercise the first one-year option term in the amount of $1 million, increasing the NTE cumulative contract amount from $6.4 million to $7.4 million
  - extend the period of performance from December 7, 2025, to December 6, 2026.
- Regional Rail SFAOCS Bench Comprises Two Disciplines:

| Discipline 1 | Discipline 2 |
| --- | --- |
| • Financial Advisory Support Services | • Strategic Advisory/Advocacy Services |

- The SFAOCS Bench, effective December 7, 2020, through December 6, 2025, has been fully utilized to provide the maximum impact:
  - 7 task orders awarded in both disciplines, totaling almost $6.4M.
  - Only $14,520 of the total contract capacity remains.
- The limited remaining capacity is insufficient to support anticipated financial advisory and strategic advocacy service needs in FY27 to support key rail projects that benefit the entire region.

Metro

# Representative Task Orders to be Issued During FY 26

- Olympics 2028 Mobility Concept Plan Implementation
- Metrolink Antelope Valley Line Corridor Planning
- LA County Passenger Rail Strategic Plan
- Financial Grant Evaluation, Executive Leadership and Government Relations Support
- Metro Active Transportation Program

Metro

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

**File #:** 2025-0449, **File Type:** Agreement **Agenda Number:** 7.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: ENVIRONMENTAL REMEDIATION HOUSING ACCELERATION FUND**

**ACTION: APPROVE RECOMMENDATIONS**

## RECOMMENDATION

CONSIDER:

A. ADOPTING a resolution of the Board of Directors ("Board") of the Los Angeles County Metropolitan Transportation Authority ("Metro") approving the execution of a Memorandum of Understanding ("MOU") to receive funding from the Southern California Association of Governments ("SCAG") for the Regional Early Action Planning Grant Program of 2021 (Attachment A);

B. AUTHORIZING the Chief Executive Officer (CEO), or designee, to negotiate and execute an MOU between SCAG and Metro in an amount not to exceed $5,000,000 to create an Environmental Remediation Housing Acceleration Fund; and

C. AUTHORIZING the CEO, or designee, to commit $1,000,000 as a local match requirement for the Environmental Remediation Housing Acceleration Fund.

## ISSUE

Metro has a plan to deliver 10,000 housing units (5,000 of which will be income-restricted) on Metro-owned property by 2031. Some of the properties available for housing development may be impacted by environmental contamination, the assessment and remediation of which must be completed before a project can break ground. To accelerate the delivery of housing on Metro-owned land, staff are seeking Board authority to negotiate and execute an MOU with SCAG to receive a grant of $5 million which will allow Metro to create an Environmental Remediation Housing Acceleration Fund ("Fund") that would be used to complete environmental assessments and remediation on future housing sites. SCAG requires an official action from Metro's governing body in the form of an authorizing resolution to award the funds.

## BACKGROUND

In 2023, the California Department of Housing and Community Development awarded SCAG a total

of $246 million to develop programs that further Regional Early Action Planning (REAP) 2.0 objectives. All projects funded by REAP 2.0 must meet its primary objectives, which are to accelerate infill housing development, reduce vehicle miles traveled (VMT), increase housing supply at all affordability levels, affirmatively further fair housing, and facilitate the implementation of adopted regional and local plans to achieve these goals.

Metro submitted a proposal for funding under SCAG's Notice of Funds Available for the Lasting Affordability Program which supports innovative finance strategies for projects that support existing and new housing trusts, land trusts and catalyst funds. Metro received a conditional notice of award in September 2023, and the commencement of funding agreements began in early 2024. In the interim staff have been finalizing key components of the Environmental Remediation Housing Acceleration Fund and identifying sites in which funds may be utilized.

## DISCUSSION

Conducting environmental analysis and clean-up early in the process can significantly shorten the total time required to deliver affordable and mixed-income housing. In the interest of accelerating housing delivery to meet the Board's 10,000-unit goal. Work under the proposed MOU would create a dedicated funding platform to carry out site assessments and pre-development cleanup, with the effect of expediting affordable/mixed-income housing projects by approximately six months. By remediating contaminated land, the Fund will unlock otherwise unusable property of up to approximately 22 acres for infill housing and increase housing availability, including permanent, affordable housing. The cleaned properties would generate additional ground lease revenue, which in turn could be reinvested in the clean-up of other joint development sites, thereby supporting equitable transit-oriented communities well beyond the term of the grant.

As an example, the Venice Division 6 site requires the removal of asbestos containing materials and related environmental hazards in the decommissioned administration office building on the site before being offered for development. Advanced remediation would help Metro secure a stronger commitment from a private developer.

In furtherance of this goal, the Fund will be established to expedite the buildout of affordable housing at Metro's transit stations. This will be done by conducting environmental reviews and selected cleanup activities during the predevelopment stage. Fund proceeds will be invested in projects upfront and returned to Metro over time through ground lease revenues. Tracking of Fund proceeds will occur at the time of initial investment through the point they are returned in the form of ground lease payments. The proceeds will then be used for future Metro affordable housing goals and objectives. SCAG is not requiring a financial return nor is it asking for Fund proceeds to be returned to their organization.

*Scope of Work*
An MOU is required to authorize the formal partnership and scope of work between SCAG and Metro and to facilitate the transfer of Fund proceeds. Metro and SCAG staff have developed a scope of work aimed at facilitating and expediting key elements of the Joint Development 10K Program. This focuses on preparing plans and studies and completing remediation work targeting certain sites at

the earliest stages of the predevelopment process. This work is to be done in-house, utilizing Joint Development staff and existing third-party environmental consulting contracts managed by the Environmental Services Division (ESD). The Fund will be used to complete the following scope of work activities:

- Project Management and Coordination to include an interface between Metro and SCAG during the period of the MOU. The Project Management Team will prepare and implement the Project Management Plan. A clearly defined path for finalizing grant responsibilities and closeout procedures, consistent with Metro's best practices for grants management, will be included. The content and delivery of Fund progress reports will also be delineated.

- Fund Planning and Formation that describes the ability to leverage Fund proceeds to be eventually returned in the form of ground lease revenues and revolve them to benefit future projects. A description of the types of remediation that will generally occur will also be provided to include site investigations, along with actual remediation work to be completed by licensed building contractors.

- Fund Setup which describes Metro's organizational and accounting infrastructure in place to administer Fund proceeds and ensure proper oversight in advance of any Fund resources being invested into specific projects. Consideration is given to prioritizing those sites in the portfolio that can be expedited by access to the Fund. A process to establish the scope of work for all technical studies and site remediation is provided.

- Ongoing Fund Administration ("Funding the Fund") that details Metro's commitment to matching funds of $1,000,000 and intent to continue to revolve Fund proceeds into future eligible projects that accelerate housing production on Grantee controlled land.

Fund activities and overall management will be overseen by Joint Development staff in close coordination with Metro Accounting. The MOU with SCAG requires monthly reporting along with a project close-out report.

Initial project activities will include completion of detailed environmental studies and technical reports, as well as remediation of existing project sites. Further drawdown of Fund proceeds will occur as project remediation requirements are identified and used until the initial Fund proceeds are exhausted and fully invested into housing projects. Metro's ESD will work in conjunction with Joint Development staff to identify, scope, and complete the environmental cleanup work utilizing existing third-party consultants previously procured by Metro. While a significant portion of the Fund proceeds are anticipated to be invested in Joint Development projects by the end of the compliance period, it is anticipated that the remaining Fund proceeds will be drawn down over time as individual project needs are identified which would occur after June 30, 2026, which is permissible under the grant.

Consistent with the Board approved Joint Development Policy, the Fund will prioritize sites that support more affordable units in their developments. Underwriting assumptions for these housing developments will include rigorous feasibility evaluation, long-term sustainability, and affordability requirements to ensure lasting benefits to low-income communities. Fund outcomes will include remediated sites ready for development. The Joint Development sites for potential remediation are

mapped and labeled in Attachment B.

## DETERMINATION OF SAFETY IMPACT

This Board action will not have an impact on safety standards for Metro. The execution of the proposed project will assist in increased safety in that it will assist with clearing environmentally contaminated land owned by Metro.

## FINANCIAL IMPACT

Administrative funding for this project is included in the cost center 2210, under project number 401300. The grant will provide $5,000,000 of REAP 2.0 funding for environmental remediation for up to 21 Metro-owned Joint Development sites, along with additional sites that may become available through future analysis and Metro Board designation. Through prior budget action, $1,000,000 has been designated in the Joint Development FY26 budget and is available as matching funds for the REAP 2.0 Grant.

Impact to Budget
The matching funds of $1,000,000 are JD proceeds that are reinvested in TOC activities according to the June 2021 Board-adopted JD policy. Given the JD Policy restricts use of JD proceeds, these funds are not eligible for Metro Bus and Rail Operations or Capital.

## EQUITY PLATFORM

Metro seeks to build as much quality housing on underutilized Metro-owned land near transit as quickly as possible, for those who need it most. As part of this plan, Metro has identified sites that are suitable for housing development, provided they can be cleared of environmental contamination, entitled, and financed for development. Each of these sites will be geared towards mixed-use housing, either as projects with 100% income restricted units or, if greater than 300 units, at least 25% of the units would be covered by an income restriction. The REAP 2.0 grant will help Metro accelerate the development of housing by providing funding to carry out environmental remediation on these sites.

## VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.
As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through investment activities that will benefit transit-oriented communities and further encourage public transit ridership, ridesharing, and active transportation.

The grant will support residents of the developed sites with opportunities to reduce VMT by living near and adjacent to public transit, reducing the need for a car. 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

Enhance communities and lives through mobility and access to opportunity, Initiative 3.2: Metro will leverage transit investments to catalyze transit-oriented communities and help stabilize neighborhoods where these investments are made.

## ALTERNATIVES CONSIDERED

The Board could choose not to move forward with the REAP 2.0 grant opportunity. If Metro chooses to not engage with SCAG in finalizing and executing the terms and conditions of this award, Metro will effectively forfeit the grant and opportunity to further accelerate housing development for the 10,000-unit goal.

## NEXT STEPS

Upon Board approval, staff will engage with SCAG to finalize non-material terms and conditions and execute the MOU and all ancillary documents. The receipt of grant funds will proceed and reside at Metro in a dedicated grant fund. All remaining Phase One and Phase Two environmental studies will be completed and Joint Development sites selected for remediation will begin cleanup activities, subject to availability of funding.

## ATTACHMENTS

Attachment A - Authorizing Resolution
Attachment B - Potential Remediation Sites

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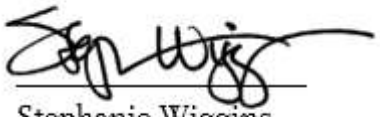


Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A – AUTHORIZING RESOLUTION**

**RESOLUTION NO.____**

**Los Angeles County Metropolitan Transportation Authority Resolution Authorizing the Chief Executive Officer to Execute Agreements with the Southern California Association of Governments to Approve the Execution of an Agreement to receive funding from The Regional Early Action Planning Grant of 2021 for the Following:**

Los Angeles County Metropolitan Transportation REAP 2.0 Notice of Funds Availability for Lasting Affordability Program Grant - $5,000,000

**WHEREAS,** the Regional Early Action Planning Grant Program of 2021 ("REAP 2.0") program was established by AB 140 to confront the statewide housing affordability crisis by building and expanding on the success of the REAP 2019 program by integrating housing and climate goals and allowing for broader planning and implementation investments to facilitate housing supply, choice, and affordability;

**WHEREAS,** the Southern California Association of Governments ("SCAG") issued a call for applications under the Projects to Accelerate Transitional Housing ("PATH") Program;

**WHEREAS, the Los Angeles County Metropolitan Transportation Authority** ("LACMTA") is eligible to receive Federal and/or State funding through the REAP 2.0 Grant Program;

**WHEREAS,** SCAG intends to award $5,000,000 to LACMTA for the Los Angeles County Metropolitan Transportation REAP 2.0 Notice of Funds Availability for Lasting Affordability Program Grant ("The Project");

**WHEREAS,** SCAG and the California Department of Housing and Community Development ("HCD") has developed guidelines for the purpose of administering and distributing REAP 2.0 funds to eligible Awarded Recipients ("Local Agencies");

**WHEREAS,** LACMTA wishes to delegate authorization to execute an agreement and any amendments thereto to the Chief Executive Officer (CEO), or designee; and

**ATTACHMENT A – AUTHORIZING RESOLUTION**

**WHEREAS,** LACMTA wishes to implement and seek payment of grant funds for the Los Angeles County Metropolitan Transportation REAP 2.0 Notice of Funds Availability for Lasting Affordability Program Grant Project.

**NOW, THEREFORE, BE IT RESOLVED** by the LACMTA Board of Directors that the fund recipient agrees to comply with all conditions and requirements set forth in the agreements and applicable statutes, laws, regulations, and guidelines for REAP 2.0 under the PATH Program.

**NOW THEREFORE, BE IT FURTHER RESOLVED** that the CEO or designee is authorized to execute all required documents under the PATH program and any Amendments thereto with SCAG.

**NOW, THEREFORE, BE IT FURTHER RESOLVED** by the LACMTA Board of Directors that it hereby authorizes actions as are necessary and appropriate to accept the grant award of REAP 2.0 funds in the amount of $5,000,000 from SCAG.

**CERTIFICATION**

The undersigned, duly qualified and serving as Board Clerk of the Los Angeles County Metropolitan Transportation Authority, certifies that the foregoing is a true and correct representation of a Resolution adopted at a legally convened meeting of the Board of Directors of the Los Angeles County Metropolitan Transportation Authority held July 24, 2025.

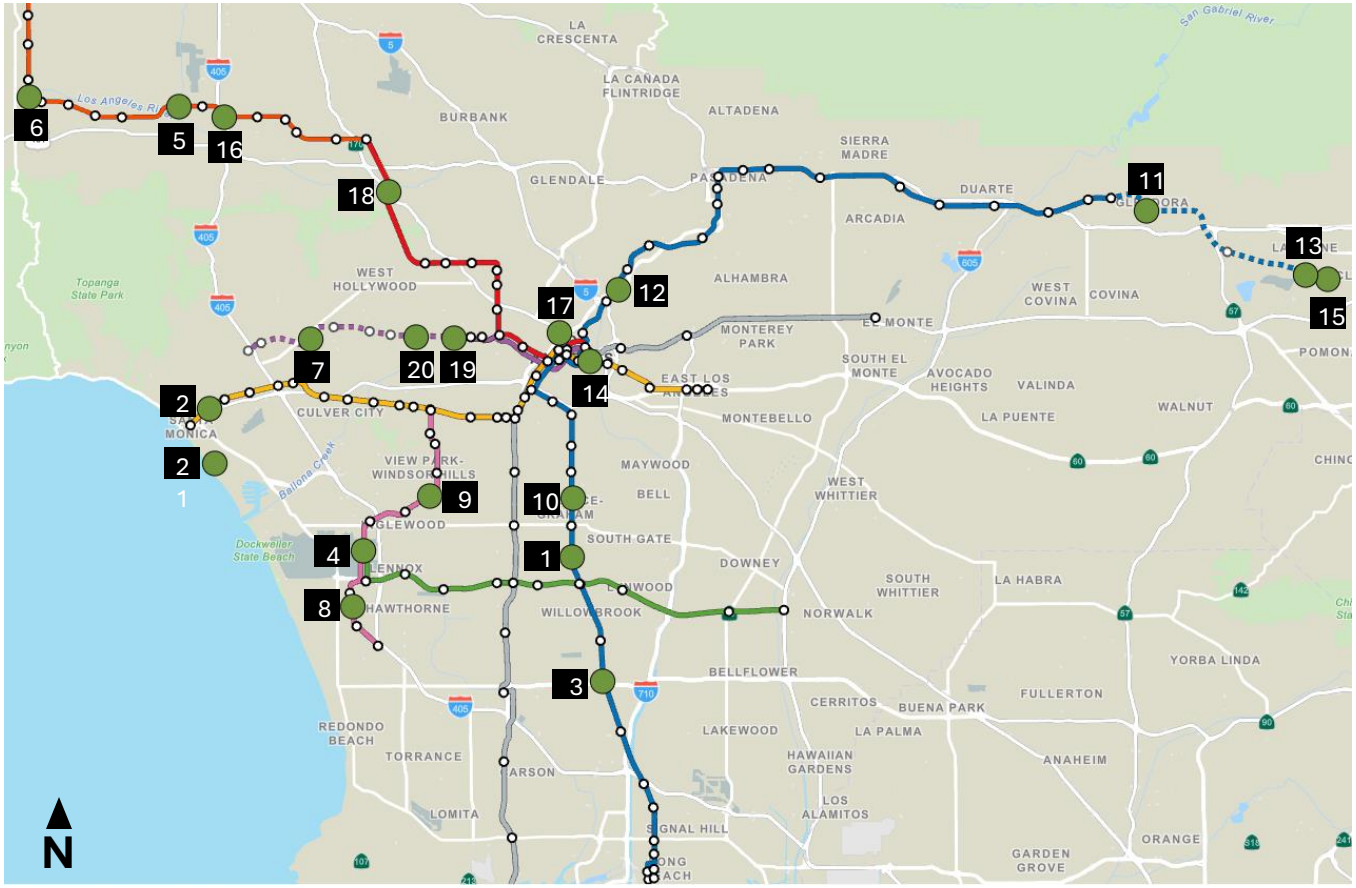
By: _____

Collette Langston, Board Clerk
Los Angeles County
Metropolitan Transportation Authority

Dated: _____

(SEAL)

# ATTACHMENT B - Potential Remediation Sites




1. 103rd St/Watts Towers Station
2. 17th St/SMC Station
3. Artesia Station
4. Aviation/Century Station
5. Balboa Station
6. Canoga Station
7. Century City
8. El Segundo Station
9. Fairview Heights
10. Florence Station
11. Glendora
12. Heritage Square Station
13. La Verne
14. Pickle Works
15. Pomona
16. Sepulveda Station
17. Temple/Beaudry Bus Layover
18. Universal City/Studio City Station
19. Wilshire/Crenshaw
20. Wilshire/La Brea Station
21. Division 6

# We're supporting thriving communities.

**ENVIRONMENTAL REMEDIATION HOUSING ACCELERATION FUND**

Planning & Programming Committee

Legistar File# 2025-0449 July 16, 2025

Metro

# Recommendation

CONSIDER:

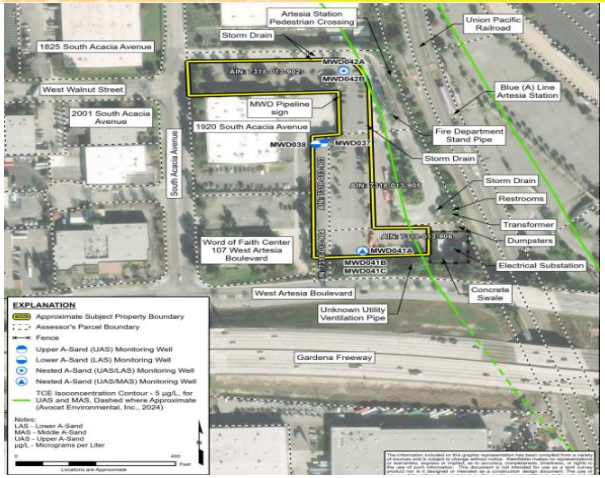
A. ADOPTING a resolution of the Board of Directors ("Board") of the Los Angeles County Metropolitan Transportation Authority ("Metro") approving the execution of a Memorandum of Understanding ("MOU") to receive funding from the Southern California Association of Governments ("SCAG") for the Regional Early Action Planning Grant Program of 2021 (Attachment A);

B. AUTHORIZING the Chief Executive Officer, or designee, to negotiate and execute an MOU between SCAG and Metro in an amount not to exceed $5,000,000 to create an Environmental Remediation Housing Acceleration Fund; and

C. AUTHORIZING the CEO, or designee to commit $1,000,000 as a local match requirement for the Environmental Remediation Housing Acceleration Fund.

# SCAG – REAP (2.0) GRANT OVERVIEW

- **Purpose:** Accelerate infill housing, increase the supply at all income levels, and reduce per capita vehicle miles travel (VMT)
- **Source:** Administered by SCAG on behalf of the State California Department of Housing and Community Development
- **Use:** Grant funds to be used to conduct environmental remediation planning and hazards removal in support of the JD 10K Program
- **Outcome:** Environmentally remediated sites ready for development
- **Timing:** Receipt of Funds with environmental work to be underway by June 30, 2026



# Leveraging Grant Funds for JD 10K Projects

- Accelerates housing development by identifying environmental issues at an early stage and remediating them generally during ENA period
- Invested capital will return through future ground lease revenues once projects are complete and placed into service
- Ground lease payments would be reinvested into additional projects, with similar environmental conditions
- Other leveraging effects could enable additional affordable units, or deeper affordability levels for sites that have been remediated

Los Lirios Apartments

# Next Steps

**Upon Board Approval:**

> Execute the MOU and all ancillary documents, including template reports, procedures, and project monitoring tools

> Receive REAP (2.0) proceeds and establish the fund at Metro

> Inventory all Phase One and Phase Two environmental studies to be completed for JD 10K Program sites and initiate work

> Complete the scoping of proposed environmental remediation work for JD sites with known environmental conditions and start the remediation process

> Provide required reporting and progress reports to SCAG

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

**File #:** 2025-0457, **File Type:** Program **Agenda Number:** 8.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: ACCESS FOR ALL GRANT PROGRAM**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

CONSIDER:

A. APPROVING the Access for All Program funding awards totaling $5,855,760 as shown in Attachment A, made available to Metro through the State of California's Access for All Program; and

B. AUTHORIZING the Chief Executive Officer (CEO) or their designee to negotiate and execute funding agreements with the entities receiving awards.

## ISSUE

The State's Access for All Program provides funding to increase the availability of on-demand wheelchair accessible vehicle (WAV) service. Metro is the administrator of these funds for Los Angeles County. Staff undertook a stakeholder outreach process and a competitive solicitation for project proposals; staff's recommended funding awards are available in Attachment A.

## BACKGROUND

Senate Bill (SB) 1376 requires the California Public Utilities Commission (CPUC), as part of its regulation of Transportation Network Companies (TNCs), to establish a program to improve the accessibility of persons with disability to on-demand transportation services requested through online -enabled applications or platforms. Through this program, TNCs pay a fee of $0.10 to the CPUC for each passenger trip originating in each county statewide that their providers complete. From the fees collected, the CPUC created an "Access Fund" to deposit the revenue, which is then redistributed to Local Access Fund Administrators (LAFAs). At its June 2021 meeting, the Board authorized Metro to serve as Los Angeles County's LAFA.

The CPUC requires that LAFAs use a competitive process to select and fund Access Providers to operate on-demand WAV services. The CPUC allows LAFAs to use up to 15 percent of the amount it allocates to each county to cover administrative program expenses.

In 2023, Metro released the inaugural competitive funding solicitation with two years of program funding totaling $7.5M. Metro received six applications and evaluated projects based on criteria such as project readiness and serving areas not already covered by complementary paratransit (i.e., Access Services). Staff recommended and the Board approved funding awards to five of six projects that scored the highest and had the potential to achieve the program goals by increasing the number of WAV trips completed, improving the trip completion rate, and reducing response times.

Four Access Providers that were awarded one year of funding in 2023 have had notable success in achieving the program goals. In one year of data collection, Butterfli Technologies, Inc. (Butterfli) provided over 10,000 on-demand rides for persons requiring mobility devices, and Administrative Services Cooperative, Inc. deployed 44 new wheelchair accessible taxis throughout Los Angeles County. The other two projects launched later, and based on two quarters of reporting, UCLA provided 8,057 on-demand rides for persons requiring mobility devices, and the City of Santa Clarita provided 24 on-demand rides with one AFA-funded vehicle for persons requiring mobility devices. While the number of rides provided by the City of Santa Clarita is significantly lower than the other providers, their proposed program was smaller, and rides have exceeded their projections. The fifth Access Provider, Ventura Transit Systems, did not provide any eligible services during the term of their agreement, and those funds ($184,892) were cancelled and added to the current FY 2025 solicitation.

In FY 2024, a second solicitation for applications was released, with a total of $1,584,814 available in funding. Metro received two eligible applications. Staff recommended and the Board approved only the highest-ranked project. The reduced amount of funding available for FY 2024 compared to FY 2023 ($1.58M vs. $7.86M) resulted in fewer applicants. However, the response rate is consistent with the rate seen in other counties with similar funding levels.

Butterfli, the recipient of the FY 2024 funds, initiated its second round of service in September 2024 and has provided nearly 3,000 on-demand rides for individuals requiring mobility devices for the FY 2024 funding cycle to date. Butterfli's service under the FY 2024 award ends in August 2025.

## DISCUSSION

Los Angeles County received $6,671,609 in funding from cycle four of the Access for All Program funding (FY 2025). Of these funds, 15% is set aside for administrative expenses, leaving $5,670,868 for eligible projects. Additionally, $184,892 remaining from previous funding cycles was added, resulting in a total of $5,855,760 in funding available for the solicitation.

In preparation for the FY 2025 solicitation, Metro convened an ad hoc advisory working group, comprised of six stakeholders. Working group members included representatives from non-profits such as Independent Living Center, Metro sub-committees, the Aging and Disability Transportation Network, and Access Services. This group contributed insights that shaped the FY 2025 AFA solicitation. Specifically, the working group communicated the need for on-demand WAV service in areas not covered by existing AFA-funded service, and prioritizing investment in operations over capital investment.

Metro released a competitive solicitation for project proposals on March 17, 2025. Government, non-profit, and for-profit organizations were eligible to apply if they could provide direct WAV transportation service that could be promptly launched and sustained despite yearly funding variability and otherwise meet the CPUC program requirements for Access Providers. While the solicitation application and evaluation criteria remained essentially the same as the FY 2023 and FY 2024 solicitations, Metro staff prioritized proposals focusing on countywide service providers and/or providers serving areas not served or underserved by the AFA program. The shift in prioritization was based on the input of the working group and staff's determination that this was the best approach to providing more services. The scoring values for several criteria were adjusted accordingly.

Metro staff, in support of this current solicitation, emphasized staff availability to provide technical assistance and actively engaged with stakeholders. Outreach and marketing activities included:

- Monitoring the dedicated email, AccessForAll@metro.net, for direct program-related inquiries.
- Updating Metro's Access for All webpage, <https://www.metro.net/about/access-for-all/>, including information on past awards and application instructions.
- Continued collaboration with current Access Providers to learn from and develop the program's budding success.
- Circulating information to Metro's subcommittees, including the Bus Operations Subcommittee (BOS), the Local Transit Systems Subcommittee (LTSS), and the Accessibility Advisory Committee (AAC).
- Collaborating with Metro Community Relations to notify cities, Councils of Governments, and other public, non-profit, and for-profit entities within Los Angeles County.
- Providing technical assistance to applicants during the solicitation period (including multiple productive exchanges with the applicant not recommended for funding)
- Hosting a webinar for interested parties and potential applicants on March 26, 2025, and posting a recording of the webinar on Metro's Access for All webpage.

Preliminary Funding Recommendation

Four eligible applications were received by the April 21, 2025, deadline, requesting a total of $10,046,897. Metro formed a panel of internal staff and external volunteers to evaluate the proposals. The final project rankings are included in Attachment A.

Metro issued preliminary funding recommendations on May 7, 2025, for 95% of the funding ($5,562,972). The remaining 5% of available funds ($292,788) were set aside for Metro's Technical Advisory Committee (TAC) appeals process per Metro's standard practice.

As with past solicitations, Metro directly notifies the non-recommended applicants of the opportunity for the Metro TAC appeal and the availability of Metro staff to debrief and answer any applicant questions.

In the preliminary funding recommendation, staff recommended that the first-ranked project (Butterfli's Access for All Program), which requested $5.9M, be partially funded up to $5.4M. Butterfli's proposed service model will allow them to provide on-demand service similar to TNCs

across the majority of Los Angeles County to individuals with disability who require WAVs. Staff recommended that the second-ranked project (City of Whittier's People Mover), which requested $130,000, be fully funded. for the City of Whittier's People Mover will provide on-demand WAV service similar to service provided by TNCs within the City of Whittier..

Two other applicants, World Transportation Services (World Transportation) and Administrative Services Cooperative, Inc, were not initially recommended for funding. World Transportation's proposed project to provide on-demand WAV service in a portion of Los Angeles County met the minimum score required, but ranked third overall, and scored substantially lower than the two highest -ranked projects. Administrative Services Cooperative, Inc scored below the minimum threshold required and was therefore not eligible for an appeal to TAC.

Technical Advisory Committee Appeals

On June 4, 2025, TAC heard appeals from Butterfli and World Transportation. After hearing the appellants' presentations, TAC approved a motion recommending that the 5% set aside ($292,788) be awarded to World Transportation. TAC believed that World Transportation's proposed scaled-down project merited the funding allocation. Staff concur with TAC's recommendation.

Staff's updated recommendation now includes three awards: Butterfli's Access for All Program, Whittier's People Mover, and World Transportation's Access for All Program, as shown in Attachment A.

## DETERMINATION OF SAFETY IMPACT

Approval of the recommended actions will not impact the safety of Metro's customers and employees.

## FINANCIAL IMPACT

In FY 2026, $5.7 million is budgeted in Cost Center 0441 (Subsidies to Others) for the Program (Project #405508). Since these are multi-year projects, the cost center manager for 0441 (Planning - Subsidies to Others) and the Chief Planning Officer will be responsible for budgeting in future years.

Impact to Budget

Access for All Program funds will fully fund the recommended action. No other Metro funds will be required to manage, administer, and oversee the program. Access for All funds are not eligible for Metro's bus and rail operating and capital expenditures.

## EQUITY PLATFORM

The primary objective of the AFA Program is to enhance and expand WAV on-demand transportation services throughout Los Angeles County, responding to the needs of individuals with disability, specifically those requiring mobility devices. This demographic faces significant challenges in accessing suitable mobility options, and the program aims to mitigate these disparities. For example,

according to one study, people with disability make twice as many Transportation Network Company (TNC) and taxi trips as non-disabled persons per capita. Yet, per the CPUC's recent statewide report to the Legislature on the Access for All program, there remain significant disparities between WAV and non-WAV TNC services.

As an integral part of Metro's AFA Program Development, the 2021 Coordinated Plan update, and most recently, the development of the 2025 Coordinated Plan Update, staff actively engaged individuals with various types of disability and other stakeholders, including seniors, to discuss funding requirements and priorities. A recurring theme in these discussions continues to be the pressing need for increased on-demand WAV services. Currently, there is a lack of a curb-to-curb on-demand WAV transportation service, and the available funding from this opportunity will play a crucial role in meeting this demand.

The 2025 Coordinated Plan Update performed a gap analysis using zip codes, which provided information on whether current on-demand WAV services in place due to AFA funds are effectively servicing Equity Focus Communities and other locations with high concentrations of people with disability with poor access to on-demand WAV services. During this year's Access for All proposal evaluations, Metro staff prioritized projects focusing on countywide service providers and/or providers serving areas not served or underserved by current AFA-funded programs.

The cost and affordability of on-demand WAV services are also ongoing considerations. AFA Program requirements state that fares should be on par with, or less than, current TNC operators. One of the current active access providers, Butterfli, currently charges a fare of $3.00 per ride to support the sustainability of the program. However, for this upcoming year, Butterfli will reduce the fare to $2.00 per ride to support lower-income individuals and provide affordable service. The proposed fare amount is substantially lower than current TNC operators.

## VEHICLE MILES TRAVELED OUTCOME

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

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, this program and the individual projects aim to ensure the efficient and safe movement of some of the high-need and underserved individuals.

This Board item will likely increase VMT in LA County, as it includes an investment that encourages driving alone or increased vehicle travel by funding organizations that provide on-demand WAV trips for persons with disability. Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may

induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the following goal of the Vision 2028 Strategic Plan:

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

## ALTERNATIVES CONSIDERED

The Board could elect not to approve the recommended action. Staff does not recommend this alternative because, without Board approval, Metro would not fulfill its responsibilities as the Local Access Fund Administrator for Access for All Program funds. Metro could also risk losing program funding if no action is taken to use and award the program funds, as we would not be achieving the program goals. The Board could approve a partial award to the recommended applicants, using the remaining funds to fully or partially fund the non-recommended applicant. However, Metro's standard approach is to allocate funds "according to the ranking of projects to the maximum amount made available for the fiscal year" (Section VI, Access for All Solicitation, 2025). Additional factors supporting the award to the highest-scoring applicants include the limited funding available, the better readiness of the recommended proposals, and the higher potential to achieve the goals of the program.

## NEXT STEPS

With Board approval, staff will execute funding agreements with the successful applicants and will monitor project implementation.

## ATTACHMENT

Attachment A - FY 2025 Access for All Funding Award Recommendations

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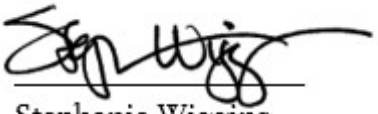

Stephanie Wiggins
Chief Executive Officer

**METRO FY25 ACCESS FOR ALL COMPETITVE SOLICITATION**
**AWARD RECOMMENDATIONS**

| RANK | ORGANIZATION | PROJECT DESCRIPTION | FUNDING REQUESTED | FUNDING AWARD RECOMMENDED | UNFUNDED AMOUNT |
|---|---|---|---|---|---|
| 1 | Butterfli Technologies, Inc. | Operating funds to provide WAV assisted transportation services. | $ 5,881,130 | $ 5,432,972 | $ 448,158 |
| 2 | City of Whittier | Introduction of on-demand WAV transit service through Circuit, Inc. to the City of Whittier community. | $ 130,000 | $ 130,000 | $ - |
| 3 | World Transportation Services | Provide on demand WAV transportation to meet the needs of persons with disability. | $ 1,418,240 | $ 292,788 | $ 1,125,452 |
| **Total** | | | | **$ 5,855,760** | |

**NOT RECOMMENDED FOR AWARD**

| RANK | ORGANIZATION | PROJECT DESCRIPTION | FUNDING REQUESTED |
|---|---|---|---|
| 4 | Administrative Services Cooperative, Inc. | Access for All Grant Program: Expand access to WAV demand-responsive transportation through capital purchase of 30 WAV. | $2,617,527 |

# Access for All Grant Program
# FY 2025 Award Recommendation

Planning and Programming Committee
July 16, 2025

Metro

File# 2025-0457

# Program Overview

- SB 1376 (2018) directed CPUC to establish a program to increase on-demand WAV availability
- A $0.10 Access Fee is collected on each TNC ride
- Local Access Fund Administrators (LAFA) distribute funds through annual competitive solicitations
- Access Providers selected through a competitive process provide WAV service
- Metro Board of Directors authorized Metro to serve as the Los Angeles County LAFA (2021)

| Funding Year (Six Cycles) | Collection Source (Calendar Year) | Funding Available (Los Angeles County) |
|---|---|---|
| *2021* | *Q3 2019 – Q2 2020* | *$5,634,699* |
| *2022* | *Q3 2020 – Q2 2021* | *$2,231,134* |
| 2023 | Q3 2021 – Q2 2022 | $1,584,814 |
| **2024** | **Q3 2022 – Q2 2023** | **$5,855,760** |
| 2025 | Q3 2023 – Q2 2024 | TBD |
| 2026 | Q3 2024 – Q2 2025 | TBD |

- First three years of funding awarded following competitive solicitation in FY 2023 & FY 2024, current funding award recommendation is year four, with two more years of funding ahead

# FY 2025 Solicitation

- $5,855,760 available for eligible projects, including 5% set aside for Technical Advisory Committee (TAC) appeals ($292,788)
- Metro released a competitive solicitation for project proposals on March 17, 2025
- Four eligible proposals received by the April 21, 2025, deadline

| ELIGIBLE PROJECTS | | |
|---|---|---|
| **ORGANIZATION** | **PROJECT DESCRIPTION** | **FUNDING REQUESTED** |
| Buterfli Technologies, Inc. | Operating funds to provide WAV assisted transportation services. | $ 5,881,130 |
| City of Whittier | Introduction of on-demand WAV transit service through Circuit, Inc. to City of Whittier community. | $ 130,000 |
| World Transportation | Provide on demand WAV transportation to meet the needs of persons with disability. | $ 1,418,240 |
| Administrative Services Cooperative, Inc. | Expand access to WAV demand-responsive transportation through capital purchase of 30 WAV. | $ 2,617,527 |

# Award Recommendation

- Preliminary funding recommendations on May 7, 2025, of the first and second ranked projects funded up to 95% cap.
- On June 4, 2025, TAC approved a motion recommending that the set aside funds be awarded to third-ranked project, World Transportation.
- Recommendation: Partial award of $5,432,972 to Butterfli Technologies, partial award of $292,788 to World Transportation, and award of $130,000 to the City of Whittier.

# Next Steps

- Execute Funding Agreement with Butterfli Technologies, Inc., the City of Whittier, and World Transportation
- Monitor project implementation
- Continue quarterly data collection and reporting to the CPUC
- Conduct solicitations in the future for the remaining funding years

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

**File #:** 2025-0475, **File Type:** Plan **Agenda Number:** 9.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: COORDINATED PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the locally developed 2025-2028 Coordinated Public Transit-Human Services Transportation Plan ("Coordinated Plan" or "Plan") for Los Angeles County (Attachment A), as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program.

## ISSUE

Metro serves as the designated recipient of FTA Section 5310 funds for the urbanized areas of Los Angeles County and is responsible for their planning, programming, and oversight. Approximately $10.5 million is received annually and awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in Los Angeles County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans.

The updated 2025-2028 Coordinated Plan under consideration, allows Metro to fulfill its role as the designated recipient of Section 5310 funds in Los Angeles County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. Upon adoption, all Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.

## BACKGROUND

In accordance with Federal transit law (49 U.S.C. § 5310) and the FTA Circular 9070.1H, the Coordinated Plan must be developed and approved through a participatory process that involves seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of seniors (age 65 and older) and individuals with disabilities, including those

who use wheelchairs (referred to as “target populations”), develop strategies to address those needs, and prioritize transportation projects and programs for implementation and funding. The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board in June 2021.

A growing share of Los Angeles County’s residents are seniors and individuals with disabilities. Many of these individuals are not effectively served by traditional fixed-route public transit. Human services transportation providers help bridge the gap by offering specialized services, such as paratransit and demand-responsive transportation, designed to meet the unique mobility needs of these populations.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest priority initiatives identified in this Plan are designed not only to improve mobility, but also to support broader regional transportation goals.

The Plan does the following:

- Outlines existing transportation services provided for target populations
- Assesses current and future transportation service gaps for target populations
- Identifies projects and programs to improve, expand, and address the gaps in services for target populations
- Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation
- Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County

## DISCUSSION

As Los Angeles County’s Section 5310 designated recipient and administrator, Metro’s Countywide Planning and Development department initiated the development of the 2025-2028 Coordinated Plan Update in September 2024. This effort entailed a comprehensive, community driven planning process to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for target populations.

The 2025-2028 Coordinated Plan is a locally developed plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Its development is anchored in demographic analysis and a comprehensive assessment of service gaps across Los Angeles County. The Plan provides a framework for addressing the region-wide mobility needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for Los Angeles County communities.

The Coordinated Plan provides an assessment of the current transportation landscape and incorporates both public transit and human services transportation. It identifies future projects and programs aimed at improving and expanding mobility options for target populations across the County. The Plan outlines a clear set of goals and objectives that ensure alignment with the identified

needs and priorities of the target populations. A key outcome of the Plan is a prioritized list of projects and programs, developed through community input, that directly address existing service gaps and unmet mobility needs.

Coordinated Plan's Goals and Objectives

Five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) are included, which were refined and finalized through the outreach and engagement process. These goals were developed in collaboration with Community Based Organizations (CBOs) through focus group meetings. The CBO engagement helped shape the Plan's purpose, identify future funding needs, and was augmented with broader community input received throughout the process. The outreach consisted of groups representative of the county's diverse geographic area, key populations, including seniors, individuals with disabilities, and those who rely on public or specialized transportation. These goals include:

- Goal 1: Fund Mobility Options - Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations
- Goal 2: Address Mobility Gaps - Improve coordination between public transportation and human services transportation to address mobility gaps, ensuring target populations have safer and more efficient transportation options
- Goal 3: Provide Support Services - Provide support services to target populations to improve access, awareness, and ease of travel
- Goal 4: Promote and Improve Information Portals - Promote, improve, and expand information portals on mobility options
- Goal 5: Enhance Performance Monitoring Systems - Enhance customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations

Priorities for Implementation

An updated prioritized list of projects and programs is included in the Plan, developed to address the mobility, safety, and efficiency of transportation options for target populations. This list is intended to address existing service gaps and unmet needs, guide Metro in evaluating applications for Section 5310 funding, and identify projects and programs that are supported by target populations.

This prioritization ensures that available resources are directed toward projects with the greatest potential impact. By aligning project selection with the Plan's priorities, Metro can enhance the effectiveness of Section 5310 investments and ensure compliance with federal requirements.

The prioritized list of project and program types is organized by rank as follows:

- Priority1:
    - Capacity and service level improvements and expansion
    - Multi-language format guides

  - Street improvement projects for access to stops and stations
  - Consolidate multi-city agency resources
  - Travel training programs
- Priority 2:
  - Vehicle and fleet expansion and replacement
  - Ongoing programs to serve same-day transportation
  - Programs to serve intercounty and multi-city trips
  - Social media to promote mobility options
  - Real-time transit information
  - Promote senior-friendly vehicle operator training
- Priority 3:
  - Ongoing dial-a-ride services
  - Fare integration among operators
  - Performance monitoring and reporting programs
  - Ongoing door-to-door or door-through-door transportation
  - Mileage reimbursement programs
- Priority 4:
  - Travel escorts and volunteer aides
  - Find-a-ride trip planner
  - Mobility management for target groups at transit centers
  - Subsidized vanpool/carshare programs
  - Subsidies and voucher-based programs

Community Engagement Process

To inform the development of the 2025-2028 Coordinated Plan, Metro conducted extensive outreach and engagement efforts to ensure the voices of seniors, individuals with disabilities, public, private, and nonprofit service providers, CBOs, and other stakeholders were incorporated into the planning process.

*Focus Group Meetings*

Metro held five focus group meetings to share insights and discuss critical transportation challenges and needs for the Plan's target populations. In total, 106 participants representing 65 agencies and organizations from across Los Angeles County participated. Spanish and American Sign Language interpretation, call-in access, and translated materials were provided to ensure event accessibility.

Key topics discussed during the focus groups included: accessibility and infrastructure; service availability and reliability; safety and security; and communications and outreach. The above topics touched on the need for improved physical infrastructure (sidewalks, pathways, bus shelters), service hours and the lack of same day on-demand service, safety on Metro buses and rail, difficulty accessing service information and the lack of wayfinding for visually impaired individuals. Additionally, focus group insights emphasized geographic disparities, and service gaps.

*Needs Assessment Surveys*

Two needs assessment surveys were conducted on existing and future transportation needs.

The public opinion survey received 267 responses and targeted seniors and individuals with disabilities. Common themes described in the survey included affordability, safety, reliability, and accessibility. The survey highlighted areas for improvement in LA County's transit and paratransit systems, regarding safety, reliability, and the challenges faced by seniors and individuals with disabilities. Positive aspects like affordability and courteous staff were noted, however, concerns and barriers to travel were emphasized. Targeted investments and educational campaigns are vital to address these unique travel challenges. The insights provide a foundation for future grant funding and planning decisions.

The Agency and Human Service Providers survey targeted transit agencies in the public, private and nonprofit sectors. In total, 62 responses were received, which mostly provided services such as door-to-door, dial-a-ride, curb-to-curb, door-through-door, and shared ride services. Many also offer supplemental services, including travel training, mobility management, referrals, and technological support (apps, booking rides, and managing services). Insights on the types of drivers used for their services, the composition of existing fleets, annual operating budgets, and future expense information was gathered. Agencies and human service providers highlighted mobility and technology barriers, such as same-day reservation/immediate needs trips for medical and essential shopping for their clients.

*Draft Plan Public Comment Period*

The Draft Plan was also circulated for a 30-day public review and comment period between April 28 and June 2, 2025. A virtual community meeting was hosted on May 21, 2025, to present the draft Plan, highlight preliminary findings, and collect public comments and feedback to shape revisions and help inform the final Plan. The meeting drew interest from a broad range of stakeholders, with over 20 different agencies and organizations across LA County registering to participate. Attendees engaged in meaningful dialogue, offering valuable feedback that contributed to Plan revisions. Spanish and American Sign Language interpretation, call-in access, and translated materials were provided to ensure event accessibility.

Additionally, the public was encouraged to provide comments by mail, email, or by leaving a voice message on a dedicated hotline, with feedback welcomed in any language to ensure broad participation. In total 21 public comments were received during the public comment period. Key themes included the need for more accessible, on-demand transportation options and improved inter-county transit, especially between Los Angeles and San Bernardino Counties. Commenters also called for infrastructure upgrades like ADA-compliant sidewalks, clearer signage, and better bus stop amenities, highlighting areas such as San Fernando Road in Glendale and the 22$^{nd}$ Street Landing in San Pedro. Additional feedback emphasized the importance of regional coordination to address mobility gaps.

The public comment period and virtual community meeting was promoted via the project's Metro website, social media, Metro Community Relations Regional Weekly Newsletters, and Metro's The

Source and El Pasajero blogs. The plan was also promoted on bus car cards installed on Metro buses throughout the County. Physical copies of the Plan were also made available at strategic locations throughout the County to allow the public to review.

*CBO Partnership*

To enhance community engagement efforts, Metro partnered with 11 CBOs to provide outreach support services including: Move LA, Service Center for Independent Life (SCIL), Advanced Healthcare Administrators, Strategic Actions for a Just Economy (SAJE), Bike LA, Streets Are For Everyone (SAFE), Public Matters, Designated Exceptional Services for Independence (DESI), the YMCA, Global Green and Long Beach Forward.

Two primary CBO partners, Move LA and the Service Center for Independent Life (SCIL), were responsible for the CBO roundtable facilitation, survey distribution and project awareness, focus group attendance and outreach, and distribution of the final plan document. The remaining CBO outreach support partners were responsible for disseminating information through social media posts and their community networks.

## DETERMINATION OF SAFETY IMPACT

Adoption of the Coordinated Plan will have no impact on the safety of Metro's customers and employees.

## FINANCIAL IMPACT

Adoption of the Coordinated Plan will have no financial impact.

Impact to Budget

Preparation of the Coordinated Plan is a required administrative activity funded by the FTA Section 5310 program administration funds. No other Metro funds will be required. The FTA Section 5310 funds are not eligible for Metro's bus and rail operating and capital expenditures.

## EQUITY PLATFORM

The 2025-2028 Coordinated Plan's planning, engagement, and prioritization process aligned with and advanced Metro's Equity Platform as it applied its core pillars, inclusive of Define and Measure, Listen and Learn, and Focus and Deliver.

Consistent with Define and Measure, the Plan used data-driven tools, including ZIP Code level demographic analysis and mapping of past Section 5310 investments, to identify areas with the greatest unmet mobility needs. These areas, including the Antelope Valley, Santa Clarita Valley, and parts of West Los Angeles, often align with Metro designated Equity Focus Communities, where concentrations of residents face mobility barriers. This analysis allowed Metro to better understand where the targeted investment of Section 5310 funds would have the most impact and supports future disparity assessments across the agency.

Through its outreach process, the Plan advanced Listen and Learn by including the voices of seniors, individuals with disabilities, and the organizations that serve them. Metro collaborated with 11 CBOs, conducted multiple focus groups, and distributed public surveys to gather meaningful feedback from stakeholders throughout the region. These efforts were designed to ensure participants felt heard, reflected, and respected, which are key principles of authentic community engagement as outlined in Metro's Equity Platform.

The Plan embodies Focus and Deliver by directing future Section 5310 investments toward projects and programs that address the most critical transportation service gaps for the region's most underserved populations. A prioritized list of project types was developed based on community input and service gap analysis to ensure that limited funding is allocated to initiatives with the greatest potential to improve mobility, safety, and independence for target populations. By aligning resources with demonstrated needs, Metro is actively working to eliminate disparities and expand access to opportunity.

By supporting these core pillars, the Coordinated Plan not only fulfills federal compliance requirements, but also supports Metro's commitment to a transparent and community-driven approach to transportation planning and investments.

## VEHICLE MILES TRAVELED OUTCOME

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

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods.

This Board item will likely increase VMT in Los Angeles County, as it includes a planning and programming action that supports on-demand, door-to-door, and other demand-responsive transportation services for seniors and individuals with disabilities, including those who use wheelchairs. These specialized transportation services often involve individualized routing and vehicle trips that may increase VMT. However, they provide critical mobility for populations who are not effectively served by fixed-route transit and fill essential transportation gaps. These services are vital for enhancing mobility, safety, and independence among some of the County's most underserved residents.

Although this item may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a suite of programs and projects within the Metro region, which individually may induce or increase VMT.

Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods. The 2025-2028 Coordinated Plan reflects Metro's responsibility to deliver programs and projects that balance the goal of reducing VMT with the necessity to provide transportation options that effectively serve all Los Angeles County residents.

*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

Adoption of the Coordinated Plan supports the following goals of the Vision 2028 Strategic Plan:

Goal 1: Provide high-quality mobility options that enable people to spend less time traveling by developing goals and strategies to address gaps in existing transportation services.

Goal 3: Enhance communities and lives through mobility and access to opportunity by prioritizing projects and programs that will improve mobility for target populations.

## ALTERNATIVES CONSIDERED

The Board could choose not to adopt the 2025-2028 Coordinated Plan. However, staff do not recommend this alternative. Failure to adopt the Plan would result in non-compliance with federal transit law requirements under the FTA Section 5310 Program, rendering Metro ineligible to receive future Section 5310 funds. It would also prevent Metro from fulfilling its responsibilities as the designated recipient of Section 5310 funds for the urbanized areas within Los Angeles County.

Adoption of the Coordinated Plan is necessary to maintain program eligibility and ensure continued investment in projects that improve mobility for seniors and individuals with disabilities throughout the County.

## NEXT STEPS

Upon Board adoption of the 2025-2028 Coordinated Plan, staff will submit the final Plan to the FTA to ensure compliance. Staff will also begin the development of the next Section 5310 funding solicitation, ensuring alignment with the priorities identified in the Plan. Staff will return to the Board in Fall 2025 to seek approval to release the upcoming Section 5310 funding opportunity.

## ATTACHMENT

Attachment A - 2025-2028 Coordinated Plan

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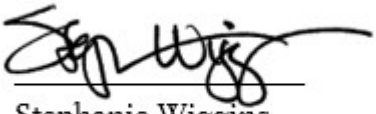

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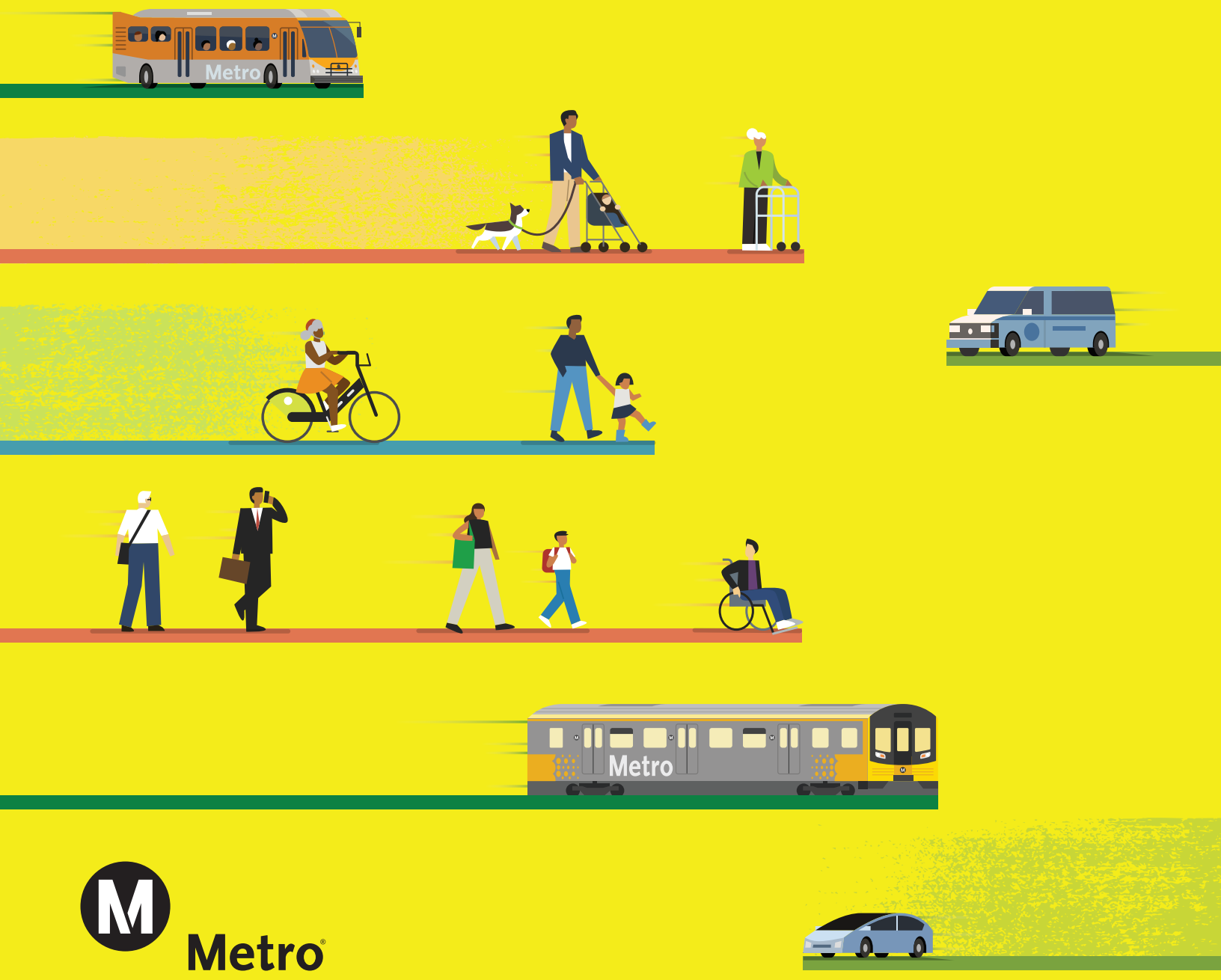
## Coordinated Public Transit - Human Services Transportation Plan

2025–2028

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# Executive Summary

## Introduction

The Los Angeles County Metropolitan Transportation Authority (Metro) 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update (herein referred to as the "Coordinated Plan" or the "Plan") serves as a framework to address the mobility needs of seniors (age 65 and older) and individuals with disabilities, including those who use wheelchairs (herein referred to as "target populations") throughout Los Angeles County (LA County). As a locally developed plan, it draws upon community-driven insights to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for target populations. By improving and expanding transportation options, the Plan promotes greater independence, social connection, and economic participation in LA County communities.

Federal transit law (49 U.S.C. §5310) and the FTA's Circular 9070.1H require that a Coordinated Plan be developed and approved through a participatory process that involves seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of target populations, to develop strategies to address those needs, and to prioritize transportation projects and programs for implementation and funding.

Metro is the designated recipient of Section 5310 funds for the urbanized areas of LA County and is responsible for the planning, programming, distribution, and overall management of these federal funds. Metro receives approximately $10.5 million annually in Section 5310 funding, which is awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in LA County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans. The updated 2025–2028 Coordinated Plan allows Metro to fulfill its role as the designated recipient of Section 5310 funds in LA County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. All Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.

The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board of Directors (Metro Board) in June 2021. This update reflects current needs, priorities, and mobility conditions, and continues to guide the distribution of Section 5310 funds. The Plan does the following:

- Outlines existing transportation services provided for target populations.
- Assesses current and future transportation service gaps for target populations.
- Identifies projects and programs to improve, expand, and address the gaps in services for target populations.
- Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation.
- Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County.

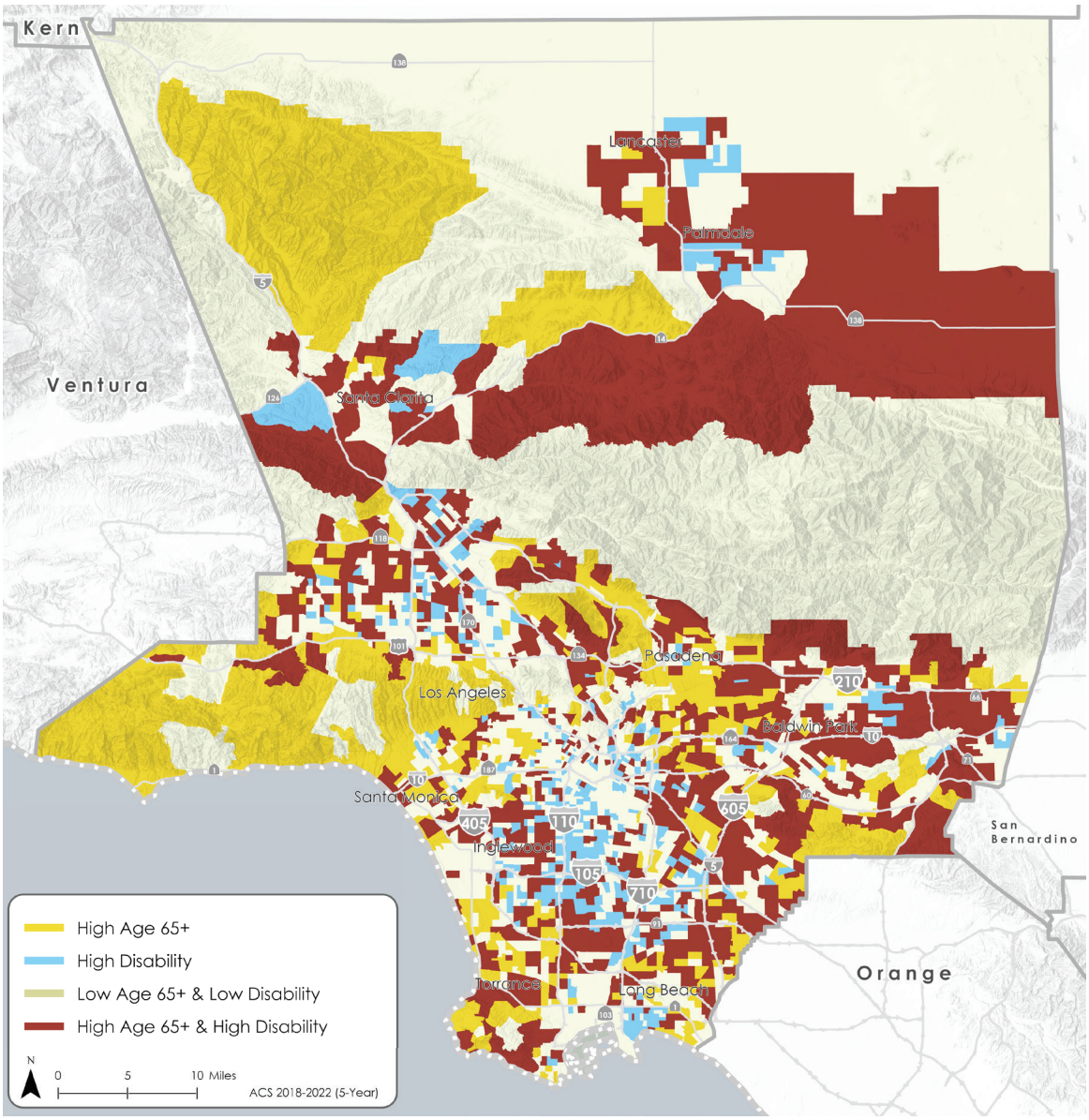
## Existing Conditions

As the most populous county in the U.S., LA County encompasses three large Urbanized Areas (UZAs) – Los Angeles/Long Beach/Anaheim, Lancaster/Palmdale, and Santa Clarita – along with significant rural and non-urbanized areas. Based on U.S. Census definitions, these classifications determine the distribution of Section 5310 funding for LA County.

In 2023, LA County had a population of approximately 9.6 million residents within its 4,058 square miles, per the U.S. Census. Section 5310 funds could help support transportation services for approximately 22% of LA County residents, or an estimated 2.13 million persons. Compared to the 2021-2024 Coordinated Plan, the senior population has increased by 13% (a total of 1.53 million persons) and individuals with disabilities have increased by eight percent (a total of 1.09 million persons). The overlap of seniors and individuals with disabilities is also concentrated throughout LA County, particularly within the Lancaster/Palmdale and Santa Clarita UZAs, as well as several cities within the Los Angeles/Long Beach/Anaheim UZA, including the City of Glendale and City of Pasadena (see Figure 1). These demographic trends underscore the critical need to address the unique mobility requirements of these growing target populations.

Within LA County, Metro and other transit providers operate over 8,700 regional and municipal buses, 820 trains, and more than 3,500 paratransit vehicles. Additionally, an estimated 400 vehicles are provided by non-profit and private human service providers for seniors and individuals with disabilities.

*Figure 1: Seniors and Individuals with Disabilities*




*Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.*

## Service Gap Assessment

The service gap assessment draws on key findings from an agency survey (public transit and human service provider survey), a public survey, five focus group meetings, existing transit service area information, and recent socio-economic and demographic data. Conclusions of the needs assessment point to where the greatest gaps in service and mobility occur for target populations in LA County.

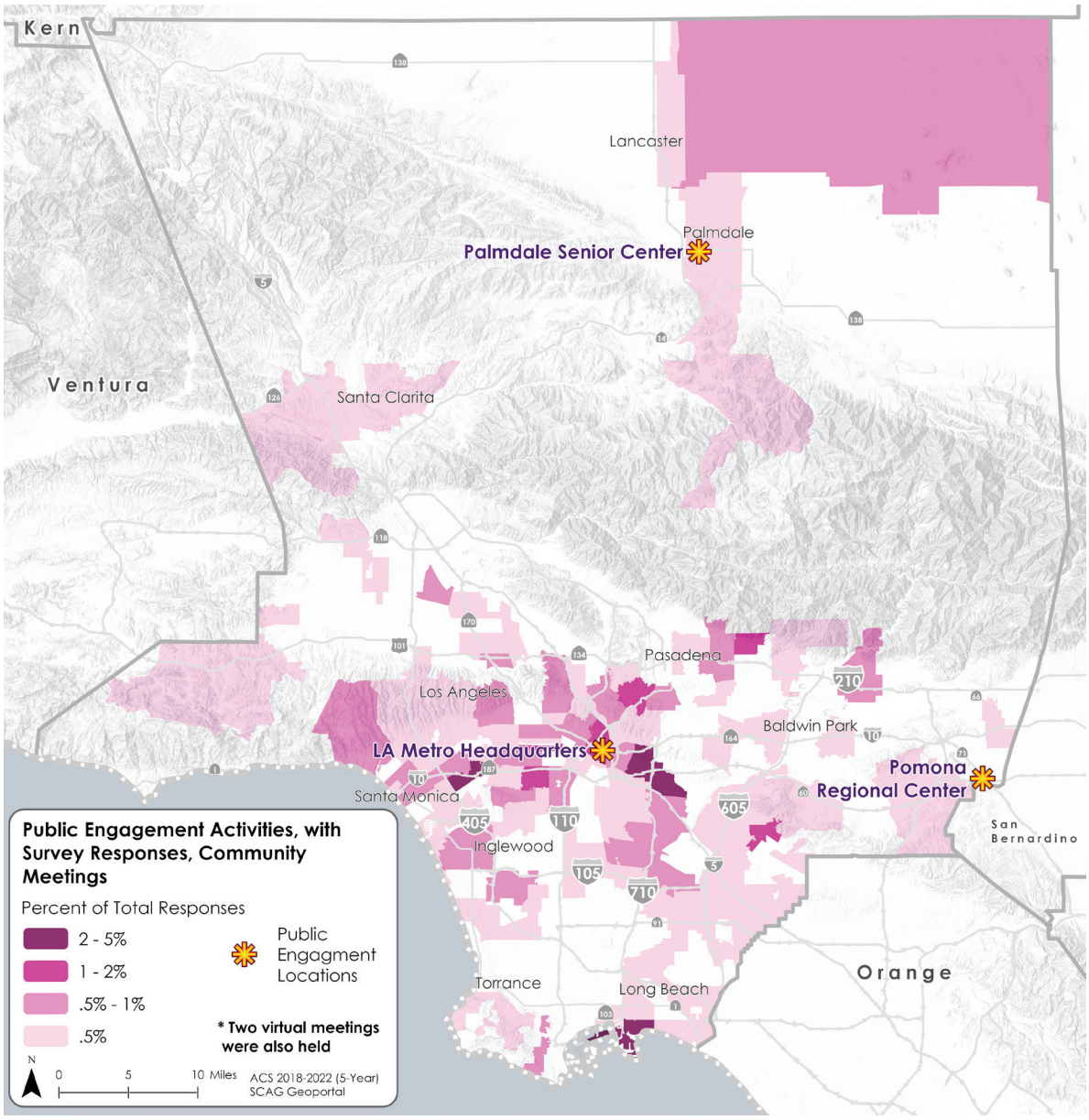
As part of the assessment's outreach efforts, Metro engaged 11 community-based organizations (CBOs) and leveraged their community networks to collect input from target populations. The CBOs were tasked to disseminate information and surveys and encourage their networks to participate in focus groups.

Five focus group meetings were held in December 2024 (two virtual, three in-person) to gather detailed insights on the transportation challenges and needs of target populations. A total of 106 participants attended, representing 65 agencies and organizations across LA County. The meetings engaged a wide audience, with virtual meetings having the highest attendance and in-person meetings providing valuable, location-specific insights. To ensure that all attendees had the opportunity to participate, accessibility was prioritized, both virtually and in-person.

In conjunction with the focus groups, a public opinion survey was distributed to approximately 5,750 seniors, individuals with disabilities, stakeholders, and service providers in LA County to gather customer and provider perspectives on existing transit and paratransit services. Key findings include strong support for infrastructure and vehicle upgrades, transit affordability, safety and security, service reliability, access to paratransit, and strategies for communication and information availability. See Figure 2 for a geographic representation of the target population's engagement activities.

Supplemental data collection was gathered through an agency survey, which was distributed to over 800 transit agencies and human service providers to assess their capital and operational needs and to gain an understanding of their current services. Key findings included widespread use of contracted, volunteer, and employee drivers; common provision of transportation subsidies; aging fleets primarily composed of large vans, cutaways, SUVs, and minivans; and concerns over budget constraints and rising costs. Agencies reported client challenges with on-demand, medical, and essential shopping trips, along with barriers related to trips outside local service boundaries, long-distance travel within LA County, limited trip planning resources, and lack of technological access.

*Figure 2: Locations of Public Opinion Survey Respondents and Focus Group Meetings*




*Source: Arellano Associates and Kittelson & Associates, 2025.*

## Service Gap Analysis

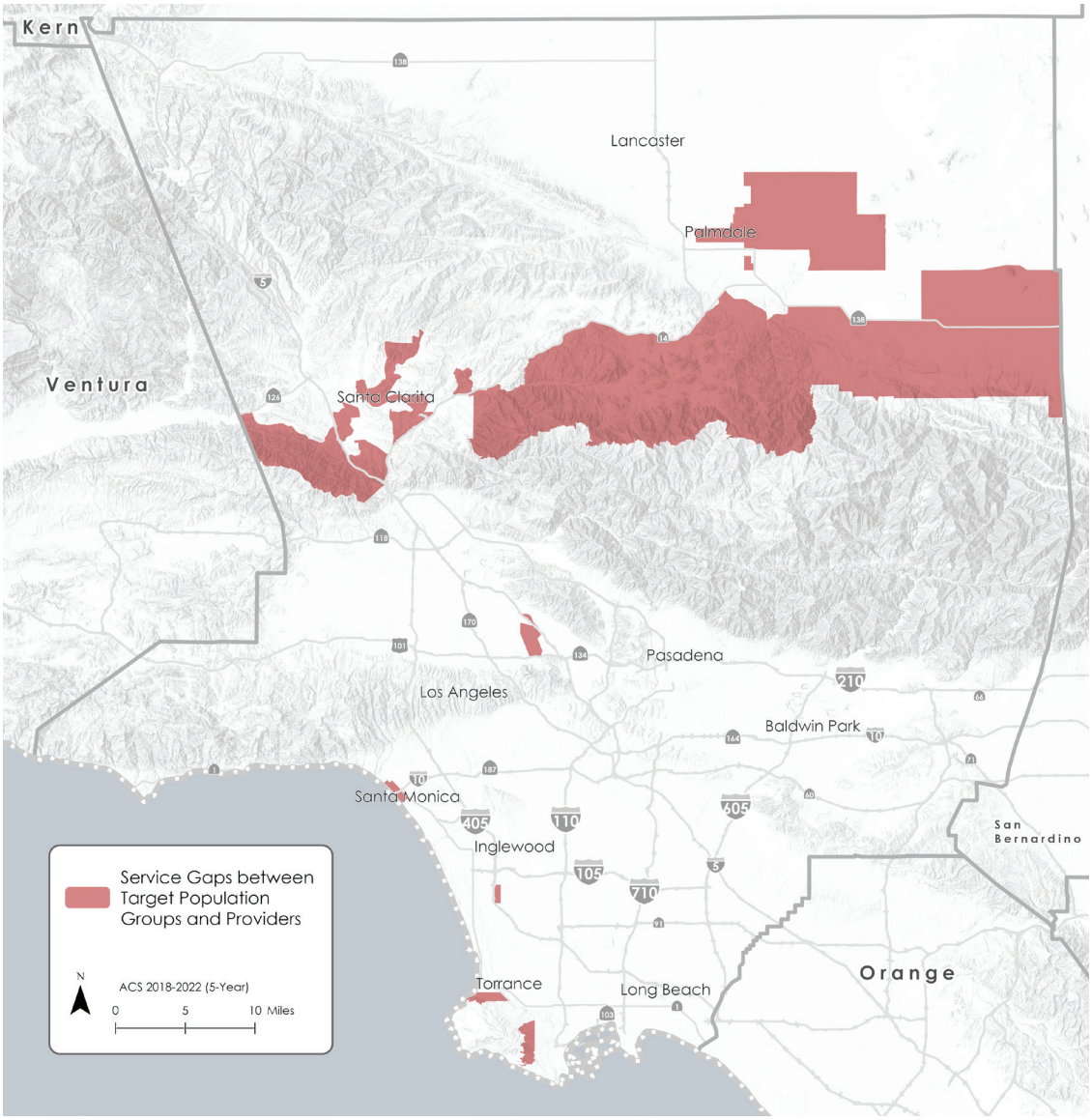
To identify areas of need for LA County target populations, two assessments were conducted. The first reviewed public transit services dedicated to seniors and individuals with disabilities, mapping the number of available services by ZIP Code in 2024. The second assessment reviewed public, non-profit, and private service providers who were recent subrecipients of Section 5310, mapping their service areas by ZIP Code to determine historical funding distribution. These service maps were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities. By comparing where target populations reside with the current distribution of services and Section 5310 funding, the analysis revealed clear service gaps across LA County (see Figure 3).

Based on the assessment, the following areas were identified as having target population service gaps:

- Antelope Valley (Lancaster/Palmdale UZA and non-UZA)
- Long Beach – South Bay Cities (Los Angeles/Long Beach/Anaheim UZA)
- San Fernando Valley (Los Angeles/Long Beach/Anaheim UZA)
- Santa Clarita Valley (Santa Clarita UZA)
- West LA (Los Angeles/Long Beach/Anaheim UZA)

The gap assessment emphasizes where investments in transportation services for target populations are most needed in LA County.

*Figure 3: Gaps in Service Areas for Target Populations*




*Source: Kittelson & Associates, January 2025.*

## Goals and Objectives

Five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were refined and finalized through the outreach engagement process. These goals were reviewed with CBOs and during focus group meetings to confirm the Plan's purpose and discuss future funding needs, and then finalized with the input received throughout this process. These groups were representative of the county's geographic coverage and key populations, including seniors, individuals with disabilities, and those who rely on public or specialized transportation. These goals include:

> **Goal 1: Fund Mobility Options** – Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.

> **Goal 2: Address Mobility Gaps** – Improve coordination between public transportation and human services transportation to address mobility gaps, ensuring target populations have safer and more efficient transportation options.

> **Goal 3: Provide Support Services** – Provide support services to target populations to improve access, awareness, and ease of travel.

> **Goal 4: Promote and Improve Information Portals** – Promote, improve, and expand information portals on mobility options.

> **Goal 5: Enhance Performance Monitoring Systems** – Enhance customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations.

## Projects and Programs

Projects eligible under Section 5310 funding will need to qualify as "Traditional" capital expenditures or "Other" capital and operating expenditures. Traditional projects are capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable or inappropriate. Other projects are capital and operating projects that exceed the Americans with Disabilities Act (ADA) minimum requirements; improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service; or provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

A list of project and program concepts was identified and categorized according to the Plan's goals and strategy framework based on input from agencies and service providers. For each concept, a description of the project type and scope, funding eligibility (Traditional or Other), examples, and sources of the concept were developed. Additionally, previously awarded Section 5310 projects were also incorporated into the concept list to provide a broader range of examples.

Following the list of project and program concepts, a subset of key projects most applicable to address the specific service gaps of each UZA was developed. For Los Angeles/ Long Beach/Anaheim UZA, projects include vehicle and fleet expansion, capacity improvements, dial-a-ride, intercounty trips, same-day services, transportation hub, one-stop shop for transit information, and ADA vehicle purchases. Potential projects within the Lancaster/Palmdale UZA include vehicle fleet expansions, capacity improvements, intercounty trips, same-day services, and street improvements. The Santa Clarita UZA projects focus on vehicle expansion, capacity improvements, intercounty trips, and same-day services.

## Priorities for Implementation

One of the key outcomes of the Plan is a prioritized list of projects and programs to address the mobility, safety, and efficiency of transportation options for target populations. The prioritized list is intended to support Metro in evaluating applications for Section 5310 funding by identifying projects and programs that are supported by target populations and that directly address existing service gaps and unmet needs.

To assess how well each project concept satisfies the goals and objectives of the Plan, two evaluation criteria were considered: 1) priorities identified by target populations and the transit agencies and service providers that serve them, and 2) the ability of the concept to address target population mobility and gaps in service. Based on the combined scores from the two evaluation criteria, the following projects and programs were identified as high priority:

> capacity and service level improvements and expansion;

> multi-language format guides;

> street improvement projects for access to stops and stations;

> consolidating multi-city agency resources;

> travel training programs;

> programs to serve intercounty and multicity trips; and,

> promote senior-friendly vehicle operator training.

Other highly ranked priorities included vehicle and fleet expansion and replacement, ongoing programs to serve same-day transportation, consolidation of multicity agency resources, social media promotion of mobility options, and real-time transit information.

The prioritization results provide a foundation for Metro's evaluation of Section 5310 funding applications. This approach ensures that selected projects effectively address the identified mobility needs of target populations while maximizing the impact of available resources. Figure 4 presents the priority list of project and program types by rank.

*Figure 4: Prioritization*

| PRIORITY RANKING | PROJECT AND PROGRAM TYPES |
|---|---|
| **Priority 1** | Capacity and service level improvements and expansion |
| | Multi-language format guides |
| | Street improvement projects for access to stops and stations |
| | Travel training programs |
| | Programs to serve intercounty and multicity trips |
| | Promote senior-friendly vehicle operator training |
| **Priority 2** | Vehicle and fleet expansion and replacement |
| | Ongoing programs to serve same-day transportation |
| | Consolidate multicity agency resources |
| | Social media to promote mobility options |
| | Real-time transit information |
| **Priority 3** | Ongoing dial-a-ride services |
| | Fare integration among operators |
| | Performance monitoring and reporting programs |
| | Subsidies and voucher-based programs |
| | Ongoing door-to-door or door-through-door transportation |
| | Mileage reimbursement programs |
| **Priority 4** | Travel escorts and volunteer aides |
| | Find-a-ride trip planner |
| | Mobility management for target groups at transit centers |
| | Subsidized vanpool/carshare programs |

*Source: Metro 2025. Note that projects are listed by score.*

## Conclusion

The 2025-2028 Coordinated Plan is a locally developed plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Its development is anchored in demographic analysis and a comprehensive assessment of service gaps across LA County. The Plan provides a framework for addressing the region-wide mobility needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for LA County communities.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest-priority initiatives identified in this Plan include projects that expand service capacity, improve access to transit stops and stations, enhance intercounty and multicity connectivity, promote senior-friendly vehicle operator training, provide travel training, and offer multi-language travel information. These investments are designed not only to improve mobility, but also to support broader regional transportation goals.

In addition to guiding local planning efforts, the 2025–2028 Coordinated Plan fulfills FTA requirements for Section 5310 funding. As the designated recipient of Section 5310 funds in LA County, Metro will conduct competitive solicitations for project proposals, prepare and submit grant applications to the FTA on behalf of eligible subrecipients, and ensure that all funded projects are aligned with the goals and priorities established in this Plan. Metro may also fulfill these responsibilities for other federal subrecipient grant programs, as applicable.

This Plan provides a strong foundation for coordinated action, empowering public and private stakeholders to collaborate on effective solutions that improve mobility, enhance quality of life, and strengthen the region's transportation network.

# Introduction

The 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update serves as a framework to address the mobility needs of seniors and individuals with disabilities, including those who use wheelchairs, throughout Los Angeles County. The Plan provides a prioritized list of projects and programs that draws upon community-driven insights and engagement activities. The chapters and key sections of the Plan are as follows:

**1 – Introduction**

- What is a Coordinated Plan?
- FTA's Section 5310 Program

**2 – Existing Conditions**

- Target population demographic trends
- Assessment of transportation services

**3 – Service Gap Assessment**

- CBOs and focus groups
- Public opinion and agency surveys
- Service gap analysis

**4 – Goals and Objectives**

- Developing goals and objectives
- Strategy framework

**5 – Projects and Programs**

- List of projects and programs
- Summary by UZA

**6 – Prioritization and Implementation**

- Methodology
- Project scoring
- Priority list

**7 – Conclusion**

## What is a Coordinated Plan?

The Los Angeles County Metropolitan Transportation Authority (Metro) 2025-2028 Coordinated Public Transit-Human Services Transportation Plan Update (herein referred to as the "Coordinated Plan" or the "Plan") serves as a framework to address the mobility needs of seniors (age 65 or older) and individuals with disabilities, including those who use wheelchairs (herein referred to as "target populations") throughout Los Angeles County (LA County). As a locally developed plan, it draws upon community-driven insights to identify strategies, initiatives, and projects that enhance the safety and efficiency of transportation options for the target populations. By improving and expanding transportation options, the Plan promotes greater independence, social connection, and economic participation in LA County communities.

Federal transit law (49 U.S.C. §5310) and the Federal Transit Administration's (FTA's) Circular 9070.1H requires that projects funded under FTA Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program be included in a Coordinated Plan. The Plan must be developed and approved through a participatory process involving seniors, individuals with disabilities, public, private, and nonprofit transportation and human services providers, and other relevant community members. The purpose of the Plan is to identify the transportation needs of target populations, to develop strategies to address these needs, and to prioritize transportation projects and programs for implementation and funding.

The 2025-2028 Coordinated Plan is an update to the 2021-2024 Coordinated Plan, which was adopted by the Metro Board in June 2021. This update reflects current needs, priorities, and mobility conditions, and continues to guide the distribution of Section 5310 funds. The Plan does the following:

- Outlines existing transportation services provided for target populations.
- Assesses current and future service gaps for target populations.
- Identifies projects and programs to improve, expand, and address the gaps in services for target populations.
- Prioritizes projects and programs based on input from target populations to promote greater independence, social connection, and economic participation.
- Allows Metro to fulfill its responsibilities as the designated recipient for Section 5310 funds in LA County.

## FTA Section 5310 Program

Metro is the designated recipient of Section 5310 funds for the urbanized areas of LA County and is responsible for the planning, programming, distribution, and overall management of these federal funds. Metro receives approximately $10.5 million annually in Section 5310 funding, which is awarded to eligible subrecipients every two to three years through a combination of formula-based allocations and competitive solicitation processes.

In accordance with federal requirements, all projects funded through the Section 5310 Program must be included in a locally developed, board adopted, Coordinated Plan. To maintain compliance and continue administering Section 5310 funds in LA County, the Plan must be updated every four years to align with the planning cycles of metropolitan transportation plans. The updated 2025–2028 Coordinated Plan allows Metro to fulfill its role as the designated recipient of Section 5310 funds in LA County and supports the continued administration, programming, and oversight of Section 5310 funded projects throughout the region. All Section 5310 funded projects are required to align with the goals and priorities established in the Plan over the next four years.

Effective November 2024, the FTA Circular 9070.1H provides updated guidance for the administration of Section 5310 assistance for seniors and individuals with disabilities. The Circular outlines requirements for projects funded with Section 5310, as well as the required elements of the Coordinated Plan incorporated throughout this document. As the designated recipient of Section 5310 formula funding in LA County, Metro has documented its policies and procedures for managing and administrating the Section 5310 Program in its Program Management Plan, which is updated with each solicitation cycle.

The Section 5310 Program supports human services transportation in LA County by funding "Traditional" eligible capital expenditures, or "Other" eligible capital and operating expenditures. Traditional projects are capital projects that are planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Other projects are capital and operating projects that i) exceed the Americans with Disabilities Act (ADA) of 1990 minimum requirements; ii) improve access to fixed-route service and decrease reliance by individuals with disabilities on ADA-complementary paratransit service; or iii) provide alternatives to public transportation that assist seniors and individuals with disabilities with transportation. A minimum of 55% of all Section 5310 funds for each apportionment year and urbanized area (UZA) must be allocated to Traditional projects before any funding can be allocated to Other projects. No more than 45% of the total funds for a given apportionment area may be used for Other projects.

Traditional projects deemed eligible under the Section 5310 program include:

> buses and vans;

> wheelchair lifts, ramps, security devices, and safety barriers;

> transit-related information technology systems, including scheduling and dispatching systems;

> mobility management programs; and,

> acquisition of transportation services under a contract, lease, or other arrangement.

Other projects deemed eligible under the Section 5310 program include:

> travel training;

> volunteer driver or mileage reimbursement programs;

> building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features;

> improving signage, or way-finding technology;

> expansion of paratransit service parameters beyond the ADA-required three-fourths mile radius;

> incremental cost of providing same day, door-to-door, or door-through-door service; and,

> purchasing vehicles to support new accessible taxis, ride-sharing and/or vanpooling programs.

These eligible activities under the Section 5310 program provide a baseline for Metro's development of an investment strategy through this Plan. They also represent the scope of project and program types that can be funded through a discretionary pass-through grant program.

In compliance with FTA guidance to "establish performance goals to define the level of performance" and to also "establish performance indicators to be used in measuring relevant outputs, service levels, and outcomes," the Plan sets forth goals and objectives to define and establish performance indicators based on the following data:

> A review of relevant documents, plans, programs, policies, regulations, and data sources that address target populations within LA County.

> Comprehensive outreach to over 5,750 individuals, engagement with 11 community-based organizations (CBOs), 800 service agencies, and other stakeholders.

> A public opinion survey and five focus group meetings to gather input from the target populations and the agencies that serve them.

> An agency survey to gather information about their existing assets, operations, and estimated number of rides provided.

> An analysis of target populations' socio-economic and demographic data.

> A list of Section 5310 eligible projects and programs received from service agencies between November 2024 and January 2025.

The performance indicators are demonstrated through a prioritization evaluation in order to fulfill obligations to FTA and ensure that the implementation of strategies results in outcomes associated with the program.

## Other Metro Funding Opportunities

Metro provides various funding programs and resources to support transportation initiatives across LA County, many of which directly benefit target populations. These programs aim to enhance public transit and dial-a-ride services, improve infrastructure, and promote innovative mobility solutions Funding resources are available to local jurisdictions, non-profits, and CBOs, helping to address a wide range of transportation needs.

A key funding source is Metro's Local Return Program, which allocates a portion of sales tax revenues directly to local jurisdictions to support essential transportation improvements. These funds help cities and unincorporated areas maintain and enhance local streets, sidewalks, and transit services. The Local Return Program ensures that communities across LA County have flexible funding to address their unique transportation needs, including safety enhancements and first-last mile connectivity improvements. Per the 2020 Long Range Transportation Plan, Metro is projected to allocate approximately $38 billion to the Local Return Program over the next 30 years, with the largest share dedicated to supporting local public transit and dial-a-ride services.

Metro also provides funding through Measure M, a half-cent sales tax approved by LA County voters in 2016, which funds transportation projects across the region. Measure M revenues support programs such as the Metro Subregional Program and the Metro Active Transportation Program, which focus on improving local streets, expanding public transit, and reducing traffic congestion. Additionally, Metro administers grant opportunities for projects that enhance transportation services.

Another funding program is the Access for All Grant Program, which expands and improves the availability of on-demand wheelchair-accessible vehicle (WAV) services across LA County. Metro supports initiatives that help on-demand transportation providers purchase WAVs, assist transit operators in launching new on-demand services, and enhance existing on-demand programs. Unlike traditional paratransit options, this program minimizes the demand for advanced scheduling and fixed routes, providing greater flexibility and independence for individuals who use mobility devices.

For those seeking additional information on funding programs and resources, visit *www.Metro.net/about/funding-resources*.

# Existing Conditions

This chapter examines existing demographics and transportation services for seniors and individuals with disabilities in LA County, focusing on changes and trends in mobility and population characteristics. This analysis uses current 2023 U.S. Census data to define key demographic characteristics and growth trends. Although LA County offers a diverse range of transportation options, including fixed-route buses, paratransit, commuter rail, human service provider transportation, and non-profit and private services, the growth in target populations continues to outpace growth within the county. This is particularly clear within the past five years, during which LA County's senior population (age 65+) increased by 13%, and individuals with disabilities increased by eight percent. With these LA County target population trends, this chapter also identifies the current transportation services they serve.

## Target Population Demographics

This section provides a demographic overview of LA County, focusing on seniors and individuals with disabilities. While acknowledging potential variations in state and local definitions, Federal Transit Law, as outlined in FTA Circular 9070.1H, defines a "senior" as an individual who is 65 years of age or older. An “individual with a disability” is defined in alignment with the ADA as an individual with a physical or mental impairment that substantially limits one or more of their major life activities, those who have a record of such an impairment, or are regarded as having such an impairment. Data for this analysis is primarily sourced from the U.S. Census Bureau's American Community Survey (ACS) 2018-2022 estimates, analyzed at the Census Tract and ZIP Code levels.

Currently, seniors comprise approximately 15.8% (1.53 million), and individuals with disabilities represent 11.4% (1.09 million) of LA County's total 9.66 million population. The Section 5310 program could help support transportation services for approximately 22% of LA County residents, or an estimated 2.13 million persons[1]. Understanding the growth trends of these target populations is essential for developing effective transportation services.

*Figure 5: LA County Target Population Characteristics*

| | ESTIMATED 2023 POPULATION | % OF POPULATION |
|---|---|---|
| **Total LA County** | **9.66 million** | **100%** |
| **Seniors** | **1.53 million** | **15.8%** |
| Age 65-74 years old | 889,000 persons | 5.4% |
| Aged 75 + years old | 637,800 persons | 6.6% |
| **Individuals with a disability** | **1.09 million** | **5.4%** |
| Under Age 18 with a disability | 82,000 persons | 0.8% |
| Age 18-65 with a disability | 517,000 persons | 5.4% |
| Aged 65 + years old | 497,000 persons | 5.2% |

*Source: U.S. Census, LA County, Estimates from ACS V2023.*

*Figure 6: LA County Population Trends*

| | SENIORS | INDIVIDUALS WITH DISABILITIES |
|---|---|---|
| 2018 Population | 1.35 million | 1.09 million |
| 2023 Population | 1.53 million | 1.09 million |
| Change from 2018 to 2023 | + 0.18 million | + 0.08 million |
| **% Change** | **+13%** | **+8%** |

*Source: U.S. Census, LA County, Estimates from ACS V2023.*

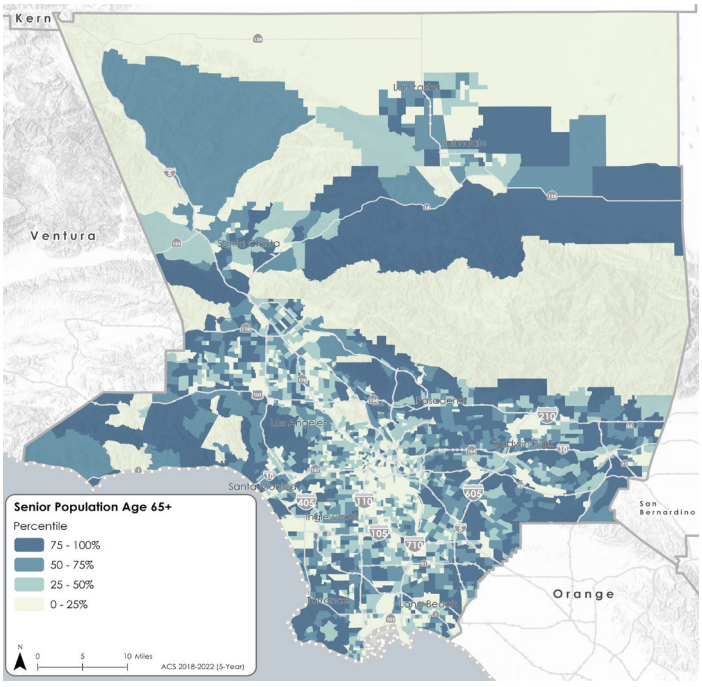
Compared to the 2021-2024 Coordinated Plan, the total number of target populations has increased. The following information is provided to help understand changes in target populations since the last 2021-2024 Coordinated Plan:

- Of LA County’s 9.66 million population, over 22% are seniors and individuals with disabilities (see Figure 5).
- The percentage of the population classified as seniors increased from 13.3% to 15.8%, an increase of about 180,000 people.
- The percentage of the population identified as individuals with disabilities in LA County increased from 9.8% to 11.4%, an increase of approximately 80,000 people.

Based on the growth trends of these target population groups, services for seniors and individuals with disabilities make up an increasingly significant share of travel demand in LA County. Addressing the mobility of target populations is crucial given that seniors and individuals with disabilities are growing at rates of 13% and 8%, respectively (see Figure 6).

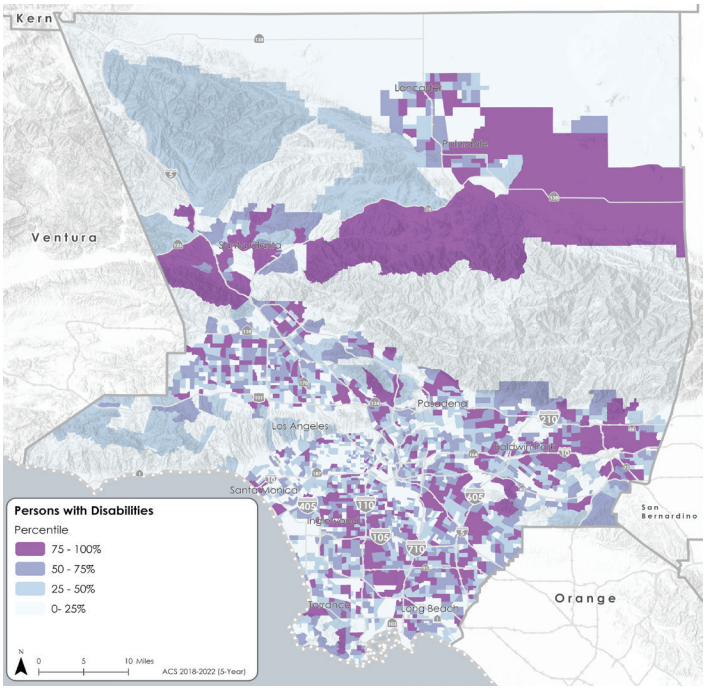
[1] *The 22% represents the total senior population (1.53 million persons) and individuals with disabilities under age 18 (82,000 persons) and age 18-65 (517,000 persons) in LA County to avoid double counting.*

*Figure 7: LA County Senior Population*




*Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.*

*Figure 8: LA County Individuals with Disabilities Population*




*Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.*

Figures 7 through 9 illustrate the geographic distribution of target populations within LA County. Figure 7 shows concentrations of seniors, Figure 8 shows concentrations of individuals with disabilities, and Figure 9 shows areas with overlapping concentrations of both groups. As shown, the highest concentrations are located in the following areas:

> throughout the Antelope Valley, including both the cities of Palmdale and Lancaster;

> within and surrounding the City of Santa Clarita;

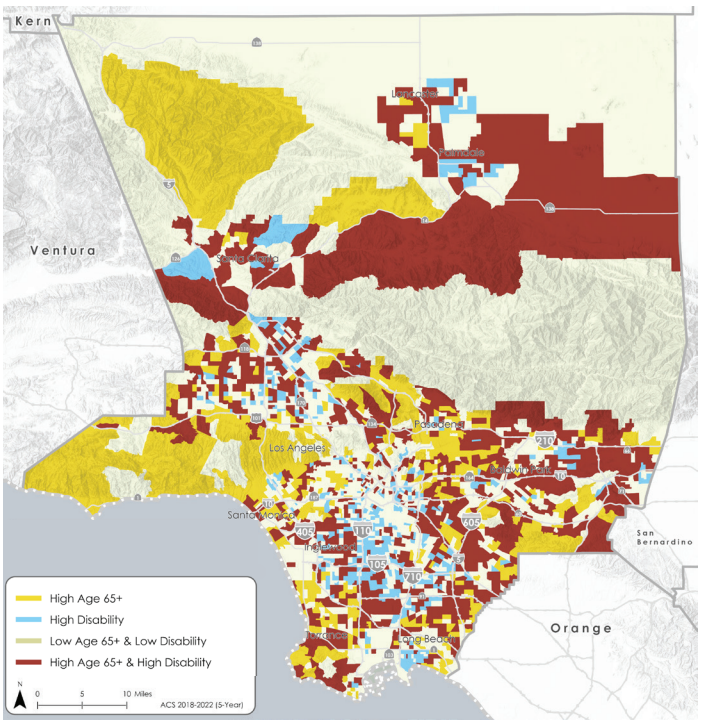
> in the northern San Fernando Valley, primarily along the SR-118 corridor;

> in the central and eastern portion of the San Gabriel Valley, particularly along the I-210 and I-10 corridors;

> throughout the Gateway Cities area; and,

> in the Long Beach – South Bay and South Los Angeles neighborhoods.

*Figure 9: Seniors and Individuals with Disabilities*




*Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.*

Given its size, approximately 40% of all LA County residents live in the City of Los Angeles (City of LA), and the highest number of seniors and individuals with a disability resided within the City of LA. Figure 10 shows the top 10 cities with the highest number of seniors and the highest number of individuals with disabilities. Most cities are repeated on the two lists, indicating that there are multiple locations with high levels of concentration of target populations. In particular, the cities of Palmdale and Lancaster (which are within the Lancaster-Palmdale UZA) and the City of Santa Clarita (which is the majority of the Santa Clarita UZA) are all ranked in the top 10 cities for the highest number of seniors and highest number of individuals with disabilities, which highlight their importance to the Coordinated Plan.

The LA County Planning Region is comprised of three large UZAs, including the Los Angeles/Long Beach/Anaheim UZA, Lancaster/Palmdale UZA, Santa Clarita UZA, and rural and non-urbanized areas (see Figure 11). FTA defines a large UZA as comprised of at least 200,000 persons; small UZAs have populations between 199,999 and 50,000, and non-urbanized areas have less than 50,000 persons. The information discussed in this section is based on the ACS 2023 estimates from the U.S. Census (ACS 5-year information from 2018-2022). The information was analyzed and illustrated at the Census Tract and ZIP Code levels, as appropriate.

With a land area of about 4,058 square miles, LA County is home to over 9.6 million people living in 88 incorporated cities as well as unincorporated areas. As the most populous county in the U.S., it is home to three large UZAs:

> The Santa Clarita UZA has an estimated population of 240,000 people.

> The Lancaster/Palmdale UZA has an estimated population of 345,000 people.

> The Los Angeles/Long Beach/Anaheim UZA has an estimated population of 9.12 million people.

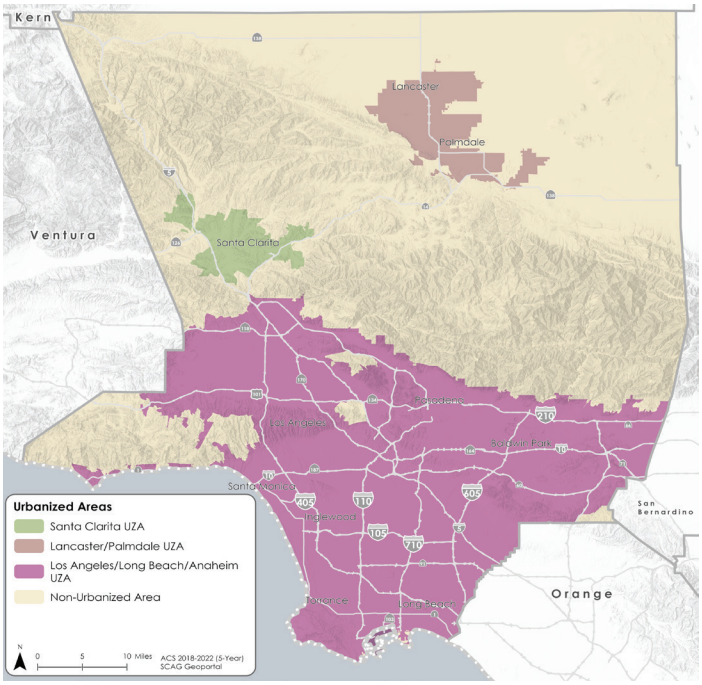
The rest of the population of LA County lives in non-urbanized, rural areas, primarily located in the North LA County Region surrounding the Lancaster/Palmdale and Santa Clarita UZAs.

*Figure 10: LA County Cities with the Highest Number of Seniors and Individuals with Disabilities*

| RANK | HIGHEST # OF SENIORS | HIGHEST # OF INDIVIDUALS WITH DISABILITIES |
|---|---|---|
| 1 | Los Angeles | Los Angeles |
| 2 | Long Beach | Long Beach |
| 3 | Glendale | Glendale |
| 4 | Santa Clarita | Santa Clarita |
| 5 | Torrance | Palmdale |
| 6 | Pasadena | Lancaster |
| 7 | Lancaster | Pomona |
| 8 | West Covina | Inglewood |
| 9 | Pomona | Torrance |
| 10 | Palmdale | Pasadena |

*Source: U.S. Census, LA County, Estimates from ACS 5-Year 2018-2022.*

*Figure 11: Urbanized Areas of the LA County Planning Region*




*Source: Southern California Association of Governments Geospatial Data.*

The following summarizes the major findings for the UZAs and rural and non-urbanized Areas of LA County:

- The largest and most populated UZA (9.12 million people), the Los Angeles/Long Beach/Anaheim UZA includes a significant number of seniors and individuals with disabilities (14% and 11%, respectively).
- Although the UZAs of Lancaster/Palmdale and Santa Clarita have lower populations (345,000 and 240,000 persons, respectively), they have higher concentrations of individuals with disabilities representing approximately 11% of the population in the Lancaster/Palmdale UZA and around ten percent in the Santa Clarita UZA.
- Rural and non-urbanized areas of LA County have about 180,000 residents, or approximately two percent of the county's total population. Of this population, around 15.9% are seniors and nine percent are people with disabilities.

The next section describes the existing transportation services in LA County that serve these growing target populations.

## Assessment of Transportation Services

Serving LA County's 9.6 million population, Metro and other LA County public transit providers' assets include 820 trains, 8,782 regional and municipal buses, and 3,538 paratransit vehicles. In addition, based on the agency survey distributed to non-profit and private human service providers, an estimated 403 vehicles are also available to seniors and individuals with disabilities.

Transportation service information from the National Transit Database (NTD) includes an asset inventory and condition assessment used by the FTA in their apportionment formulas, including that for the Section 5310 program. Figure 12 presents information from the NTD for FY22- FY23, the most recent data available, followed by a description of the various transit and transportation services offered to target populations. As the NTD only requires mandatory reporting from direct recipients or beneficiaries of Section 5307 and Section 5311 funds, additional information was obtained through an agency survey to document trips typically provided by other non-profit and private services.

*Figure 12: Overview of LA County Public Transportation Trips and Vehicle Fleets by Mode*

| LOS ANGELES COUNTY PUBLIC AND SPECIALIZED TRANSPORTATION | | | | | | |
|---|---|---|---|---|---|---|
| **MODES** | **Operator Totals** | | **Mode Level Totals** | | | |
| | **Passenger Trips** | **Vehicles in Service** | **Passenger Trips** | **% of Total** | **Vehicles in Service** | **% of Total** |
| **RAIL** | **127,542,892** | **820** | 127,542,892 | 16.6% | 820 | 6.2% |
| Metrolink (Heavy Rail) | 7,501,751 | 390 | | | | |
| Metro Rail (Heavy Rail - D and B Lines) | 52,311,872 | 116 | | | | |
| Metro Rail (Light Rail - A, C, L and E Lines) | 67,729,269 | 314 | | | | |
| **BUS – Core Regional Network** | **427,737,306** | **4,026** | 629,277,560 | 81.8% | 8,782 | 66.8% |
| Metro (Bus) | 402,489,703 | 3,091 | | | | |
| Metro (Bus Rapid Transit) | 8,268,006 | 48 | | | | |
| Commuter Bus | 2,165,798 | 281 | | | | |
| Foothill Transit | 14,813,799 | 606 | | | | |
| **BUS – Inter-Community and Community Service** | **201,540,254** | **4,756** | | | | |
| Municipal/City (Bus) 30 cities | 196,784,122 | 3,213 | | | | |
| Small operators (Bus) - 32 of 48 city programs | 551,522 | 39 | | | | |
| Metro Vanpool | 2,728,473 | 1,454 | | | | |
| LA County Bus | 1,476,137 | 50 | | | | |
| **PARATRANSIT – Regional Demand Response Services** | **6,504,350** | **1,639** | 12,452,209 | 1.6% | 3,538 | 26.9% |
| Access Services | 6,504,350 | 1,639 | | | | |
| **PARATRANSIT – Municipal Demand Response Service** | 5,947,859 | 1,899 | | | | |
| Demand Response | 5,888,396 | 1,858 | | | | |
| Small Operators (Dial-A-Ride) | 59,463 | 41 | | | | |
| **TOTAL ALL NTD REPORTED PUBLIC TRANSIT** | | | **769,272,661** | **100.0%** | **13,140** | **100.0%** |
| ***ESTIMATED OTHER – Human Service Providers** | **943,503** | 387 | *943,503* | *100.0%* | *403* | *100.0%* |
| ***ESTIMATED # of Drivers** | 1,116 | N/A | | | | |
| **ESTIMATED TOTAL FOR ALL OF LA COUNTY** | | | **770,216,164** | **100%** | **13,543** | **100%** |

*Source: National Transit Database, 2022 - 2023 Annual Agency Profile. 2022 - 2023 NTD Annual Data - Service (by Mode and Time Period) | Department of Transportation - Data Portal; 2025-2028 Agency Survey, Questions #8 and #16, January 2025.*

*Notes: * ESTIMATED OTHER and ESTIMATED # of Driver totals are based on Coordinated Plan 2025-2028 Agency Survey information. Agency/ Human Services totals exclude survey reported trips and vehicles from public transit and municipal operated services to avoid double counting.*

## Fixed-Route Transit

Metro fixed-route bus system includes bus and micro on-demand rideshare services. The Metro bus network is the primary regional fixed-route system for LA County. It covers 1,477 square miles of service and has a fleet of around 2,100 buses (Metro, 2024). As described in Metro's NextGen Bus Plan, Metro is targeting a more frequent and reliable fixed-route bus service to complement Metro Rail and municipal operator services. As of November 2024, Metro operates 119 bus routes, with 12,016 bus stops. In FY24, Metro buses had approximately 71.1 million total revenue service miles. The Metro Micro network currently covers eight zones (Watts/Compton, LA International Airport/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Eagle Rock/Glendale, Altadena/Pasadena/Sierra Madre, Northwest San Fernando Valley, and University of California, Los Angeles/Westwood/Veterans Affairs Medical Center) in LA County with a fleet of 85 vehicles. In FY24, Metro Micro had around 762,800 annual boardings, which equate to around 2.1 million annual trips and three million total revenue service miles.

There are several subregional fixed-route bus transit services throughout LA County. Foothill Transit serves San Gabriel Valley; Santa Clarita Transit serves Santa Clarita Valley; and Antelope Valley Transit Authority (AVTA) serves Antelope Valley. The Downtown Area Shuttle circulates through many communities in the City of LA, supplementing Metro fixed-transit services. Some local fixed-route bus routes operated by individual cities provide inter-jurisdictional transit between cities and communities, while others serve as intracity circulators for local residents.

## Regional ADA Complementary Paratransit

Access Services is the designated ADA complementary paratransit service provider for LA County. Established to comply with the ADA, Access Services provides shared-ride, curb-to-curb transportation for individuals with disabilities who are unable to use fixed-route public transportation (such as buses and trains) due to physical, cognitive, or other functional limitations. Access Services operates countywide, extending over 1,950 square miles, covering all areas within 3/4 of a mile of an existing fixed-route bus or rail line operated by any of LA County's public transit agencies. In FY24, Access Services reported serving 2.8 million paratransit trips to approximately 113,000 qualified paratransit riders.

## Commuter Rail Services

As of November 2024, Metro operates six rail lines that cover 109 centerline miles with a fleet of 337 Light Rail Transit cars and 100 Heavy Rail Transit subway/underground vehicles that provide service at 107 stations. In FY24, Metro rail had approximately 23.7 million total revenue rail car miles. In addition to Metro's rail, LA County also has regional commuter rail service provided by Metrolink, a heavy rail system that shares existing train tracks with freight trains and intercity rail lines. Metrolink provides intercity travel across seven rail lines between Los Angeles, Orange, Riverside, San Bernardino, and Ventura Counties. Metrolink operates the nation's third-largest commuter rail system with 546 total route miles and 67 stations. It served an average of 22,693 weekday riders in FY23.

Amtrak is a national rail provider that connects America's cities via 21,400 route miles across 46 states, Washington, D.C. and three Canadian provinces. Amtrak operates at speeds up to 150 mph, covering more than 500 destinations. In FY23, Amtrak provided 28.6 million trips nationally, of which around 2.4 million were on Amtrak's Pacific Surfliner service in California.

## Human Service Providers

Human service providers offer essential mobility options for target populations by addressing specialized transportation needs and can fill gaps in the public transportation network. Whether public, non-profit, or private providers, these programs are often flexible and vary in service design, including door-through-door transportation, subsidization of vouchers and bus passes, mileage reimbursement and volunteer driver programs, public transit travel training, transit information, and mobility management brokerages. Many of LA County's municipal and local operators provide response and on-demand service to seniors and individuals with disabilities within their service areas or within city limits. Local paratransit programs generally require lower passenger fares and eligibility criteria that are easier to meet than ADA paratransit. Based on the agency survey (which is a sample of all human service providers), over 943,000 annual passenger trips and 403 vehicles were reported to operate in 2024.

### Private Transportation

Transportation Network Companies (TNCs) such as Uber, Lyft, Butterfli, and GoGoGrandparent provide app-based rideshare trip booking for on-demand transportation as a modern alternative to taxis. These demand-response ride-hailing models give passengers an innovative way to reserve and pay for trips through a smartphone that estimates the cost of the desired trip and provides real-time vehicle mapping and arrival time estimates. These TNCs have worked on efforts in recent years to be more accommodating to customers with disabilities and riders using mobility devices.

## Mobility Management and Information Resources

211 LA offers 24/7 multilingual access to comprehensive information and a referral database via phone (dial 2-1-1), online, email, and two-way texting. As part of the 211RIDE collaborative, 211 LA assists clients in identifying suitable transportation options. The 211RIDE multi-modal trip planning tool (*www.211ride.org*) simplifies commuting across Southern California counties by providing tailored transportation solutions based on user demographics and specific needs. This platform presents various modes, including fixed-route transit, demand-response services, TNCs, and volunteer transportation, enabling users to select the most appropriate option for their mobility requirements (211, 2024).

# Service Gap Assessment

Assessing mobility needs and identifying service gaps in existing transportation options for target populations is a key component of the Plan, as it highlights the mobility constraints that exist for local communities and their economies. As a locally developed plan, these areas of need were identified through an outreach approach that included focus groups, public and agency surveys, project concept forms, demographic analysis, and a service gap assessment for LA County.

Outreach efforts were designed to engage key stakeholder groups. These groups included target populations, representatives of public, private, and non-profit transportation and human service agencies, and CBOs that serve the target populations.

Given LA County's large geographic area, outreach activities were conducted through a series of activities throughout the Plan's development to ensure representative participation from the UZAs that comprise the LA County Planning Region.

This chapter presents a service gap analysis assessing transportation options for target populations throughout LA County. To identify these areas of need for target populations, two assessments were conducted. The gap analysis highlights areas where investments in transportation services for target populations are most needed.

# Outreach Engagement Activities

To inform the Plan, Metro conducted extensive outreach activities by engaging seniors and individuals with disabilities, public, private, and nonprofit service providers, CBOs, and other stakeholders. These outreach efforts allowed for the collection of valuable input from key stakeholders through two targeted surveys (one for the public and one for agencies and service providers), five focus group meetings (two virtual and three in-person), community meetings, and a 30-day public comment period. To ensure a thorough outreach engagement process, Metro created partnerships with 11 CBOs to solicit and gather input for the Plan. The CBOs were charged with completing several supportive outreach activities, including collecting information and disseminating notifications through their established community networks.

## CBO Outreach Efforts

Consistent with Metro's CBO Database and Partnering Strategy, at the initiation of the Plan, 11 CBOs were onboarded through a CBO engagement process. CBO partners were tasked with disseminating information through their LA County networks and social media posts, distributing surveys to target population groups and providers, sending invites for focus group participation, and RSVP tracking. The CBO partners conducted targeted outreach for the focus group meetings and the agency survey. This included phone calls, emails, follow-ups, and social media posts.

Two primary CBO partners, Move LA and the Service Center for Independent Life (SCIL), were responsible for the CBO roundtable facilitation, survey distribution and project awareness, focus group attendance and outreach, and distribution of the final plan document.

Nine CBO outreach support partners were responsible for disseminating information through social media posts and their community networks, including Advanced Healthcare Administrators, Strategic Actions for a Just Economy, Bike LA, Streets Are For Everyone (SAFE), Public Matters, Designated Exceptional Services for Independence (DESI), the YMCA, Global Green, and Long Beach Forward.

## Focus Groups

To ensure that all attendees had the opportunity to participate, share their insights, and discuss critical transportation challenges and needs for target populations, accessibility was a key priority for all meetings, both virtual and in-person.

For the virtual meetings, simultaneous interpretation services were provided in Spanish and American Sign Language. A call-in number and other multi-language translations were also available if needed. A shared Word document and both verbal and chat discussions during the virtual meeting allowed participants to provide live feedback, view their contributions in real-time, and engage in written questions and answers throughout the meeting. The 'raise hand' feature enabled verbal contributions during discussions. To enhance readability, particularly for individuals with visual impairments, guiding discussion questions were displayed on-screen in large font. These measures aimed to create a collaborative and safe environment that encouraged active participation from all attendees.

In selecting meeting locations, a wide range of locations throughout LA County were considered to ensure outreach and participation were available in person for those from the edges of the county, as well as those located centrally, with higher transit access. Meeting spaces were chosen to accommodate all participants, including those using mobility devices and other special accommodations (e.g., hearing impaired, visually impaired, multilingual needs). Seating was arranged to ensure comfortable seating for everyone. Live notes were recorded in a shared Word document displayed with consistent Wi-Fi access. Refreshments were provided in accordance with ADA guidelines. These accommodations fostered an inclusive and welcoming environment conducive to full participation.

In total, 106 participants, representing 65 agencies and organizations, participated in the focus group meetings. Agencies and organizations represented included:

- Able ARTS Work
- Access LA
- Access Services
- Aging Next
- AVTA
- AVP St Mary's Church
- Butterfli Technologies, Inc.
- City of Bell
- City of Bell Gardens
- City of Burbank
- City of Calabasas
- City of Cerritos
- City of El Monte
- City of El Segundo
- City of Glendale
- City of Glendora
- City of Hawaiian Gardens
- City of Hawthorne
- City of Inglewood
- City of Long Beach
- City of Los Angeles
- City of Monrovia
- City of Monterey Park
- City of Palmdale
- City of Pasadena
- City of Santa Clarita
- City of Santa Fe Springs
- City of South Gate
- City of Whittier
- Disability Rights California
- Disabled Resources Center, Inc.
- Fast Link Downtown LA
- Harbor Regional Center
- Institute for the Redesign of Learning
- City of LA Disability Commission
- LA County Commission
- Legacy Commons
- LA County Aging and Disabilities Department
- LA Jewish Home for the Aging
- Move LA
- Neighborhood Legal Services
- Pacoima Beautiful
- Palmdale Chapter AARP #2195
- PathPoint
- PIH Health Good Samaritan Hospital
- Pomona Valley Transportation Authority
- Service Center for Independent Life (SCIL)
- Southern California Resources Services for Independent Living (SCRS-IL)
- Streets Are For Everyone (SAFE)
- The Adult Skills Center
- Ventura Transit
- Westside Pacific Villages
- White Memorial Medical Center

Input was gathered through the virtual and in-person focus groups, exploring current travel behaviors, challenges, desired programs and projects, considerations for new services, and recommendations for enhancing communication and engagement. The three in-person focus groups conducted in the City of Pomona/San Gabriel Valley (SGV), Metro Headquarters (HQ), and the City of Palmdale captured location-specific perspectives and informed targeted solutions for transit service improvements. Virtual focus groups highlighted both local and regional concerns related to transportation safety, access, infrastructure, communication, and outreach.

The following highlights key topics discussed during the five focus group meetings.

***Accessibility and Infrastructure:***

- **Physical Infrastructure:** Target populations, particularly those using walkers, wheelchairs, or other medical equipment, identified the need for sidewalks, pathways, bus shelters, benches, working public address (PA) systems, and reliable elevators. Infrastructure was cited as lacking, particularly in Palmdale (especially Sun Village and Eastside Palmdale) and certain corridors within the Metro HQ service area. Pomona/SGV participants noted missing benches and inadequate signage at stations.
- **In-Vehicle Accommodations:** Issues with aging fleets, dysfunctional equipment (ramps, temperature control, PA systems), and limited space for wheelchairs, personal belongings, and companions were reported. Metro HQ participants shared wheelchair spaces were often blocked by bikes or fold-down seats.
- **Wayfinding:** Participants described a lack of clear signage, braille, and real-time passenger information systems (especially audio and visual updates) led to navigation challenges, particularly for visually impaired individuals.

### *Service Availability and Reliability:*

> **Service Hours and Areas:** Participants cited issues with service hours (e.g., weekends, early mornings, and late nights) and limited-service areas. Palmdale (Westside) and Metro HQ participants specifically mentioned off-peak hour service gaps.

> **Connectivity and Coordination:** Participants found fragmented services occurred across county lines and between service providers (e.g., between LA and San Bernardino Counties and between Foothill Transit and Metrolink). Focus group participants described long wait times, missed transfers, and overly complicated trips.

> **On-Demand Service:** Participants cited a lack of same-day on-demand service, which limited travel flexibility.

> **Vehicle Capacity:** Comments were made related to limited wheelchair capacity on buses, causing extended wait times and missed pick-ups.

> **Access Services:** Metro HQ participants cited delays, extended trip times, high costs, and renewal process difficulties.

**Facilitated Discussion/ *Discusión Facilitada***

1. How do Seniors and Individuals with Disabilities travel today?

1. *¿Cómo viajan actualmente las personas mayores y las personas con discapacidades?*

### *Safety and Security:*

> **General Safety:** Concerns were described about safety on Metro buses and rail. Issues included insufficient lighting, lack of security presence, and poor cleanliness.

> **Operator Conduct:** Instances of bus drivers passing up riders with visible disabilities were reported in the Metro HQ focus group. Stricter enforcement, penalties, and improved operator training (including bias and sensitivity training) were noted as priorities.

> **Emergency Protocols:** Limited emergency protocols, such as non-functional PA systems and a lack of assistance during emergencies, were identified as safety risks.

### *Communication and Outreach:*

> **Information Access:** Comments reported difficulty accessing consolidated service information across providers and limited multilingual resources. Pomona/SGV participants requested a "one-stop-shop" for information.

> **Outreach Strategies:** Participants suggested diverse communication channels, including print materials at community spaces (senior centers, libraries, medical offices), digital displays at stations, YouTube, social media, and partnerships with trusted organizations (Meals on Wheels, churches, nonprofits). Palmdale participants preferred large-font mailers and phone helplines.

> **User Education:** A need for expanded travel training, user-friendly tutorials, and readily available information on services and how to use them was communicated.

> **Cost to Riders:** Participants were concerned about their budget constraints and fare increases.

### *Other Key Needs and Suggestions:*

> **Volunteer Driver Programs:** A preference for expanding mileage reimbursement incentives and including drivers at various community locations was noted in the Pomona/SGV focus group.

> **Rideshare Funding:** Participants in the Pomona/SGV focus group requested funding and support for nonprofits to coordinate rideshare services.

> **App Improvements:** Simplifying, consolidating, and streamlining apps and websites across agencies with accessible navigation features was a common theme from all focus groups.

> **Intercounty Transportation:** Improved intercounty transportation options, particularly between Kern County and Lancaster, were described.

These insights inform the strategies and initiatives for the Plan to address the transportation priorities of target populations. Based on the focus group input, major themes emphasized geographic disparities, service gaps, and lack of informational access to services.

## Needs Assessment Surveys

Two surveys were conducted to gather input from both the user perspective and the agency and service provider's perspective within the region. A public opinion survey was distributed to 5,750 individuals, including seniors, individuals with disabilities, stakeholders, and service providers. The public opinion survey allowed participants to share their experiences, preferences, and challenges related to public transit and paratransit in LA County. Separately, an agency survey was distributed to 800 transit agencies and human service providers region-wide to assess transportation service needs for the next four years (2025-2028) and gain a better understanding of current services.

In anticipation of the next Section 5310 Program funding cycle(s), a project concept form was also requested from agencies and human service providers, asking them to describe projects or programs they might be interested in applying for under Section 5310 or other funding opportunities.

## Public Comments on the Plan

The Plan was circulated for public review and comment over a 30-day period from April 28 to June 2, 2025. To encourage public input, Metro also hosted a virtual community meeting on May 21, 2025, where participants received an overview of the Plan, discussed findings, and provided feedback. Additionally, the public was encouraged to submit comments via mail, email, or a dedicated hotline.

A total of 21 public comments were received on the Plan during the 30-day period, citing key themes such as the need for more accessible, on-demand transportation and improved intercounty transit options. Commenters also emphasized the importance of ADA-compliant sidewalks, clearer signage, and enhanced bus stop amenities. Further feedback stressed the need for regional coordination to address mobility gaps.

Metro implemented a comprehensive outreach strategy using both traditional and digital methods to ensure broad public engagement. The comment period and virtual meeting were promoted through partner CBOs, Metro's website, social media platforms, Community Relations Regional Weekly Newsletters, and Metro's The Source and El Pasajero blogs. Additionally, the Plan was publicized via bus car cards installed on Metro buses, with over 5,000 bilingual announcements, reinforcing accessibility across the county.

To maximize reach, physical hard copies of the Plan were made available at key community locations and Metro Headquarters. Target population groups and public/private partners were further engaged through briefings, e-blasts, and a distributed social media toolkit, amplifying outreach efforts. The virtual public meeting provided a forum for real-time discussion, with public comments collected via website forms, email, the Project hotline, and direct input during the session.

For a summary of the feedback received on the Plan, refer to Attachment A.

## Public Opinion Survey

The public opinion survey was designed to ensure a bottom-up approach to assessing priorities, challenges, and improvements in public transit and paratransit services throughout LA County. The survey received a total of 267 responses from a varied participant group, including seniors, individuals with disabilities, stakeholders working and serving these populations, and general transit users. The resulting data provides a diverse perspective on the opinions of the target population transit and paratransit users and their associated stakeholders. Common topics described in the opinion survey included affordability, safety, reliability, and accessibility. The public opinion survey was organized into five topic areas:

> participant information (e.g., a senior, individual with a disability, etc.);

> travel characteristics and satisfaction with current services;

> transit challenges/barriers;

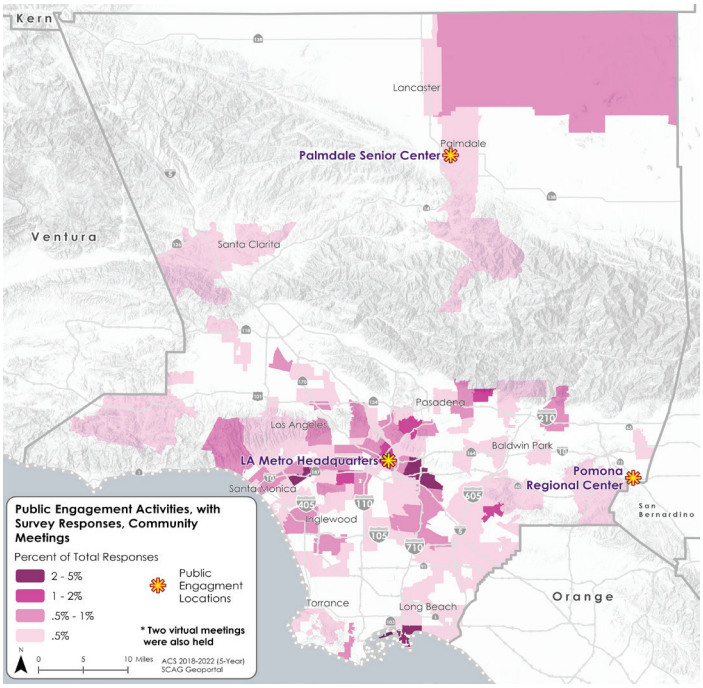
> top desired improvement projects and programs; and,

> demographic information.

Figure 13 shows the geographic distribution of the public opinion survey respondents who provided their ZIP Code information, as well as the locations where the public engagement events were hosted (Metro Headquarters, Palmdale Senior Center, and Pomona Regional Center).

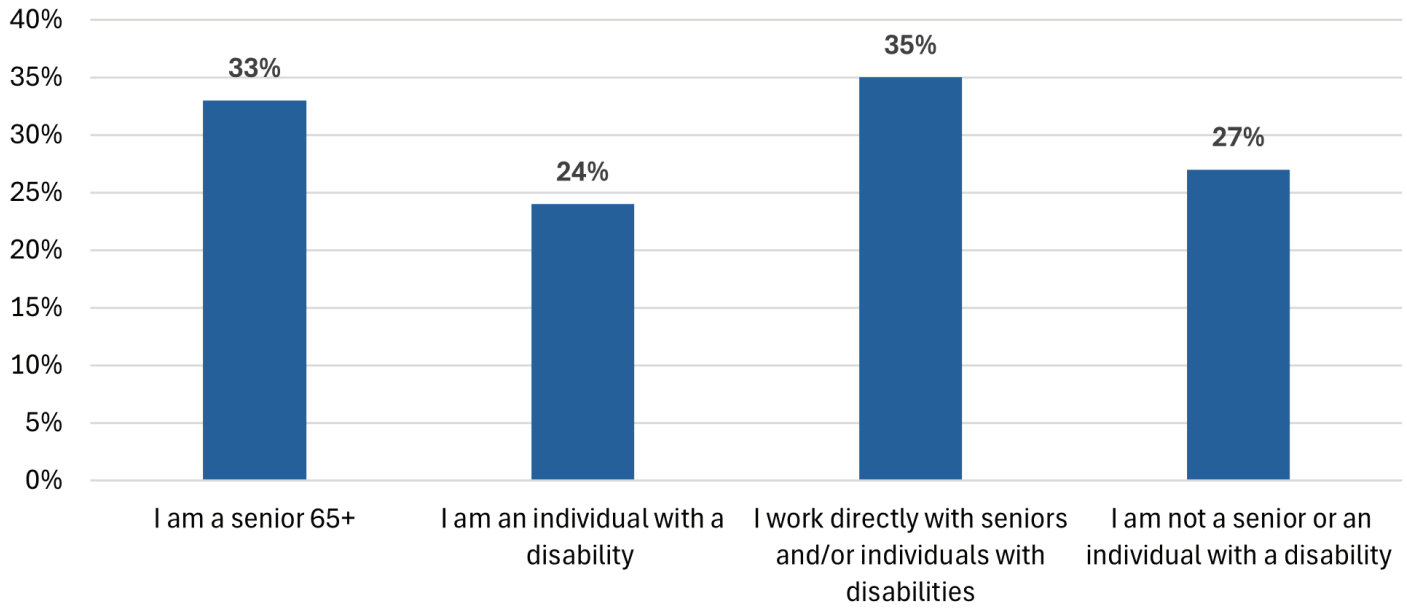
The public opinion survey captured responses from a wide range of participants, providing a representative snapshot of transit users and stakeholders. Based on the survey results, as shown in Figure 14, the majority of the respondents were seniors and individuals with disabilities (totaling 57%) or those who work directly with seniors or individuals with disabilities (35%).

*Figure 13: Locations of Survey Respondents and Public Engagement Events*




*Source: Arellano Associates and Kittelson & Associates, 2025.*

*Figure 14: Public Survey Participants*




*Source: 2025-28 Public Survey, Question #1, January 2025.*

Key Findings from the Public Opinion Survey.

> **Public Transit Affordability:** Strong support (64%) for the affordability of public transit suggests that discounted fares for seniors and people with disabilities are highly desired.

> **Safety Concerns:** A significant concern described was safety, with 48% of respondents disagreeing that "public transit provides a safe riding environment," compared to 18% who agreed with that statement. Common concerns described included inadequate station lighting, unhoused individuals exhibiting erratic behavior, and insufficient security personnel. Highlighted solutions included increased surveillance, better lighting, and enhanced transit police presence.

> **Service Reliability:** A mixed response was received regarding service reliability, with 43% neutral and 32% disagreeing with the statement "transit availability meets their needs." Highlighted solutions included investments in service frequency, timeliness, and reliability.

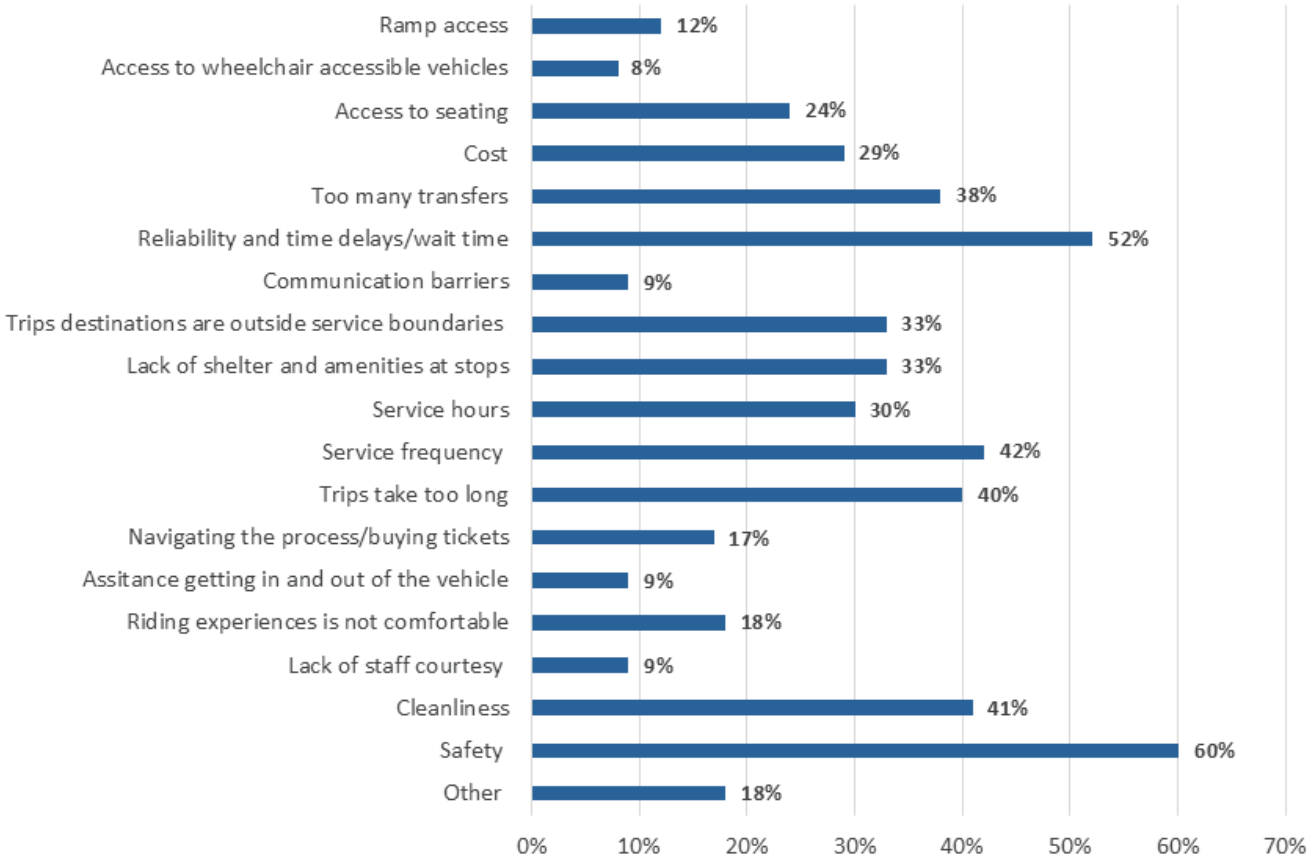
> **Paratransit Accessibility:** While 61% found paratransit "easy to use," 30% noted that it is not always available when needed. Highlighted solutions suggested a need for expanded service coverage and streamlined access.

> **Top Transportation Barriers:** The most significant challenges indicated were safety (60%), reliability and time delays (52%), and service frequency (42%) (see Figure 15).

> **Challenges Faced by Target Populations:** Specific challenges cited included difficulty securing priority seating during peak hours, inadequate wheelchair-accessible spaces, cleanliness issues at transit stops, and communication barriers (e.g., navigating systems and understanding announcements).

> **Positive Responses:** Respondents expressed appreciation for the affordability of transit, courteous staff, and the reliability and friendliness of services like Access Services.

*Figure 15: Transportation Barriers*




*Source: 2025-2028 Public Survey, Question #6, January 2025.*

The public opinion survey highlights critical areas for improvement in LA County's transit and paratransit systems, especially regarding safety, reliability, and the unique challenges faced by seniors and individuals with disabilities. While positive aspects like affordability and courteous staff were noted, significant concerns and barriers to travel were emphasized. Targeted investments and educational campaigns are vital to address these unique travel challenges. These insights provide a strong foundation for future grant funding and planning decisions.

## Agency And Human Service Providers Survey

Understanding the barriers faced by target populations, as well as the critical operational and service needs of transit and human service agencies over the next four years, is essential to identifying current and future areas of need. To support this effort, a survey was distributed in December 2024 to collect detailed information on transit operations, client demographics, and each agency's approach to services.

The agency survey was separated into five sections:

> agency/organization information;

> user/client information;

> operational information;

> capital and operating budgets; and,

> client needs.

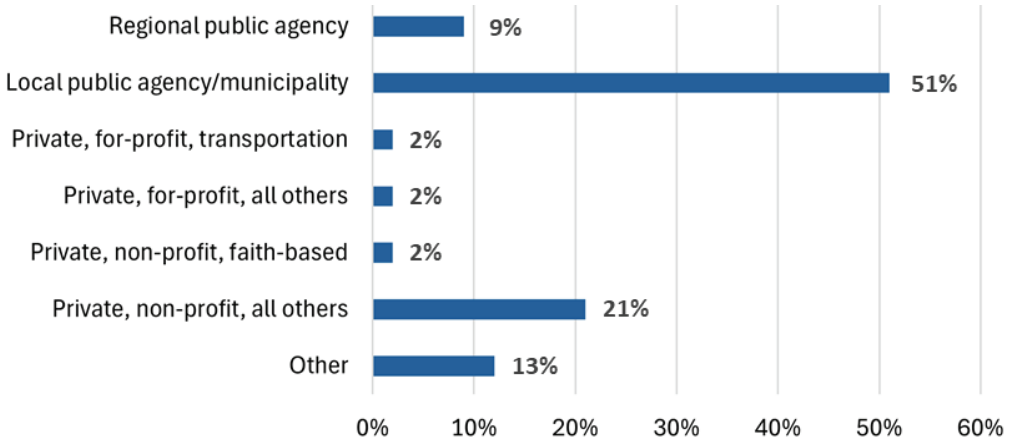
Survey questions were developed in alignment with Section 5310 funding requirements and were designed to capture information on existing and future transportation service gaps for target populations. On November 20, 2024, over 860 emails were sent to an extensive contact list of transit agencies and service providers, including public, non-profit, and other stakeholder organizations from Metro's outreach database.

Between November 21, 2024 and January 17, 2025, a total of 62 agency surveys and 21 project concept forms were received. Respondents represented a variety of agency types, with the majority share from local transit agencies/municipalities (51%), followed by non-profit providers (21%). Approximately 13% responded as "other" in the health and education industries. Most respondents indicated that they provide services such as door-to-door, dial-a-ride, curb-to-curb, door-through-door, and shared ride services. Many also offer supplemental services including travel training, mobility management, referrals, and technology support (apps, booking rides, and managing services). Figure 16 illustrates the distribution of agency and organization types who responded.

Key Findings from the agency survey:

- **Drivers and Employees:** Respondents were asked about the type of drivers they use, whether they are dedicated employees, contracted drivers, volunteers, or employees who drive in addition to other duties. Approximately half of the respondents have contracted drivers, 23% have volunteer drivers, and 15% have dedicated employee drivers.
- **Other Services Offered:** Around 90% of respondents reported they provide some level of transportation subsidy. The most common subsidies offered are transit passes, tickets, or rideshare (taxi/Uber/Lyft) vouchers. Around 15% of respondents reimburse mileage and around 3% provide gas cards or subsidized travel aides and escorts. Those who marked "Other" described: free rides on Pasadena Transit, funds directly to the customer, donations only, supplemental vouchers if Dial-A-Ride cannot accommodate, subsidized Metro and Foothill Transit Tap sales, and donated passes.
- **Existing Fleets:** Nearly 88% of respondents said they owned their vehicles, while 12% reported their vehicles were leased or rented. The majority of the respondents' fleets were made up of SUVs and minivans (up to seven passengers) (51%), followed by standard buses (22%), larger vans and cutaways (15 passengers) (14%), and then individual sedans and shuttle buses (three percent). Around 79% of respondents stated that their vehicles are ramp or lift-equipped, and only two percent stated that their vehicles are equipped to accommodate more than one or two wheelchairs. Of the total vehicles reported, around a fifth would need to be replaced within the next four years (18% of vehicles are over seven years old or have more than 200,000 miles).
- **Annual Budgets:** The size of the agencies that responded varied, with the largest regional agency being LA County Access Services ($250 million operating budget and $30 million capital budget). Local agencies and municipalities had annual operating budgets ranging from $24,000 to $125 million, with capital budgets in FY24 of $90,000 to $14 million. Private/non-profit organizations had variable operating budgets depending on the size of the organization, with the highest reported at $20 million and the lowest reported at $100,000 annually. Two private/non-profit organizations reported that their capital budgets are between $30,000 to $175,000.
- **Future Expenses:** The majority of respondents (approximately 66%) reported their expenses increased from FY23 to FY24; 29% reported no change, and only five percent reported a decrease in expenses. In addition, around a third of respondents reported they were likely to expand their programs, and a third planned to maintain their current services.

*Figure 16: Agency Characteristics*




*Source: 2025-2028 Agency Survey, Question #2, January 2025.*

When describing their clients' transportation needs, agencies and human service providers highlighted mobility and technology barriers. Below are the major mobility needs, barriers and issues cited:

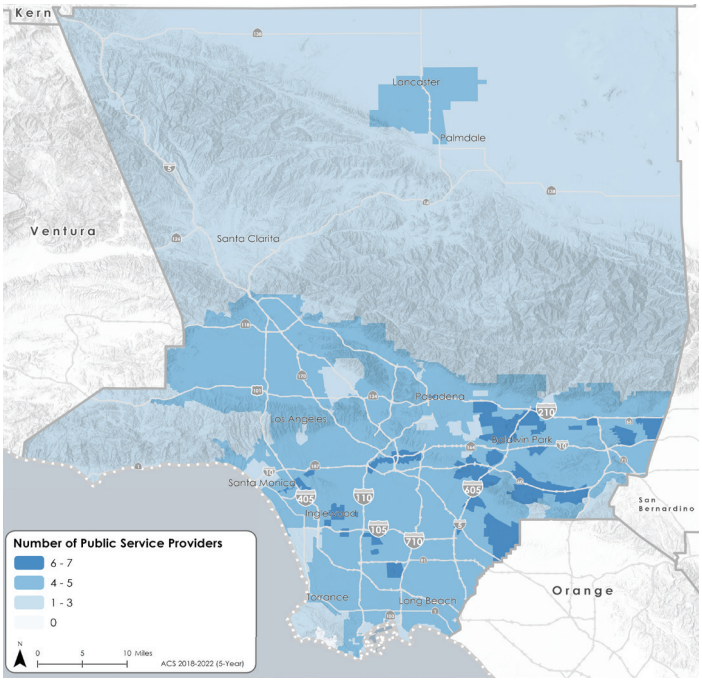
- **Most difficult types of trips:** The majority of respondents cited the most difficult types of trips as same-day reservations/immediate needs trips (on-demand) for medical trips (e.g., to a local doctor or health clinic visits) and essential shopping trips (e.g., pharmacy, groceries, etc.).
- **Most communicated barriers for access/mobility:** When asked about barriers, the most common responses were trips outside local service boundaries, long trips within LA County, and difficulty with trip planning and trip information. Other major access and mobility issues included safety, transfers between routes and systems, and accessibility in/out of the vehicle.
- **Most communicated difficulty using technology or new services:** To gain a better understanding of challenges in communicating with seniors, individuals with disabilities, most agencies and service providers stated that obtaining information and the type of device or app needed were the top challenges. Other types of difficulties include costs, how complicated it is to use, frequency of service, and travel time.
- **Barriers agencies/organizations face:** An open-ended question asked agencies to describe strategies they thought are important to address in 2025-2028. Common themes from responses included rerouting of service; expanding service into neighboring cities; vehicle replacement (autonomous and zero-emission vehicles); affordability; accommodating demand for paratransit; rising cost of service; expanding volunteer driver programs; and local agency coordination.

## Service Gap Analysis

To identify areas of need for LA County target populations, two assessments were conducted. The first reviewed public transit services dedicated to seniors and individuals with disabilities, mapping the number of available services by ZIP Code in 2024. The second assessment reviewed public, non-profit, and private service providers who were recent subrecipients of Section 5310, mapping their service areas by ZIP Code to determine historical funding distribution.

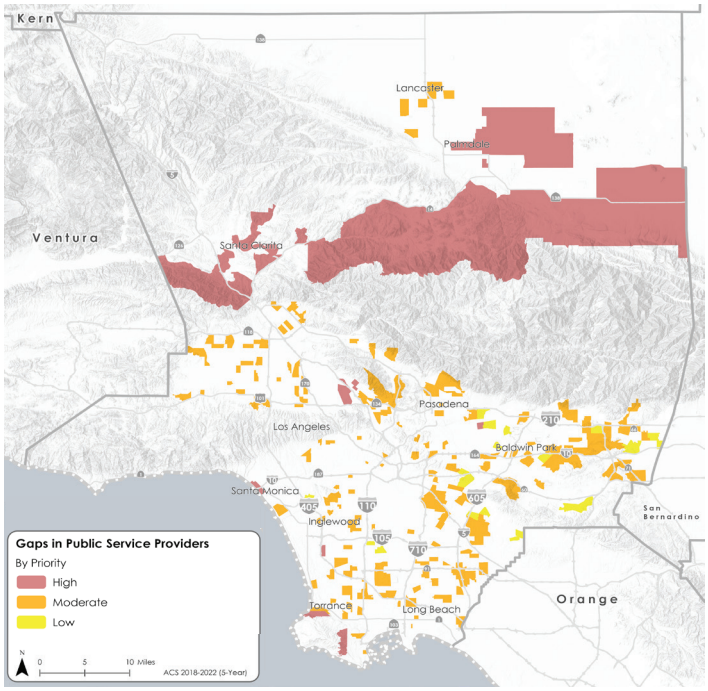
These service maps were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities that were previously assessed. By comparing where target populations reside with the current distribution of services and recent Section 5310 funding, the analysis revealed clear service gaps across LA County. The following figures and discussion provide more details with respect to this service gap assessment.

*Figure 17: Service Areas of Public Transit Service Providers for Target Populations*




*Source: Kittelson & Associates, January 2025.*

*Figure 18: Gaps in Public Transit Services for Target Populations*




*Source: Kittelson & Associates, January 2025.*

The first assessment researched and reviewed service areas within LA County that provide dedicated services for seniors and individuals with disabilities (e.g., senior shuttles, paratransit, dial-a-ride). These services were mapped at the ZIP Code level. As shown in Figure 17, most ZIP Codes within the large UZAs have at least one dedicated transportation service for target populations. However, several areas were identified with limited or no options, particularly in parts of the beach cities in the South Bay and West LA, sections of the San Fernando and San Gabriel Valleys, and small pockets within the Gateway Cities region. In contrast, some areas are served by more than five operators, including portions of the San Gabriel Valley, Gateway Cities, Downtown LA, and South Bay, reflecting more robust service coverage in these communities.

These service areas were overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities to identify the parts of LA County with the highest need for projects serving target populations. Figure 18 highlights high priority areas (shown in darker shades/brown) which indicate locations with high concentrations of target populations but low levels of available services. In contrast, low priority areas (shown in lighter shades/yellow) indicate locations where transit services are more readily available to meet the needs of target populations.

There are several high-priority areas where there are large numbers of seniors and individuals with disabilities that have limited dedicated service options. These are primarily located in the following areas:

> Antelope Valley (Palmdale and unincorporated LA County);

> Long Beach - South Bay (parts of Palos Verdes Estates);

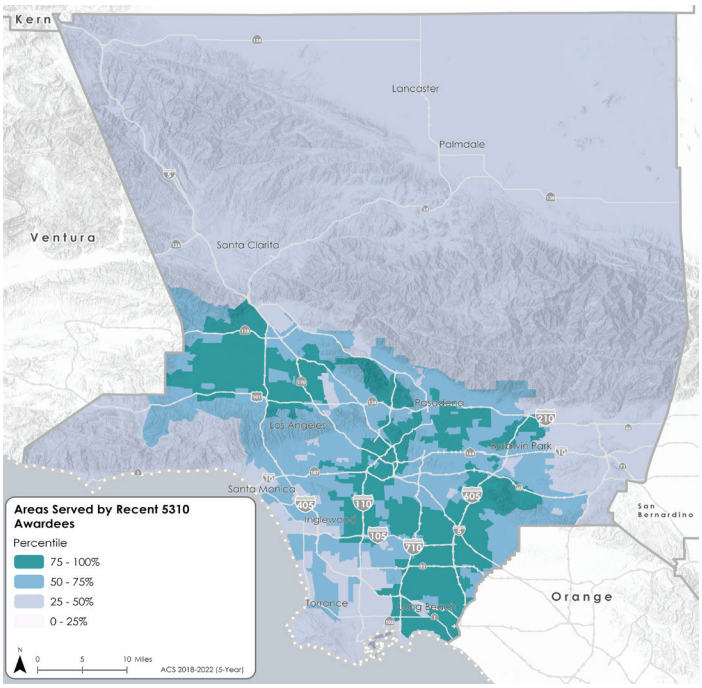
> San Fernando Valley (parts of Burbank);

> San Gabriel Valley (parts of Arcadia);

> Santa Clarita Valley (parts of Santa Clarita and unincorporated LA County); and,

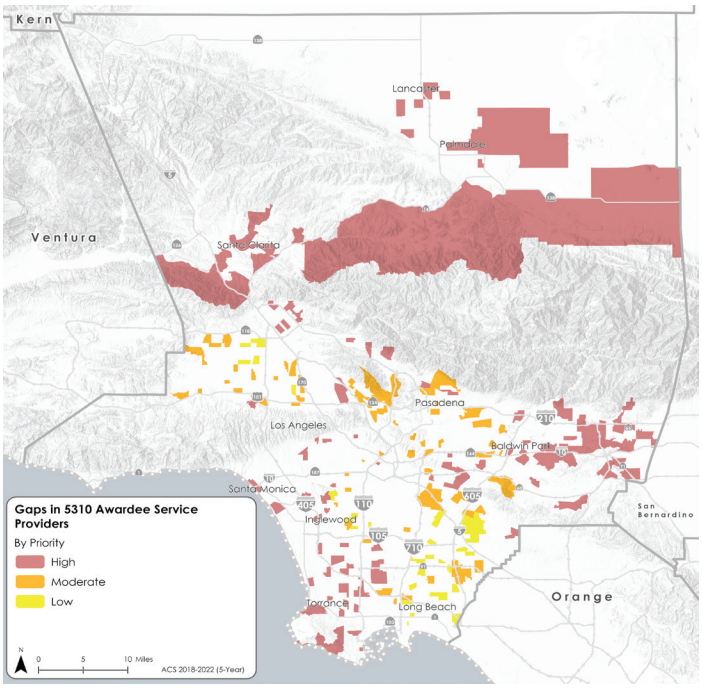
> West Los Angeles (parts of Hawthorne and Santa Monica).

*Figure 19: Service Areas of Recent 5310 Program Awardees in LA County*




*Kittelson & Associates, January 2025*

*Figure 20: Gaps in Current Funding Subrecipients for Target Populations*




*Kittelson & Associates, January 2025*

For the second assessment, the service areas of Metro's Section 5310 subrecipient agencies and organizations were mapped and assessed at the ZIP Code level to determine their coverage within LA County. Metro currently has 63 active subrecipients providing Section 5310 and other transportation related services, including both public transportation agencies and nonprofit organizations. Figure 19 illustrates the percentage of each ZIP Code served by at least one recent subrecipient.

The majority of LA County, including the three large UZAs, is served by public transit agencies and non-profit organizations that are active or recent subrecipients, indicating target populations are directly benefiting from Section 5310 and other similar funding sources. Areas with the lowest coverage (less than 25%) are primarily located in West LA, the Antelope Valley, the San Gabriel Valley, and the Long Beach and South Bay areas. In contrast, the highest levels of coverage are generally found in the San Fernando Valley, East LA, South LA, and Gateway Cities areas.

These service areas were then overlaid with the data showing areas of high concentrations of seniors and individuals with disabilities to determine the parts of LA County with the greatest need, as shown in Figure 20. High-priority areas (shown in darker shades/brown) indicate areas of high concentration of target populations that have not recently received funding.

In contrast, low priority areas (shown in lighter shades/yellow) indicate locations where funding has been allocated to support services in areas with high concentrations of target populations.

Areas with a large number of target populations that have received limited or no Section 5310 funding in the past include:

> Antelope Valley (Lancaster, Palmdale, and unincorporated LA County)

> East Los Angeles/Gateway Cities (parts of Montebello, Whittier)

> Long Beach - South Bay (parts of Carson, Compton, Gardena, Harbor City, Hawthorne, Inglewood, Lomita, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, San Pedro, Torrance)

> San Fernando Valley (parts of Burbank, Encino, Glendale, San Fernando, Sylmar, unincorporated LA County)

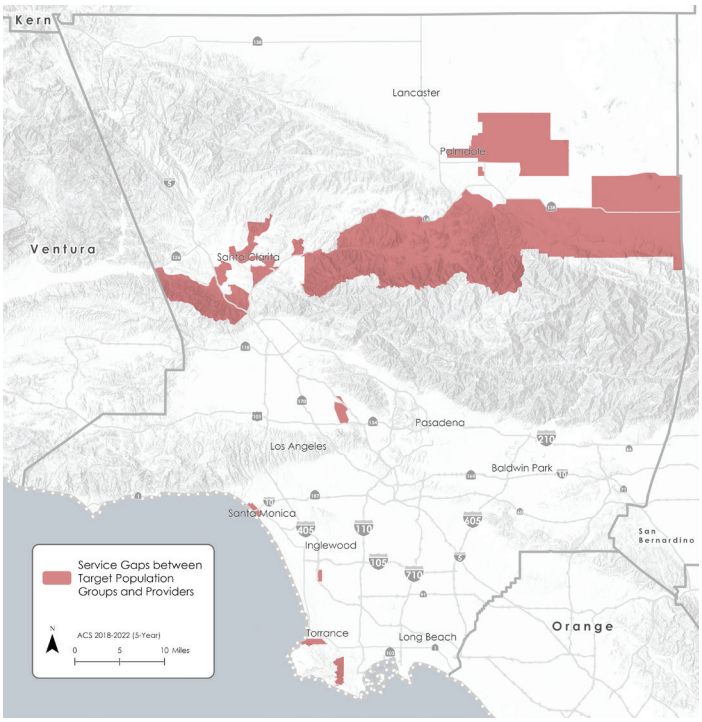
> San Gabriel Valley (parts of Altadena, Azusa, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, Glendora, La Puente, La Verne, Monterey Park, Pasadena, Pomona, Rowland Heights, San Dimas, South El Monte, Walnut, West Covina)

> Santa Clarita Valley (parts of Santa Clarita and unincorporated LA County)

> West Los Angeles (parts of Beverly Hills, Culver City, Santa Monica, West Hollywood)

The high priority areas identified through both gap assessments highlight the need to address service gaps for seniors and individuals with disabilities across LA County. By combining the results of these analyses at the ZIP Code level, a clear understanding is developed of where targeted investments are most needed. These combined findings help to identify specific areas within the Planning Region that would benefit from additional dedicated transportation services. Based on the results of the two assessment, and illustrated in Figure 21, the following are the recommended priority areas and locations for future investment.

*Figure 21: Priority Areas*




*Source: Metro, 2024; Kittelson & Associates, 2025.*

### *Antelope Valley*

> Within the Antelope Valley, there are three ZIP Codes with high-priority gaps in services. These include one ZIP Code within Palmdale (93552) and two ZIP Codes in unincorporated LA County (93510 near Acton and 93544 near Llano). These are located within the Lancaster/ Palmdale UZA.

### *Long Beach – South Bay Cities*

> Within the Long Beach – South Bay Cities planning area, two ZIP Codes have high-priority gaps in service. These are both located in the Rancho Palos Verde area (90274 and 90275). These are located within the Los Angeles/ Long Beach/Anaheim UZA.

### *San Fernando Valley*

> Within the San Fernando Valley, high-priority gaps in service are located in two ZIP Codes in Burbank (91504 and 91506). These are located within the Los Angeles/ Long Beach/Anaheim UZA.

### *Santa Clarita Valley*

> Within the Santa Clarita Valley planning area, there are eight ZIP Codes with high-priority gaps in service. These include two ZIP Codes within Santa Clarita (91321 and 91390) and six ZIP Codes in unincorporated LA County (91350 near Saugus; 91351 and 91387 near Canyon County; 91354 and 91355 near Valencia, and 91381 near Stevenson Ranch). These are located within the Santa Clarita UZA.

### *West Los Angeles*

> Within the West Los Angeles planning area, four ZIP Codes have high-priority gaps in service, all of which are located within Santa Monica (90401, 90403, 90404, and 90405). These are located within the Los Angeles/ Long Beach/Anaheim UZA.

# Goals and Objectives

The goals and objectives of the Plan guide transportation funding decisions to support the needs of target populations by aligning with the identified purpose and need for future projects. The five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were refined and finalized through the outreach engagement process. These goals were shared with CBOs and presented during focus group meetings to confirm the Plan's purpose and discuss future funding needs. Input from these sessions informed the finalization of the goals. This chapter describes the development of the goals, objectives, needs, and strategic framework for the Plan.

## Developing Goals & Objectives

To establish goals and objectives of the Plan, five goals and objectives (consistent with the previous 2021-2024 Coordinated Plan) were updated through the outreach engagement. This outreach was conducted through an extensive and thorough process including five focus groups, public opinion surveys, agency surveys, and engagement with 11 CBOs. The five goals and objectives were reviewed with CBOs and during focus group meetings to confirm the Plan's purpose and discuss future funding needs for 2025-2028.

The following describes the five goals and objectives of the Plan, and the related mobility needs they address.

### Goal 1: Fund Mobility Options

**Objective:** Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.

**Need:** With access to over 2,100 buses and nearly 109 miles of rail service, most communities in LA County are served by a regional provider such as Metro, Metrolink, and Access Services. However, for some seniors and individuals with disabilities who are unable to use fixed-route public transportation (such as buses and trains) due to physical, cognitive, or other functional limitations, transit service availability can vary widely. Agencies and other service providers shared the following challenges they face in meeting the transportation needs of their communities:

- addressing safety and security concerns;
- challenges for wheelchair users, difficulty with last-mile connectivity, and trips outside local service boundaries;
- reliability concerns such as long wait times and delays with transfers, service delays, limited off-peak service, and on-demand options;
- resource and funding challenges, especially for smaller community-based agencies;
- poorly maintained bus stops and unclean facilities;
- of the total vehicles reported by agencies, around a fifth would need to be replaced within the next four years (18% of vehicles are over seven years old or had more than 200,000 miles); and,
- overcrowding issues at bus locations used by residents of Angeles Plaza at Bunker Hill.

### Goal 2: Address Mobility Gaps

**Objective:** Improve coordination between public transit and human services to address mobility gaps, ensuring target populations have safer and more efficient transportation options.

**Need:** LA County has a significant and complex layering of transportation services for target populations at the local, subregional, and regional levels. Since regional transportation funding is allocated throughout LA County based on jurisdictional boundaries, target population services can have gaps in mobility. Trips within and between regional and local destinations can be difficult for many members of target populations.

Mobility concerns identified through the outreach process as well as the service gap analysis described the following:

- Based on the agency survey, there is a high demand for same-day response services, particularly to address medical and essential shopping (pharmacy, groceries, etc.). For these types of trips, fixed-route services typically require transfers which can be long and burdensome. With limited same-day response services available, target populations must reserve these types of trips 24-48 hours in advance.
- With travelers often needing to cross jurisdictional lines, demand does not adhere to city boundaries. This creates challenges, particularly for demand response services. Trips outside service area boundaries are a significant barrier. For example, fragmented services across county lines and between service providers – especially between LA and San Bernardino Counties and between Foothill Transit and Metrolink – can lead to long wait times for transfers and complicated trip connections.
- Safety, transfers between routes and systems, and physical accessibility into/out of vehicles were also noted as barriers.
- Difficulty in making trips during non-peak hours (including early mornings, midday, evenings, and weekends).
- Inadequate or no sidewalks, bus shelters, and lack of clear signage and real-time information were also documented difficulties.
- Through the service gap analysis, significant gaps in services to seniors and individuals with disabilities were identified in five areas: Rancho Palos Verdes, Burbank, Santa Monica, Palmdale/Antelope Valley, and Santa Clarita Valley.

## Goal 3: Provide Support Services

**Objective:** Provide support services to target populations to improve access, awareness, and ease of travel

**Need:** Currently, 15.8% of LA County residents (1.53 million persons) are aged 65 or older, while 11.4% (1.09 million persons) are identified as having disabilities. Collectively, these two groups represent a potential service population of 2.13 million, or approximately 22% of LA County's total population that could be served by Section 5310 funding. From 2018 to 2023, the senior population increased by 13% and the population of individuals with disabilities increased by eight percent. The community outreach and review of relevant documents revealed the need to provide support services to target populations to improve their travel, including:

> Expanded travel training, user-friendly tutorials, and readily available information on services and how to use them were consistently cited in the focus groups.

> Bus driver training to address instances of bus drivers passing up riders with visible disabilities was reported during focus group meetings.

> Community-based solutions (expanding volunteer driver programs, funding sources, local agency coordination) were also cited as needs during focus groups.

## Goal 4: Promote and Improve Information Portals

**Objective:** Promote, improve, and expand information portals on mobility options.

**Need:** A consistent barrier in traveling is the target population's ability to understand and navigate their transportation options. Service providers cited frequently asked questions from their customers including: what types of travel options are available; do I need to transfer; how long will the trip take; how much will it cost; and is it safe?

Based on outreach efforts, the following informational barriers were identified:

> Lack of clear signage, braille, and real-time passenger information systems (especially audio and visual updates) create navigation challenges, particularly for visually impaired individuals.

> There is a need for effective communication strategies including traditional methods, digital strategies, and partnerships with trusted community organizations.

> Customers cited difficulty accessing consolidated service information across providers.

> Limited multilingual resources were noted as an informational barrier.

### Goal 5: Enhance Performance Monitoring Systems

**Objective:** Provide customer feedback and accountable performance monitoring to ensure benefits are directly received by target populations.

**Need:** To ensure transportation services effectively and efficiently operate to address the mobility needs of target populations, robust accountability and performance monitoring programs should be employed. These programs should track key metrics (key performance indicators or KPIs) and outcomes to demonstrate the impact of transportation services on target populations and optimize resource allocation for maximum benefit.

A standardized system or guidance for performance measurement and reporting is currently lacking for smaller municipalities and non-profit organizations. This deficiency prevents consistent data collection and analysis, hindering their ability to effectively demonstrate accountability and measure performance. The absence of a structured approach, such as annual reporting and KPI tracking, limits the ability of these entities to systematically track progress and identify areas for improvement. Customers cited the following performance concerns:

> Instances of bus drivers passing up riders with visible disabilities highlight the need for improved operator training (e.g., bias and sensitivity training).

> Concerns about safety on Metro buses and rail included insufficient lighting, lack of security presence, and poor cleanliness.

## Goals and Strategies for the Plan

Based on input received throughout the outreach effort, the following strategies have been identified to address effective travel for LA County's target populations. Figure 22 presents the 2025-2028 Plan goals and a framework of strategies.

*Figure 22: Goals and Strategies*

### Goal 1: Fund Mobility Options

Sustain, fund, and continue to expand public, private, and other transportation services in LA County to enhance safety, efficiency, independence, and economic participation for target populations.

| STRATEGIES |
|---|
| **1.1 Strategy**: Fund effective travel options such as Access Services, microtransit/vanpool, dial-a-ride, and other travel assistance services that directly serve target populations. |
| **1.2 Strategy**: Fund high-priority projects and activities that address service gaps identified in the Plan. |
| **1.3 Strategy**: Develop safety improvements at stops and safety measures during trips for the target populations. |
| **1.4 Strategy**: Fund local municipality-based service improvements such as vehicle replacement and fleet expansion, as well as service area expansions to address capacity and service level issues for target populations. |
| **1.5 Strategy:** Upgrade vehicles to become more accessible for wheelchairs and encourage private sector taxi and TNCs to operate more accessible vehicles. |

### Goal 2: Address Mobility Gaps

Improve coordination between public transit and human services to address mobility gaps, ensuring target populations have safer and more efficient transportation options.

| STRATEGIES |
|---|
| **2.1 Strategy**: Expand and support programs to encourage coordination of paratransit and municipal transportation services. |
| **2.2 Strategy**: Provide more transit and paratransit services in areas with service gaps for UZAs and rural/non-urbanized areas. |
| **2.3 Strategy:** Provide on-demand transportation services for target population same-day travel such as medical, essential shopping, and off-peak trips. |
| **2.4 Strategy:** Enhance safety and reduce barriers to take transit for target populations by improving sidewalks, crossings, bikeways, and other roadway features. |
| **2.5 Strategy:** Increase span of service hours recognizing off-peak service demands such as early morning, midday, late night, and weekend. |
| **2.6 Strategy:** Improve transfers to connect to other counties and the Rural/Non-Urbanized areas within LA County. |

### Goal 3: Provide Support Services

Provide support services to target populations to improve access, awareness, and ease of travel.

| STRATEGIES |
|---|
| **3.1 Strategy**: Increase resources for travel training and related rider campaigns to promote transit use for target populations. |
| **3.2 Strategy**: Support volunteer driver and mileage reimbursement programs for difficult-to-serve trips for target populations. |
| **3.3 Strategy:** Support travel options that could be more cost-efficient/cost-effective for target populations (e.g., microtransit/vanpool, TNCs, taxis, volunteer driver, and mileage reimbursement programs). |
| **3.4 Strategy:** Expand support services to meet the immediate transportation needs of target populations. |

### Goal 4: Promote and Improve Information Portals

Promote, improve, and expand information portals on mobility options.

| STRATEGIES |
| --- |
| **4.1 Strategy**: Increase the use of social media, digital strategies, and community organizations to promote transit and other travel options to the target populations. |
| **4.2 Strategy**: Provide comprehensive travel information from a single resource to lessen target population confusion. |
| **4.3 Strategy:** Support local and coordinated regional transportation services by providing real-time information. |
| **4.4 Strategy:** Provide clear and comprehensive signage and noticing at bus stops and rail stations including audio and visual arrival updates. |
| **4.5 Strategy:** Ensure that information is available in multiple languages and provided in formats that accommodate individuals with disabilities. |

### Goal 5: Enhance Performance Monitoring Systems

Provide customer feedback and accountable performance monitoring to ensure that benefits are directly received by target populations.

| STRATEGIES |
| --- |
| **5.1 Strategy**: Establish performance monitoring and reporting for target populations' travel programs and projects. |
| **5.2 Strategy**: Adopt policies and programs that can be standardized and applicable to municipal and other service providers. |
| **5.3 Strategy:** Develop key performance indicators (KPIs) for various service modes (e.g., metrics for on-time performance, timely transfers, safety improvements, and cleanliness standards). |

# Projects and Programs

Project and program concepts were developed in alignment with each goal and objective of the Plan. This chapter provides an overview of the types of projects and programs identified, outlines their eligibility under the Section 5310 funding program, and provides example projects that may be considered for future funding applications in the next funding cycle. The list of projects and programs is informed by input received during the outreach engagement process, including feedback from project concept forms submitted by service agencies. To ensure a comprehensive representation of potential types of projects and programs, previously awarded Section 5310 projects were also incorporated into the concept list.

## Projects and Programs

To understand the scope of projects and programs for the Plan, project concept forms were distributed to approximately 800 agency contacts and human service providers in LA County. The submission period for these forms took place from November 20, 2024 to January 17, 2025, resulting in 21 completed and submitted forms. To ensure a comprehensive understanding of projects and programs for the next grant offering, previously awarded Section 5310 projects and programs were also considered.

Concepts were identified and categorized according to the Plan's goals and objectives framework. For each concept, information was compiled regarding the type of project, a description of the project, type of funding eligibility (Traditional or Other), example projects, and the cited source of the concept. This list of projects and programs was based on input received from Metro, agencies, stakeholders, and the public, gathered from the project concept forms. Additionally, previously awarded Section 5310 projects were also incorporated into the concept list to provide a broader range of examples. Figure 23 provides a summary of the project concepts, including descriptions, types, examples, and sources.

*Figure 23: Project and Program Concepts*

**Goal 1: Fully Fund Mobility Options**

| PROJECT TYPE | PROJECT DESCRIPTION | SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER) | EXAMPLE | PROJECT SOURCE |
|---|---|---|---|---|
| A. Vehicle upgrades and fleet expansion | Acquisition of rolling stock (e.g., buses, vans, minivans); upgrades to existing fleet (e.g., lifts, ramps, security devices, safety barriers); acquisition of transportation services under a contract, lease, or other arrangement | Traditional | Vehicle upgrades; acquisition of shuttles with wheelchair lifts | Project concept form |
| B. Capacity and service level improvements and expansion | Acquisition of rolling stock for increased service levels; procurement of internal systems, equipment, or passenger facilities to allow enhanced capacity, frequency, and/or service levels; new or expanded dial-a-ride, same-day, door-to-door, or door-through-door service | Traditional and Other | Expanding fleets to provide connections to more cities and/or increase operational service hours; in-house technology system; new or extended routes to serve previously underserved or unserved areas | Project concept form |
| C. Dial-a-ride services | Procurement of internal systems; operating assistance; staffing resources | Other | Fund operating assistance for dial-a-ride programs | Project concept form |
| D. Door-to-door or door-through-door transportation | Procurement of internal systems; operating assistance; staffing resources | Other | Fund operating assistance for door-to-door or door-through-door services | Focus groups |
| E. Subsidized vanpool/carshare programs | Procurement of internal systems; operating assistance; staffing resources | Other | Expand and promote vanpool and carshare services | Project concept form |

### Goal 2: Address Mobility Gaps

| PROJECT TYPE | PROJECT DESCRIPTION | SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER) | EXAMPLE | PROJECT SOURCE |
|---|---|---|---|---|
| F. Programs to serve intercounty and multicity trips | Provision of services between multiple jurisdictions within LA County; provision of connections to locations outside LA County | Other | Coordination of service hours between LA County and San Bernardino County; provide multi-jurisdictional shuttle to access regional fixed-route services such as Metro, Foothill Transit, and Metrolink | Focus group and gap area analysis |
| G. Programs to serve same-day trips (e.g., dial-a-ride, taxi, TNCs) | Provision of on-demand services for critical travel such as staffing resources; internal systems | Other | Provide on-demand staff to assist with same day trips | Focus group |
| H. Consolidate multicity agency resources | Establish resource consolidating for staff and internal systems to optimize scheduling and enhance service frequency | Other | Staffing costs for shuttle services shared among multiple agencies/cities | Focus group |
| I. Fare integration among operators | Study of consistent fare structure and payment methods; internal systems; staffing resources | Other | Assess viability of using universal payment for target population travel | Public survey |

### Goal 3: Provide Support Services

| PROJECT TYPE | PROJECT DESCRIPTION | SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER) | EXAMPLE | PROJECT SOURCE |
|---|---|---|---|---|
| J. Travel training programs | Establish programs to educate target populations on travel options, fares and reimbursement processes; internal systems; staffing resources | Other | Expand the On the Move Riders program to enhance efforts for target populations that do not qualify for Access Services<br>Develop a community-based training program, led by older adults and individuals with disabilities | Community input (ADTN) |
| K. Mileage reimbursement programs | Establish programs to provide direct payment for miles traveled by personal vehicles for trips that cannot be served by transportation options; internal systems; staffing resources; funds for distribution | Other | Creating a travel bank for reimbursement of personal vehicle trips | Focus group |
| L. Expand trips assisted by paid travel escorts and volunteer aides | Establish programs to provide trips assisted by paid travel escorts and volunteer aides | Other | Expanding volunteer driving to community's non-profits and civic entities<br>Program to assist eligible individuals on how to make essential trips<br>Educational and training program for trip assistance | Project concept form |
| M. Street improvement projects to access stops and stations | Roadway projects to improve safety and access to fixed-route transit | Other | Paving sidewalks, safety features, and ADA ramps at transit bus and rail stops near key destinations; ADA improvements at bus stops | Focus group, public survey, and project concept form |
| N. Subsidies and voucher-based programs | Programs to provide subsidized travel options; internal systems; staffing resources; funds for distribution | Other | Develop and implement new approaches to market and enroll target populations in free fare and reduced fare programs | Community input (ADTN) |

### Goal 4: Promote and Improve Information Portals

| PROJECT TYPE | PROJECT DESCRIPTION | SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER) | EXAMPLE | PROJECT SOURCE |
|---|---|---|---|---|
| O. Find-a-ride trip planner | Purchasing software and systems to facilitate real-time transportation information for target populations; technology systems | Traditional (mobility management) | Scheduling and dispatching systems such as a 1-800 number for trip making<br>A comprehensive website with current information that could be accessed by staff and customers | Project concept form |
| P. Social media to promote mobility options | Developing information to share through social media (e.g., Facebook, NextDoor) regarding mobility services | Other | Diverse communication channels, including social media for outreach | Focus group |
| Q. Real-time transit informtion | Provision of real-time transit arrival and departure information (at transit stop or through web portal); internal systems; equipment | Other | Installing visual and audio noticing and signage with real-time information | Focus group |
| R. Multi-language format guides | Developing and publishing mobility service information in English and non-English languages | Other | Publishing and distributing multi-language travel guides | Focus group |
| S. Integration of mobility management services for target populations into transit centers | Planning, evaluation and/or establishment of mobility management facilities (e.g., information kiosks) and related staffing | Traditional (mobility management) | Creating a "one-stop-shop" for transportation information for target populations | Focus group |

### Goal 5: Enhance Performance Monitoring Systems

| PROJECT TYPE | PROJECT DESCRIPTION | SECTION 5310 ELIGIBLE (TRADITIONAL OR OTHER) | EXAMPLE | PROJECT SOURCE |
|---|---|---|---|---|
| T. Performance monitoring and reporting programs | Administer and report systemwide performance indicators, internal systems; staffing resources | Other | Collecting data on ridership levels and key performance indicators | Focus group |
| U. Promote senior-friendly coach operator training | Developing, implementing and/or publicizing training for operators to improve relations and safety | Other | Enrolling vehicle operators into target population training programs | Focus group |

*Source: 2024 Focus Groups and Public Survey; 2024-2025 Coordinated Plan Agency Survey and Project Concepts Forms; and FTA Section 5310 Award Recommendations (FY23).*

## Summary of Projects and Programs by UZA

The projects and programs concepts presented in Figure 23 represent a comprehensive list of activities that would be eligible for future Section 5310 funding. Although these projects are applicable for public, non-profit, and private service providers throughout the Planning Region, some may be more beneficial for specific areas within each of the three UZAs. The following section identifies a subset of key activities that would be most applicable to address the high-priority gaps of each UZA and to address feedback received through the outreach activities.

### *Los Angeles/Long Beach/Anaheim UZA*

> High-priority gaps in services were identified within Santa Monica, Burbank and the Rancho Palos Verdes areas. The City of Santa Monica is looking to establish a pilot program to explore the use of autonomous vehicles to provide services for target populations. This project could directly support the areas of Santa Monica that have high-priority gaps in services. Although similar projects and programs have not been identified for the other high-priority areas, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), dial-a-ride services (Project C), intercounty and multicity trips (Project F), and programs to serve same-day transportation critical need trips (Project G) would be particularly applicable.

> In addition, numerous activities identified in the project concept forms would help support target populations throughout LA County and the high-priority areas of this UZA. In particular, the LA County Aging & Disabilities Department would like to establish a transportation hub to support agency coordination and collaboration in providing services to individuals. SCIL is looking to create a one-stop shop for transit information within LA County, and Valley Village would like to purchase ADA-compliant vehicles.

### *Lancaster/Palmdale UZA*

> Additional services within the Antelope Valley would help address the high-priority gaps in services that are currently found in the City of Palmdale and parts of unincorporated LA County. Given the geographic constraints of the area, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), intercounty and multicity trips (Project F), programs to serve same-day transportation critical need trips (Project G), and street improvement projects for access to stops and stations (Project M) would be particularly applicable. In addition, the project concept form activities listed for the Los Angeles/ Long Beach/Anaheim UZA would also be applicable for the Lancaster/Palmdale UZA.

### *Santa Clarita UZA*

> Areas within and immediately surrounding Santa Clarita were identified to have high-priority gaps in services. With its location north of the San Fernando Valley, the Santa Clarita Valley has limited connections to major transportation networks in the county. As such, projects that include vehicle and fleet expansion (Project A), capacity and service level improvements and expansion (Project B), intercounty and multicity trips (Project F), and programs to serve same-day transportation critical need trips (Project G) would be suitable. The project concept form activities listed for the Los Angeles/ Long Beach/Anaheim UZA would also be relevant for the Santa Clarita UZA.

# Prioritization and Implementation

To address specific gaps between existing transportation services and future travel needs for target populations, a prioritization evaluation was conducted on the identified projects and program concepts to develop a prioritized list that targets these mobility needs. This chapter outlines the Plan's prioritization methodology, presents the results, and provides recommendations based on the assessment of the proposed projects and programs.

One of the key outcomes of the Plan is a prioritized list of projects and programs to address the mobility, safety, and efficiency of transportation options for target populations. The prioritized list is intended to support Metro in evaluating applications for Section 5310 funding by identifying projects and programs that are supported by target population communities and that directly address existing service gaps and unmet needs.

Note that implementation considerations such as availability of resources, project feasibility and timeline, and other funding evaluation criteria will be applied and scored during the evaluation of Section 5310 funding applications to ensure that cost/benefit targets are met for all proposed projects and program types.

## Methodology

To assess how well each concept satisfies the goals and objectives of the Plan, two evaluation criteria were considered based on priorities identified by target populations and service providers as well as the ability of the concept to address service gaps.

**Criteria One: Responding to Priorities Identified by Target Populations, Agencies, and Service Providers**

Priorities identified by target populations through the public opinion survey offer insight into the highest desired improvements under each transportation topic area. As part of the public opinion survey, respondents were asked to select the top three types of projects desired for investment under the following topics: vehicles and stations, service improvements, safety, cleanliness and maintenance, and information improvements. Projects and programs described under each of these areas were determined as most important for target populations to travel.

As part of the overall public response, comments submitted during the formal public comment period were also reviewed and considered. This additional input provided valuable context and helped reinforce or refine the prioritization of community needs.

Evaluating priorities identified by service providers of target populations is also important because it reflects the transportation service and operational deficiencies.

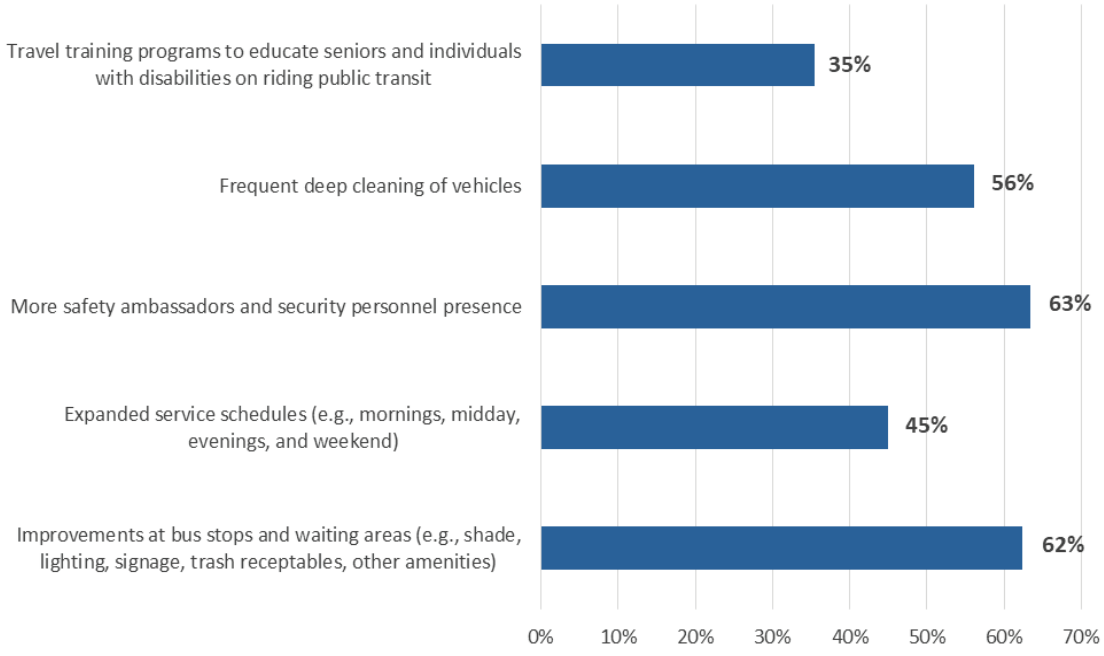
As part of the agency survey, information was gathered by asking participants to identify and rank (from 1 as most important to 12 as least important) the strategies, activities, and programs that were most important to address travel for target populations within the next four years.

Based on the responses from the public opinion and agency surveys and public comments received, priorities were ranked as either "high," "medium-high," "medium-low," or "low." [2] From these rankings, points were distributed based on the following scale:

- **5 points** – Majority of respondents ranked most important priority
- **4 points** – Majority of respondents ranked as moderately-high priority
- **3 points** – Majority of respondents ranked as moderately-low priority
- **1 to 2 points** – Majority of respondents ranked as lower priority

Figure 24 presents the rankings by public opinion survey respondents and Figure 25 from agency and service providers.

*Figure 24: Priority Rankings by Public Opinion Survey Respondents*



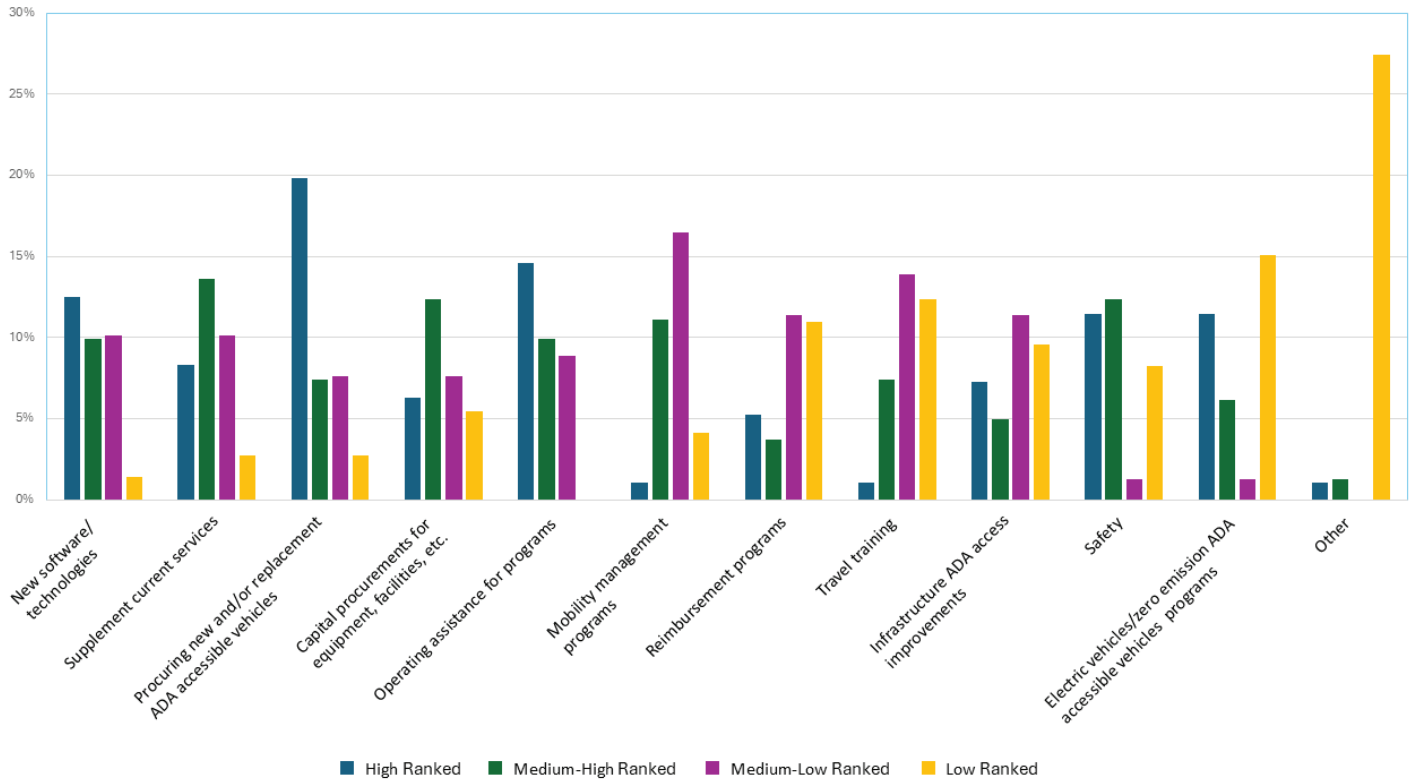

*Source: 2025-2028 Coordinated Plan Update Public Opinion Survey.*

*2 Based on Agency Survey Question #32, with 1 as most important and 12 as least important. Number ranks were separated as "high" (ranked as 1-3), "medium-high" (ranked as 4-6), "medium-low" (ranked 7-9) or "low" (ranked 10-12). Based on the results of Public Opinion Survey Question #10, project types related to the top priorities received a score of 5 points.*

As shown in Figure 24, the top priorities cited in the public opinion surveys were safety and infrastructure improvements. Projects and program types within these categories scored 5 points accordingly. Other priorities were project and program types related to cleaning, expanded service, and travel training programs.

As shown in Figure 25, projects that were most frequently identified by agencies within each ranking category received the highest number of points (e.g., respondents ranked procuring new and/or replacement vehicles as "high" most often). Note that "other" was also given as an open-response option. Open-ended responses included: route assessment, free fares for older adults, expansion of volunteer driving, legislative issues, and how autonomous vehicles can be utilized.

*Figure 25: Priority Rankings by Agencies and Human Service Providers*




*Source: 2025-2028 Coordinated Plan Update Agency Survey, Question #32.*

**Criteria Two: Addresses Target Population Mobility Gaps**

The major mobility gaps for target populations in LA County's UZAs were identified through a comprehensive process that included focus group outreach, public and agency surveys, project concept forms, demographic analysis, and the service gap assessment, as detailed in the Service Gap Assessment chapter. More than 22% of LA County's population are seniors and individuals with disabilities, with these target populations growing by eight percent and 13%, respectively, from 2018 and 2023. In addition, it is expected that the target populations will continue to increase in subsequent years. As such, existing transportation services for target populations will be strained unless new funding opportunities are identified, and available resources are deployed more effectively. The gaps of the target populations reflect the travel constraints and challenges these population groups will encounter over the next four years.

The service gap analysis identified existing transportation options for LA County target populations that are dedicated to seniors and individuals with disabilities. It also examined the service areas of public, non-profit, and private service providers who were subrecipients of Section 5310 funds to determine where funding resources have been allocated in the past.

Focus groups provided an opportunity to identify specific locations with mobility gaps. In particular, in-person meetings allowed participants to share input on deficiencies in existing services and areas where transportation upgrades were needed. This locally-sourced input reflects direct community support and interest in advancing these types of project concepts in the future.

Based on the service gap analyses, priority areas within the LA County Planning Region were mapped by ZIP Code to identify where projects and programs for target populations should be prioritized. High-priority areas identified through the gap assessment reflect unmet service needs among target populations. The results of this assessment, as shown in Figure 26, were used to identify significant gaps in services and inform priority areas for future transportation investments.

The following were cited as priority areas within each UZA:

- Antelope Valley (Lancaster/Palmdale UZA and non-urbanized area)
- Long Beach – South Bay Cities (Los Angeles/Long Beach/Anaheim UZA)
- San Fernando Valley (Los Angeles/Long Beach/Anaheim UZA)
- Santa Clarita Valley (Santa Clarita UZA)
- West LA (Los Angeles/Long Beach/Anaheim UZA)

Project concepts that were explicitly identified during outreach engagement within the priority areas were awarded points in the evaluation process. For example, the focus group feedback received in the Lancaster/Palmdale meeting described the need for programs to support intercounty trips. As such, intercounty trips were designated as a priority area and therefore received points. Project types aligned with identified opportunity areas within each UZA received points as follows:

- **5 points** – Project addresses a mobility need within a specific priority area location.

## Project Scoring

Following the scoring process based on the two evaluation criteria, several project concepts emerged as top priorities. These results reflect the preferences expressed by target populations, agencies, and service providers, combined with findings from the service gap analysis, to establish a clear basis for stakeholder priorities. Note that implementation considerations such as availability of resources, feasibility and timeline, and other funding evaluation criteria, will be applied and scored during the evaluation of Section 5310 funding awards to ensure that cost/benefits targets are met for all proposed projects and program types.

Scoring was determined by evaluating how well each project concept aligned with priorities identified through public opinion and agency surveys, as well as the service gap analysis. The final list of concepts was ranked based on the total score of each project or program, with higher scores reflecting stronger alignment with the two evaluation criteria. Figure 26 presents the total scores for each of the project and program types.

*Figure 26: Prioritization Scoring*

| PROJECT AND PROGRAM TYPES | EVALUATION ONE | | EVALUATION TWO | TOTAL SCORE |
|---|---|---|---|---|
| | AGENCY/SERVICE PROVIDER SURVEY | PUBLIC OPINION SURVEY AND COMMENTS | SERVICE GAP ANALYSIS | |
| Capacity and service level improvements and expansion | 5 | 5 | 5 | 15 |
| Multi-language format guides | 3 | 5 | 5 | 13 |
| Street improvement projects for access to stops and stations | 3 | 5 | 5 | 13 |
| Travel training programs | 3 | 5 | 5 | 13 |
| Programs to serve intercounty and multicity trips | 5 | 2 | 5 | 12 |
| Promote senior-friendly vehicle operator training | 5 | 2 | 5 | 12 |
| Vehicle and fleet expansion and replacement | 5 | 5 | - | 10 |
| Ongoing programs to serve same-day transportation | 5 | - | 5 | 10 |
| Consolidate multicity agency resources | 3 | 2 | 5 | 10 |
| Social media to promote mobility options | 5 | - | 5 | 10 |
| Real-time transit information | 5 | 5 | - | 10 |
| Ongoing dial-a-ride services | 3 | - | 5 | 8 |
| Fare integration among operators | 3 | 3 | - | 6 |
| Performance monitoring and reporting | 5 | - | - | 5 |
| Subsidies and voucher-based programs | 2 | 2 | - | 4 |
| Ongoing door-to-door or door-through-door transportations | 3 | - | - | 3 |
| Mileage reimbursement programs | 3 | - | - | 3 |
| Travel escorts and volunteer aides | 2 | - | - | 2 |
| Find-a-ride trip planner | 2 | - | - | 2 |
| Mobility management for target groups at transit centers | 2 | - | - | 2 |
| Subsidized vanpool/carshare programs | 2 | - | - | 2 |

*Source: 2024 Focus Groups; 2025-2028 Coordinated Plan Update Public and Agency Surveys and Project Concepts Forms; Public Comments; and FTA Section 5310 Award Recommendations (FY23).*

## Priority List of Projects and Programs

The prioritization results provide a foundation for Metro's evaluation of Section 5310 funding applications. This approach ensures that selected projects effectively address the identified mobility needs of target populations, while maximizing the impact of available resources. Figure 27 presents the priority list of project and program types by rank (Score 11-15 = Priority 1; 10 = Priority 2; 9-3 = Priority 3; 2 and less = Priority 4).

*Figure 27: Priority List of Project and Program Types*

| PRIORITY RANKING | PROJECT AND PROGRAM TYPES |
|---|---|
| **Priority 1** | Capacity and service level improvements and expansion |
| | Multi-language format guides |
| | Street improvement projects for access to stops and stations |
| | Travel training programs |
| | Programs to serve intercounty and multicity trips |
| | Promote senior-friendly vehicle operator training |
| **Priority 2** | Vehicle and fleet expansion and replacement |
| | Ongoing programs to serve same-day transportation |
| | Consolidate multicity agency resources |
| | Social media to promote mobility options |
| | Real-time transit information |
| **Priority 3** | Ongoing dial-a-ride services |
| | Fare integration among operators |
| | Performance monitoring and reporting programs |
| | Subsidies and voucher-based programs |
| | Ongoing door-to-door or door-through-door transportation |
| | Mileage reimbursement programs |
| **Priority 4** | Travel escorts and volunteer aides |
| | Find-a-ride trip planner |
| | Mobility management for target groups at transit centers |
| | Subsidized vanpool/carshare programs |

*Source: Metro 2025. Note that projects are listed by score.*

# Conclusion

The 2025-2028 Coordinated Plan is a collaborative, local community-driven plan shaped by the input of seniors, individuals with disabilities, and the transit and human service providers that serve them. Anchored in demographic analysis and a comprehensive assessment of service gaps across LA County, the Plan provides a framework for addressing the region-wide needs of target populations, by providing implementable strategies, initiatives, and projects that promote greater independence, social connection, and economic participation for LA County communities.

Addressing the transportation needs of target populations requires cost-effective and impactful investments. The highest-priority initiatives identified in this Plan include projects that expand service capacity, improve access to transit stops and stations, enhance intercounty and multicity connectivity, promote senior-friendly vehicle operator training, provide travel training, and offer multi-language travel information. These investments are designed not only to improve mobility, but also to support broader regional transportation goals.

In addition to guiding local planning efforts, the 2025–2028 Coordinated Plan fulfills FTA requirements for Section 5310 funding. As the designated recipient of Section 5310 funds in LA County, Metro will conduct competitive solicitations for project proposals, prepare and submit grant applications to the FTA on behalf of eligible subrecipients, and ensure that all funded projects are aligned with the goals and priorities established in this Plan. Metro may also fulfill these responsibilities for other federal subrecipient grant programs, as applicable.

This Plan provides a strong foundation for coordinated action, empowering public and private stakeholders to collaborate on effective solutions that improve mobility, enhance quality of life, and strengthen the region's transportation network.

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# Glossary of Acronyms and Abbreviations

| | |
|---|---|
| ACS | American Community Survey |
| ADA | Americans with Disabilities Act |
| ADTN | Aging and Disability Transportation Network |
| AVTA | Antelope Valley Transportation Authority |
| CBO | Community-Based Organization |
| DESI | Designated Exceptional Services for Independence |
| FTA | Federal Transit Administration |
| FY | Fiscal Year |
| HQ | Headquarters |
| KPIs | Key Performance Indicators |
| LA County | Los Angeles County |
| IIJA | Infrastructure Investment and Jobs Act |
| Metro | Los Angeles County Metropolitan Transportation Authority |
| NTD | National Transit Database |
| PMP | Program Management Plan |
| PA | Public Address |
| SCRS-IL | Southern California Resources Services for Independent Living |
| SCIL | Service Center for Independent Life |
| SAFE | Streets Are For Everyone |
| TNCs | Transportation Network Companies |
| UZA | Urbanized Areas |
| WAV | Wheelchair-Accessible Vehicle |

# ATTACHMENT A: Public Comments on the Plan

| Comment Category | Comments Received | Major Themes | Discussed in Plan |
|---|---|---|---|
| Access to On-demand Transportation Services | 2 | > Inquiry about Metro Micro expansion.<br>> Inquiry about Metro's involvement with Circuit. | The Plan's Goal 1, Strategy 1.1 supports Metro Micro services and other travel assistance services that directly serve target populations. In addition, Goal 2, Strategy 2.3 supports providing on-demand transportation services for target population's same-day travel, such as medical, essential shopping, and off-peak trips. Goal 3, Strategy 3.3 supports travel options that could be more cost-efficient/cost-effective for target populations, such as microtransit. |
| Connectivity and Reliability | 3 | > Interest in 24/7 transit service, especially on weekends, to increase Metro's competitiveness with other transport modes. | Goal 2, Strategy 2.5 supports expanding service hours to accommodate off-peak demand, including early morning, midday, late night, and weekend transit needs. Additionally, Strategy 2.6 aims to enhance transfer connections, improving access to neighboring counties and Rural/Non-Urbanized areas within LA County. |
| Funding & Program Clarifications | 3 | > Clarification on how Human Service Provider funding is provided.<br>> Inquiry about whether agencies can apply for fleet upgrades.<br>> Inquiry about whether Section 5310 funding covers mobility needs for individuals with developmental disabilities (e.g., autistic riders). | The Plan defines Human Service Providers eligible for funding in Chapter 2: Existing Conditions, emphasizing the need to expand mobility options for target populations, addressing specialized transportation needs, and bridging gaps in the public transit network. These providers, whether public, non-profit, or private, offer flexible programs that vary in service design, including door-through-door transportation, subsidized vouchers and bus passes, mileage reimbursement and volunteer driver programs, public transit travel training, transit information services, and mobility management brokerages. |

| Comment Category | Comments Received | Major Themes | Discussed in Plan |
|---|---|---|---|
| Infrastructure Improvements | 2 | > Requests for new bus stops to enhance access for businesses and residents. | Street improvement projects for access to stops and stations are a top priority in the Plan (see Projects and Programs, Project M. "Street improvement projects to access stops and stations"). Examples included in the Plan are paving sidewalks, safety features, ADA ramps at transit bus and rail stops near key destinations, and ADA improvements at bus stops. |
| Mobility Gaps Between Counties | 8 | > Concerns about service gaps between LA and San Bernardino Counties, particularly impacting seniors and people with disabilities.<br>> Interest in prioritizing Section 5310 investments to address service gaps and mobility barriers for target populations. | Chapter 3 of the Plan includes a service gap analysis to identify areas of need. Goal 2: Address Mobility Gaps focuses on expanding programs to support intercounty and multicity trips. One example project is the coordination of service hours between LA County and San Bernardino County, along with a multi-jurisdictional shuttle to improve access to regional fixed-route services such as Metro, Foothill Transit, and Metrolink (see Projects and Programs, Project F. "Programs to serve intercounty and multicity trips"). |
| Operator Training | 1 | > Operators should be trained to meet the needs of older adults and individuals with disabilities. | The Plan's Goal 5: Enhance Performance Monitoring Systems supports promoting senior-friendly coach operator training. |
| Safety Measures | 2 | > Concerns about bus accessibility, including curb alignment and stop placement.<br>> Issues with station safety, particularly concerns about homelessness and staff support. | The Plan's Goal 2, Strategy 2.4 supports enhancing safety and reducing barriers to transit access for target populations by improving sidewalks, crossings, bikeways, and other roadway features. |
| Service Expansion and Accessibility | 2 | > Need for expanded human services transportation. | Capacity and service level improvements, as well as expansion, are top priorities in the Plan. Goal 1: Fully Fund Mobility Options supports these efforts by addressing capacity |

| Comment Category | Comments Received | Major Themes | Discussed in Plan |
|---|---|---|---|
| | | | and service level enhancements. Goal 1, Strategy 1.4 specifically focuses on vehicle replacement, fleet expansion, and service area growth to better serve target populations. |
| Support for Metro's Plan | 2 | > AARP California expressed their support for the CPU. The group recognized the significant recent growth in the population of older adults and individuals with disabilities, which now comprises over 22% of LA County residents. | Chapter 2: Existing Conditions of the Plan highlights the growing senior population and increase in individuals with disabilities, emphasizing that these demographic trends underscore the urgent need to address their unique mobility requirements. |

Los Angeles County
Metropolitan Transportation Authority

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# 2025-2028 Coordinated Plan Update

**Planning and Programming Committee**

**July 16, 2025**

Metro

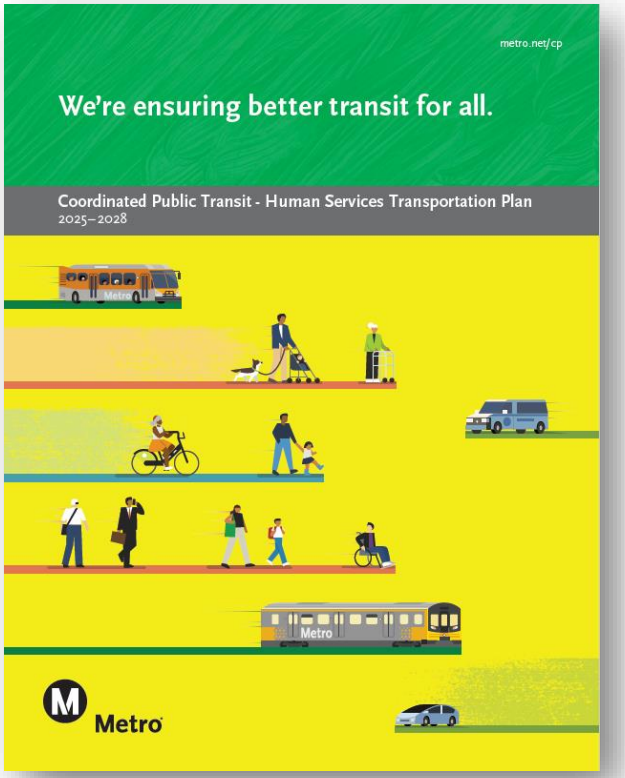
**File# 2025-0475**

# Approve Recommendation

## 2025-2028 COORDINATED PLAN FOR LOS ANGELES COUNTY

**Recommendation:**

A. ADOPTING the locally developed 2025–2028 Coordinated Public Transit–Human Services Transportation Plan ("Coordinated Plan") for Los Angeles County, as required under the Federal Transit Administration (FTA) Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program



# What is the Coordinated Plan?

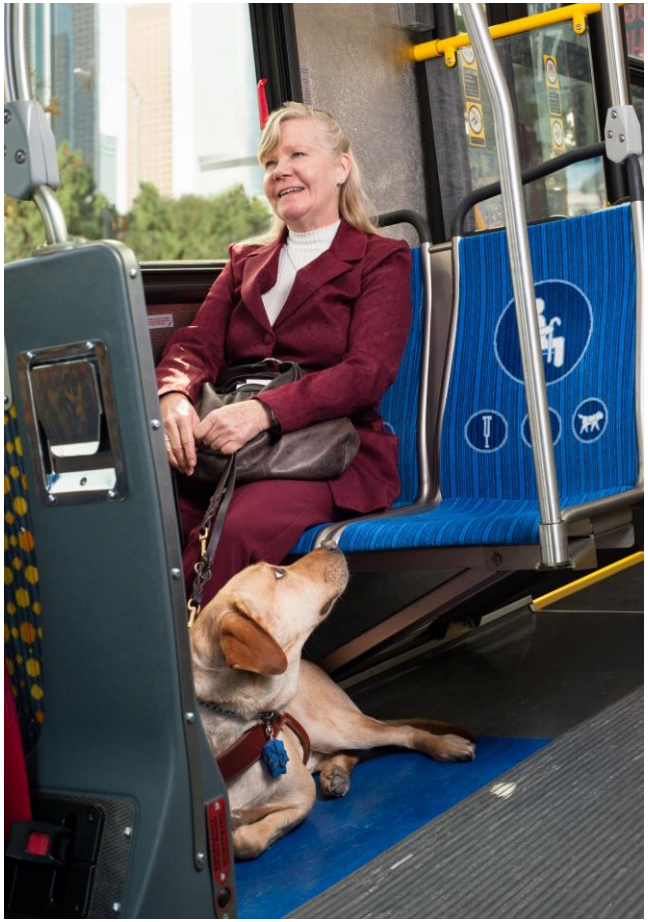
> The Plan is a framework for addressing the region-wide mobility needs of seniors (65+) and individuals with disabilities ("Target Populations")

> Last adoption was June 2021 for the 2021-2024 Coordinated Plan

> The 2025-2028 Coordinated Plan Update does the following:

- Outlines and assesses existing and future transportation services
- Identifies projects and programs to address service gaps, and improve and/or expand services
- Prioritizes projects and programs based on input from target populations
- Fulfills Metro's responsibilities for the Section 5310 Program

> Required by federal transit law and must be updated every four years



# FTA Section 5310 Background

- Metro is Los Angeles County's designated recipient of the Federal Transit Administration's Section 5310 funds
- Annually, approximately $10.5M is managed by staff for planning, programming, or distribution
- Funds are awarded every two to three years via formula-based allocations and competitive solicitations
- These funds support capital and operating subrecipient projects serving Target Populations
- Projects must be included in a board adopted Coordinated Plan
- Plan adoption allows Metro to move forward with a two-year solicitation to obligate available funds

# Community Engagement Process

> Outreach and Engagement

- Developed outreach strategy with Metro Community Relations and Office of Equity and Race (OER)
- Partnered with 11 CBOs for public awareness
- 5,700 + stakeholders (eblasts, blogs, bus cards, social media)
- 5 Focus Groups (106 participants, 65 agencies)
- 2 Surveys (Public: 267 responses; Providers: 62 responses)
- Hosted Virtual Public Meeting (May 21, 2025)
- Engaged Metro subcommittees and at Older Adult Expo
- Promoted 30-day Public Comment Period (April 28–June 2, 2025)

# Next Steps

- Adoption of the 2025-2028 Coordinated Plan and Submission to the FTA
- Development of the next Section 5310 funding solicitation, using the Plan's updated priorities
- Return to the Metro Board in Fall 2025 for approval to release the upcoming Section 5310 funding opportunity

# Board Report

**File #:** 2025-0428, **File Type:** Program **Agenda Number:** 10.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: APPROVAL OF THE CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENT PROGRAM AND SURFACE TRANSPORTATION BLOCK GRANT PROJECT RANKING RECOMMENDATIONS**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) or their designee to submit to the Southern California Association of Governments (SCAG) the project ranking recommendations for Los Angeles County for Congestion Mitigation and Air Quality Improvement Program (CMAQ) and Surface Transportation Block Grant Program (STBG) funding for federal fiscal year 2027 through 2028 (Attachment A).

## ISSUE

On March 31, 2025, the SCAG released a call for nominations inviting agencies within Los Angeles County to submit applications for CMAQ and STBG funding apportionments available for the SCAG region for federal fiscal year (FFY) 2027 through FFY 2028. Metro staff, along with two representatives from area Councils of Governments, have reviewed and ranked applications for Los Angeles County and are seeking Board approval of the project rankings. SCAG will further review and prioritize the applications and will make the final project funding awards at the November 2025 Regional Council (RC) Meeting.

## BACKGROUND

The CMAQ Program is a federal funding source for transportation projects and programs designed to reduce congestion and enhance air quality in areas that do not meet the National Ambient Air Quality Standards for ozone, carbon monoxide, or particulate matter (nonattainment areas), as well as in former nonattainment areas that are now in compliance (maintenance areas). The STBG program is another federal funding source that may be utilized for projects that preserve and improve the conditions and performance of highways, bridges, and public roads, along with pedestrian and bicycle infrastructure, and transit capital projects.

In 2021, the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) jointly mandated the State of California to comply with the administration process for CMAQ and STBG funds. CMAQ and STBG funds were previously allocated to County Transportation Commissions

(CTC) based on a population-based formula. The corrective action required by the FHWA and FTA replaces the current federal transportation funding sub-allocations by population or mode to cities and counties with a performance-based approach and modifies the project selection process, so federally funded transportation projects are chosen by SCAG as the designated Metropolitan Planning Organization (MPO) instead of by Metro as the CTC.

The CMAQ Program and STBG Program Guidelines, adopted by the SCAG RC on March 2025, established the framework for project selection and allocation of CMAQ and STBG funds within the SCAG region. These guidelines outline the SCAG-administered project selection process in compliance with federal requirements for the CMAQ and STBG programs.

As part of the 2025 SCAG Call for Projects, all County Transportation Commissions (CTCs) in the SCAG region, which includes Metro, will assist in the process by providing initial project screening using the Board adopted project evaluation and ranking criteria described below. Following the Board's adoption of the ranked projects for Los Angeles County this July, SCAG staff will then evaluate all nominations against program criteria and recommend a list of projects and funding amounts for final SCAG Regional Council approval of the selected projects.

SCAG is responsible for the development of the call for project nominations process, oversight, and final project selection. SCAG has established performance-based nomination targets to guide the nomination submittals from each county within the SCAG region. For the CMAQ and STBG funds available through this call for projects, Los Angeles County's target is approximately $660 million. This funding target will only guide the nomination submittals from each county; it is not a guaranteed funding level nor a nomination ceiling.

## DISCUSSION

The SCAG guidelines require each county to adopt and apply a Project Prioritization Framework consisting of criteria to evaluate and rank each project. Projects were evaluated into four categories: Highly Recommended, Recommended, Contingency List, and Not Recommended.

On March 27, 2025, the Board adopted the following four criteria to be used to evaluate and rank projects submitted in Los Angeles County:

1. **Eligibility:** Potential implementing agencies and projects must be eligible for CMAQ and/or STBG funds.

2. **Alignment with Metro Plans and Policies:** Projects must support adopted Metro plans, policies, and objectives.

    a. Given the Metro Board's commitment to provide world-class mobility options during the 2028 Olympic and Paralympic Games, priority will be given to the projects that support the Games Mobility Concept Plan.

3. **Community/Stakeholder Engagement:** Project nomination applications must demonstrate community support. Community support may be determined through a variety of means, including

(but not limited to):

a. Responses to public outreach, including comments received at public meetings or hearings, feedback from community workshops, survey responses, etc., and/or Endorsement by community-based organizations.
b. Subregional support. Endorsement by a Council of Government or Subregional Board.

4. **Deliverability and Readiness**: Implementing agencies must demonstrate sufficient capacity and technical expertise to meet deadlines. Projects must demonstrate readiness and the ability to obligate the funds within the programming period.

a. To maximize the timely obligation of CMAQ/STBG funds and to provide maximum mobility benefits to support the 2028 Olympic and Paralympic Games, priority will be given to projects that can be delivered (i.e., open to public use) before June 2028.

To ensure transparency in the project ranking process, two representatives from the Council of Governments (COG) reviewed and ranked the applications submitted for Los Angeles County. The two COG representatives were nominated and affirmed by the COG Executive Directors. The two COG representatives and three Metro staff reviewed all 105 applications and met to review and discuss their project rankings. The project ranking recommendations included in Attachment A were developed through a consensus of the five-member review panel. This collaboration provided enhanced transparency in the evaluation and ranking of all projects seeking CMAQ/STBG funding. Ultimately, SCAG will further review and prioritize the applications to make the final decisions on project funding awards.

Project Rankings

105 applications from 34 agencies, including Metro, seeking approximately $2.03 billion, were submitted in Los Angeles County. The Metro projects identified for funding were existing projects with Board approval and were eligible to spend CMAQ and STBG. The evaluation panel reviewed and evaluated the applications using the Metro Board adopted Prioritization Framework criteria described above and assigned one of four categories: Highly Recommended (49 projects totaling $1.52 billion), Recommended (28 projects totaling $415 million), Contingency List (22 projects totaling $237 million), or Not Recommended (6 projects totaling $33 million). Attachment A lists (in alphabetical order by agency) the overall ranking for each application submitted and identifies the subregion and modal category.

## DETERMINATION OF SAFETY IMPACT

Approval of this item will have no direct impact on the safety of Metro customers or employees. However, as some of the projects eligible for these funds include safety enhancements, avoiding potential risks to maintaining the grant funding helps to ensure the timely realization of the projects' anticipated safety benefits.

## FINANCIAL IMPACT

Adoption of the recommendations would allow Metro to take action to potentially secure up to $2.03 billion for Metro and subregional projects. Although SCAG has targeted $660 million, this funding target will only guide the nomination submittals from each county, it is not a guaranteed funding level, nor does it set a nomination ceiling.

Impact to Budget
Projects approved by the SCAG Regional Council for funding will be programmed in the 2027 FTIP consistent with adopted FTIP Guidelines.

## EQUITY PLATFORM

CMAQ and STBG funds aim to provide a flexible funding source for state and local governments to support transportation projects and programs that reduce congestion and enhance air quality in areas that do not meet the National Ambient Air Quality Standards. The Board's action will help secure funding from a program designed to advance transit and other multimodal plans, programs, and infrastructure improvements within lower-resourced communities, areas of concentrated poverty, historically disadvantaged communities, and areas with diminished or lost service.

Nearly all Metro EFCs overlap with one or more of the indicators included in SCAG's mapping tool used to identify Areas of Persistent Poverty and Historically Disadvantaged Communities in the evaluation of Community Economic Development. Census tracts identified as Areas of Persistent Poverty are similar to Metro's EFCs in that they are determined using socioeconomic factors, including a significant percentage of the population living in poverty.

The adopted project ranking criteria in the CMAQ/STBG Call for Nominations process require applicants to demonstrate direct and/or indirect benefits to Metro Equity Focus Communities (EFCs). These benefits include air quality improvements, infrastructure for safer active transportation and improvements to local transit services. The types of projects funded through the CMAQ/STBG Call include improvements to local transit, clean transportation technology, and transportation demand management strategies.

## VEHICLE MILES TRAVELED OUTCOME

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

While the agency remains committed to reducing VMT through transit and multimodal investments, some projects may induce or increase personal vehicle travel. However, these individual projects aim to ensure the efficient and safe movement of people and goods. Although the highway project improvements under the STBG may not directly contribute to the achievement of the Board-adopted VMT Reduction Targets, the VMT Targets were developed to account for the cumulative effect of a

suite of programs and projects within the Metro region, which individually may induce or increase VMT. Additionally, Metro has a voter-approved mandate to deliver multimodal projects that enhance mobility while ensuring the efficient and safe movement of people and goods. 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 by providing funding to enhance transit systems and to support various multimodal plans, programs, and infrastructure improvements throughout the region. These investment activities will benefit and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of these recommendations will support the following Strategic Plan Goals:

Goal 3: Enhance communities and lives through mobility and access to opportunity by securing funding that will conduct planning, create and enhance programs, and build infrastructure that accelerates infill development that facilitates housing supply, choice, and affordability, affirmatively further fair housing, and reduce VMT.

Goal 4: Transform LA County through regional collaboration and national leadership by facilitating partnerships to deliver transportation projects with significant geographic or regionwide benefits.

## ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommended actions. Staff does not recommend this alternative because SCAG requires each County Transportation Commission (CTC) to adopt project rankings of CMAQ/STBG projects, which could jeopardize funding for projects in Los Angeles County.

## NEXT STEPS

Upon Board approval of these recommendations, staff will transmit the project ranking for Los Angeles County to SCAG by the August 1, 2025, deadline.

## ATTACHMENT

Attachment A - Project Rankings for CMAQ/STBG Funding for Los Angeles County

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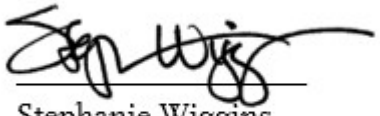

Stephanie Wiggins
Chief Executive Officer

**Attachment A**

## 2025 SCAG CMAQ/STBG CALL FOR PROJECTS - FFY 2027 & FFY 2028

**7/10/2025**

## PROJECT NOMINATION LIST FOR LOS ANGELES COUNTY*

| Subregion | ID# | Agency | Project Title | 2028 Games | Project Type | CMAQ Funds Requested | STBG Funds Requested | Ranking |
|---|---|---|---|---|---|---|---|---|
| N/A | LACFP16 | Access | ADA Complementary Paratransit Services and Southern Region (Avalon) facility rehabilitation | YES | TRANSIT | $ - | $ 283,167,097 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP59 | Bell Gardens | Citywide Zero Emissions Master Plan | NO | HIGHWAY | $ - | $ 266,000 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP58 | Bell Gardens | Bell Gardens Pedestrian Bridge Over I-710 & LA River | NO | ATP | $ - | $ 2,382,000 | HIGHLY RECOMMENDED |
| Arroyo Verdugo | LACFP14 | Burbank | Olive Avenue Bridge Replacement | NO | HIGHWAY | $ - | $ 20,436,000 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP41 | Commerce | City of Commerce Transit Battery Electric Bus and Infrastructure Deployment Project | NO | TRANSIT | $ 20,955,475 | $ - | HIGHLY RECOMMENDED |
| Westside | LACFP67 | Culver City | Culver City Transit Center Future Visioning Study | NO | TRANSIT | $ - | $ 500,000 | HIGHLY RECOMMENDED |
| Westside | LACFP9 | Culver City | Better Overland & Safer Fox Hills | NO | ATP | $ 34,836,000 | $ 4,624,000 | HIGHLY RECOMMENDED |
| Arroyo Verdugo | LACFP91 | Glendale | North Verdugo Multi-Modal Improvements Project | NO | HIGHWAY | $ 2,392,000 | $ 22,308,000 | HIGHLY RECOMMENDED |
| South Bay | LACFP63 | Hermosa Beach | Roadway System Pavement Rehabilitation | NO | HIGHWAY | $ - | $ 2,560,000 | HIGHLY RECOMMENDED |
| San Fernando Valley | LACFP40 | L.A. City | Mission Mile Sepulveda: Visioning for a Safe and Active Community | NO | ATP | $ - | $ 32,000,000 | HIGHLY RECOMMENDED |
| Central | LACFP12 | L.A. City | Valley Bl Multi Modal Transportation Improvements | NO | ATP | $ 22,400,000 | $ - | HIGHLY RECOMMENDED |
| San Gabriel Valley South Bay | LACFP108 | L.A. County | Los Angeles 28 Olympics | YES | HIGHWAY | $ - | $ 5,825,000 | HIGHLY RECOMMENDED |
| South Bay | LACFP102 | L.A. County | I-110 Congestion Mitigation Improvements | NO | HIGHWAY | $ 1,270,000 | $ - | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP70 | L.A. County | Atlantic Boulevard Traffic Corridor Improvement Project | NO | HIGHWAY | $ 1,026,000 | $ - | HIGHLY RECOMMENDED |
| Central | LACFP92 | L.A. County | Cesar Chavez Avenue Mobility Improvements | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Central | LACFP94 | L.A. County | Floral Drive Mobility Improvements | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP52 | L.A. County | Norwalk Boulevard Vision Zero Pedestrian Safety Project | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Central | LACFP53 | L.A. County | VZ-City Terrace Complete Streets Project | NO | ATP | $ - | $ 4,669,000 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP32 | L.A. County | East Rancho Dominguez Pedestrian Safety Enhancements | NO | ATP | $ - | $ 1,150,000 | HIGHLY RECOMMENDED |
| Central | LACFP60 | L.A. County | Eastern Avenue Mobility Improvements | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Central | LACFP51 | L.A. County | Whittier Boulevard Mobility Enhancements | NO | ATP | $ - | $ 3,098,000 | HIGHLY RECOMMENDED |
| San Gabriel Valley | LACFP69 | L.A. County | Altadena Integrated Smart Intersections | NO | HIGHWAY | $ 4,351,000 | $ - | HIGHLY RECOMMENDED |
| Las Virgenes/Malibu | LACFP74 | L.A. County | Cornell Road Bike Turnouts Project | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Central | LACFP90 | L.A. County | Atlantic Boulevard Mobility Improvements | NO | ATP | $ - | $ 2,213,000 | HIGHLY RECOMMENDED |
| Metro | LACFP71 | L.A. Metro | Mobility Wallet - Phase 4 | YES | ATP | $ 20,000,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP95 | L.A. Metro | 2028 Games Metro Mobility Hubs | YES | ATP | $ - | $ 55,000,000 | HIGHLY RECOMMENDED |
| Metro | LACFP100 | L.A. Metro | 2028 Games Customer Experience Improvements at Downtown LA Stations Project | YES | TRANSIT | $ - | $ 73,624,000 | HIGHLY RECOMMENDED |
| Metro | LACFP104 | L.A. Metro | 2028 Games Washington/Flower Multimodal Mobility Improvements | YES | ATP | $ 13,273,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP110 | L.A. Metro | 2028 Games A and E Lines Operational Improvements Project | YES | TRANSIT | $ - | $ 87,183,000 | HIGHLY RECOMMENDED |
| Metro | LACFP107 | L.A. Metro | 2028 Games Transportation Demand Management Implementation Project | YES | TRANSIT | $ 10,000,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP103 | L.A. Metro | Transit Signal Priority and Automated Traffic Signal Performance Measures Project | NO | HIGHWAY | $ 23,017,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP3 | L.A. Metro | Los Angeles Metro Charging Infrastructure and Zero Emission Bus Project | NO | TRANSIT | $ 104,623,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP73 | L.A. Metro | Metro Rail Operations – D Line Subway Extension Project | YES | TRANSIT | $ 37,700,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP72 | L.A. Metro | Metro Rail Operations – A Line Extension Glendora to Pomona | YES | TRANSIT | $ 98,600,000 | $ - | HIGHLY RECOMMENDED |
| Metro | LACFP4 | L.A. Metro | I-10 ExpressLanes Extension Project | NO | HIGHWAY | $ - | $ 68,000,000 | HIGHLY RECOMMENDED |
| Metro | LACFP98 | L.A. Metro | Vermont Transit Corridor | YES | TRANSIT | $ 106,399,000 | $ - | HIGHLY RECOMMENDED |
| San Gabriel Valley | LACFP44 | La Puente | La Puente Plaza Park Project | NO | ATP | $ - | $ 2,390,500 | HIGHLY RECOMMENDED |
| North County | LACFP54 | Lancaster | SR-14 (SR-138) Highway Equity Corridor Improvements Program - Avenue M Interchange Project | NO | HIGHWAY | $ - | $ 29,428,257 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP61 | Long Beach | Pacific Ave Cycle Track Project | YES | TRANSIT | $ - | $ 15,000,000 | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP31 | Long Beach | Harbor Scenic Drive Enhancements | NO | HIGHWAY | $ 26,965,000 | $ - | HIGHLY RECOMMENDED |
| Gateway Cities | LACFP18 | Long Beach Transit | Long Beach Transit Clean Fleet and Service Expansion for LA28 and Beyond | YES | TRANSIT | $ 15,103,000 | $ - | HIGHLY RECOMMENDED |

**Attachment A**

## 2025 SCAG CMAQ/STBG CALL FOR PROJECTS - FFY 2027 & FFY 2028

**7/10/2025**

## PROJECT NOMINATION LIST FOR LOS ANGELES COUNTY*

| Subregion | ID# | Agency | Project Title | 2028 Games | Project Type | CMAQ Funds Requested | STBG Funds Requested | Ranking |
|---|---|---|---|---|---|---|---|---|
| Arroyo Verdugo | LACFP15 | Pasadena | Phase #2: Eight Fuel Cell Electric Buses for the Pasadena Transit System Legacy Project #MoreServiceLessEmissions | NO | TRANSIT | $ 11,775,426 | $ - | HIGHLY RECOMMENDED |
| Arroyo Verdugo | LACFP55 | Pasadena | Villa Street Complete Street Project | NO | ATP | $ - | $ 7,126,665 | HIGHLY RECOMMENDED |
| North County | LACFP11 | Santa Clarita Transit | Transit Maintenance Facility Solar Panel and Energy Storage Upgrades | NO | TRANSIT | $ 4,603,559 | $ - | HIGHLY RECOMMENDED |
| San Fernando Valley North County | LACFP8 | SCRRA | Metrolink Antelope Valley Line Capital and Service Improvements Phase 1 | NO | TRANSIT | $ 205,690,000 | $ - | HIGHLY RECOMMENDED |
| San Gabriel Valley | LACFP48 | SGV COG | Glendora Avenue & Grand Avenue Complete Streets Project | NO | ATP | $ 710,000 | $ - | HIGHLY RECOMMENDED |
| San Gabriel Valley | LACFP78 | SGV COG | Glendora People Movement Project | NO | ATP | $ 16,962,000 | $ - | HIGHLY RECOMMENDED |
| San Gabriel Valley | LACFP47 | SGV COG | Arrow Highway & Cambridge Avenue Improvements Project | NO | ATP | $ 1,000,000 | $ - | HIGHLY RECOMMENDED |
| South Bay | LACFP87 | Torrance | Connect Torrance Microtransit | NO | TRANSIT | $ 4,000,000 | $ - | HIGHLY RECOMMENDED |
| Westside | LACFP66 | Culver City | Culver City Bus Facility Partial Electrification Project | NO | TRANSIT | $ 11,000,000 | $ - | RECOMMENDED |
| Westside | LACFP20 | Culver City | Culver City Hydrogen Bus Project | NO | TRANSIT | $ 4,232,000 | $ - | RECOMMENDED |
| San Gabriel Valley | LACFP83 | El Monte | El Monte Traffic Mitigation Operations Center | NO | HIGHWAY | $ 5,624,518 | $ - | RECOMMENDED |
| Gateway Cities | LACFP49 | Industry | Plan for Hydrogen Fueling Station | NO | HIGHWAY | $ - | $ 400,000 | RECOMMENDED |
| South Bay | LACFP62 | Inglewood | Olympic Games Route Network Implementation and I-Line Improvements | YES | HIGHWAY | $ 14,645,000 | $ - | RECOMMENDED |
| Central | LACFP23 | L.A. City | SR 710 Huntington Dr. Multi Modal Transportation Improvements | NO | ATP | $ 2,000,000 | $ 3,000,000 | RECOMMENDED |
| Central | LACFP29 | L.A. City | Rock the Boulevard | NO | ATP | $ - | $ 35,000,000 | RECOMMENDED |
| Central | LACFP21 | L.A. City | Western Our Way: Walk and Wheel Improvement Project | NO | ATP | $ - | $ 15,500,000 | RECOMMENDED |
| San Fernando Valley | LACFP39 | L.A. City | Connecting Canoga Park Through Safety and Urban Cooling Improvements | NO | ATP | $ - | $ 15,000,000 | RECOMMENDED |
| Central | LACFP38 | L.A. City | Broadway-Manchester Active Transportation (ATP) Equity Project | NO | ATP | $ - | $ 38,701,000 | RECOMMENDED |
| San Fernando Valley | LACFP27 | L.A. City | Osborne Street: Path to Park Access Project | NO | ATP | $ - | $ 12,000,000 | RECOMMENDED |
| Central | LACFP5 | L.A. City | Eastern Ave Multi Modal Transportation Improvements | NO | HIGHWAY | $ - | $ 12,500,000 | RECOMMENDED |
| Gateway Cities | LACFP113 | L.A. County | Arizona Avenue/Monterey Pass Road/Fremont Avenue Traffic Corridor Improvement Project (N-S) | NO | HIGHWAY | $ 5,622,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP24 | L.A. County | Ford Boulevard Traffic Corridor Improvement Project (N-S) | NO | HIGHWAY | $ 899,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP109 | L.A. County | 1st Street TSSP and ITS Improvements (E-W) Project | NO | HIGHWAY | $ 4,179,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP111 | L.A. County | East Los Angeles Intelligent Transportation Systems (ITS) Enhancements Project | NO | HIGHWAY | $ 324,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP80 | L.A. County | Olympic Boulevard ITS Improvements Project | NO | HIGHWAY | $ 902,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP50 | L.A. County | City Terrace Drive Traffic Corridor Improvement Project (E-W) | NO | HIGHWAY | $ 811,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP34 | L.A. County | Whittier Boulevard ITS Improvements Project | NO | HIGHWAY | $ 363,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP75 | L.A. County | Cesar Chavez Avenue TSSP and ITS Improvements Project | NO | HIGHWAY | $ 1,186,000 | $ - | RECOMMENDED |
| Gateway Cities | LACFP84 | L.A. County | Eastern Avenue Traffic Corridor Improvement Project | NO | HIGHWAY | $ 932,000 | $ - | RECOMMENDED |
| Las Virgenes/Malibu | LACFP115 | L.A. County | Santa Monica Mountains Integrated Smart Intersections | NO | HIGHWAY | $ 1,984,000 | $ - | RECOMMENDED |
| Central | LACFP85 | L.A. County | Olympic Boulevard Mobility Improvements | NO | ATP | $ - | $ 2,213,000 | RECOMMENDED |
| Gateway Cities | LACFP77 | L.A. County | Floral Drive Traffic Corridor Improvement Project | NO | HIGHWAY | $ 120,000 | $ - | RECOMMENDED |
| Arroyo Verdugo | LACFP30 | Pasadena | Hydrogen to Go: Fueling Olympic Transit Expansion Project (H2GO) | YES | TRANSIT | $ 23,798,086 | $ - | RECOMMENDED |
| San Gabriel Valley | LACFP13 | San Dimas | San Dimas Avenue & Puddingstone Drive Bicycle and Pedestrian Improvement Project | NO | ATP | $ - | $ 7,619,569 | RECOMMENDED |
| North County | LACFP10 | Santa Clarita Transit | Regional Mobility Hub Upgrades | YES | TRANSIT | $ - | $ 1,033,145 | RECOMMENDED |
| San Gabriel Valley | LACFP86 | SGV COG | San Gabriel Valley Bus Corridor Transit Improvement Project | YES | TRANSIT | $ 14,366,000 | $ - | RECOMMENDED |
| San Gabriel Valley | LACFP114 | Alhambra | Alhambra Backbone Bicycle Network Project | NO | ATP | $ 32,533,000 | $ - | CONTINGENCY |
| Las Virgenes/Malibu | LACFP116 | Calabasas | Calabasas Clean Transportation Project | NO | TRANSIT | $ - | $ 442,650 | CONTINGENCY |
| South Bay | LACFP19 | Carson | Dominguez Channel Active Transportation Corridor & Community Bikeway Access Improvement Project | NO | ATP | $ 11,523,839 | $ - | CONTINGENCY |
| South Bay | LACFP82 | Carson | Victoria Street Enhancement Corridor and A Line/J Line Transit Oriented Development Project | YES | TRANSIT | $ - | $ 8,817,987 | CONTINGENCY |

**Attachment A**

## 2025 SCAG CMAQ/STBG CALL FOR PROJECTS - FFY 2027 & FFY 2028

**7/10/2025**

## PROJECT NOMINATION LIST FOR LOS ANGELES COUNTY*

| Subregion | ID# | Agency | Project Title | 2028 Games | Project Type | CMAQ Funds Requested | STBG Funds Requested | Ranking |
|---|---|---|---|---|---|---|---|---|
| South Bay | LACFP65 | Hawthorne | Hawthorne Complete Stret Arterial Upgrade Project | YES | HIGHWAY | $ - | $ 7,000,000 | CONTINGENCY |
| Central | LACFP81 | Housing Authority of L.A. | Wilmington Avenue Safety Improvement Project | NO | ATP | $ - | $ 5,796,597 | CONTINGENCY |
| Gateway Cities | LACFP117 | Housing Authority of L.A. | Watts Cultural Trail Extension Project | NO | ATP | $ - | $ 3,000,000 | CONTINGENCY |
| Gateway Cities | LACFP42 | Industry | City of Industry Valley Boulevard Mobility Enhancement Project | NO | ATP | $ 8,477,677 | $ - | CONTINGENCY |
| Central | LACFP28 | L.A. City | Normandie Beautiful: Creating Neighborhood Connections in South LA | NO | HIGHWAY | $ - | $ 13,500,000 | CONTINGENCY |
| San Fernando Valley | LACFP37 | L.A. City | MAT Sepulveda First Last Mile - G Line | NO | ATP | $ - | $ 7,000,000 | CONTINGENCY |
| San Fernando Valley | LACFP89 | L.A. City | SRTS Panorama City Elementary School Project | NO | ATP | $ - | $ 7,900,000 | CONTINGENCY |
| Central | LACFP96 | L.A. City | 112th and Flournoy Elementary Schools Safety Improvements Project | NO | | $ - | $ 5,600,000 | CONTINGENCY |
| Central | LACFP97 | L.A. City | SRTS Center City Schools Neighborhood Safety & Climate Resilience Project | NO | ATP | $ - | $ 13,900,000 | CONTINGENCY |
| North County | LACFP76 | L.A. County | The Old Rd over Santa Clara River and SPT CO Bridge et al Phase 2 | NO | HIGHWAY | $ - | $ 20,000,000 | CONTINGENCY |
| South Bay | LACFP88 | L.A. County | Westmont West Athens Pedestrian Improvements Phase 2 | NO | ATP | $ - | $ 2,213,000 | CONTINGENCY |
| Central | LACFP25 | L.A. County | The Mobility Hub @ Los Angeles General Medical Center | NO | TRANSIT | $ 35,000,000 | $ - | CONTINGENCY |
| San Gabriel Valley | LACFP105 | Monterey Park | Floral Drive Pedestrian Safety Improvement Project | NO | ATP | $ - | $ 3,098,550 | CONTINGENCY |
| North County | LACFP57 | Palmdale | Rancho Vista Boulevard Grade Separation Project | NO | HIGHWAY | $ - | $ 10,000,000 | CONTINGENCY |
| Gateway Cities | LACFP112 | Paramount | West Santa Ana Branch Bikeway Phase III | NO | ATP | $ - | $ 7,130,000 | CONTINGENCY |
| San Gabriel Valley | LACFP43 | Pomona Valley Transportation Authority | Operations Assistance for Get About Service and Funding/Fare Subsidies for Microtransit Program | NO | TRANSIT | $ 4,725,000 | $ - | CONTINGENCY |
| North County | LACFP33 | Santa Clarita | Sierra Hwy Bridge Rehab | NO | HIGHWAY | $ - | $ 24,000,000 | CONTINGENCY |
| South Bay | LACFP64 | Torrance | City of Torrance - Traffic Signal Safety Improvements (Phase 2) | NO | HIGHWAY | $ - | $ 5,126,000 | CONTINGENCY |
| Central | LACFP99 | L.A. City | Alexandria Avenue Elementary School Neighborhood Safety Improvements Project | NO | ATP | $ - | $ 2,500,000 | NOT RECOMMENDED |
| Central | LACFP101 | L.A. City | Liechty Middle and Neighborhood Elementary Schools Safety Improvement | NO | ATP | $ - | $ 14,100,000 | NOT RECOMMENDED |
| Central | LACFP93 | L.A. City | SRTS Carver Middle, Ascot Avenue and Harmony Elementary Schools Project | NO | ATP | $ - | $ 6,950,000 | NOT RECOMMENDED |
| San Fernando Valley | LACFP45 | L.A. City | Parthenia Infrastructure Improvements | NO | ATP | $ - | $ 1,770,000 | NOT RECOMMENDED |
| Central | LACFP106 | L.A. City | Los Angeles River Phase IV Bike Path | NO | ATP | $ 4,214,000 | $ - | NOT RECOMMENDED |
| South Bay | LACFP79 | L.A. World Airport (LAWA) | Microtransit for the LAX Workforce | NO | TRANSIT | $ - | $ 3,600,000 | NOT RECOMMENDED |
| | | | | **TOTAL REQUESTED** | | **$ 977,112,580** | **$ 1,050,427,017** | |

* Agencies are shown in alphabetical order by ranking group.

# APPROVAL OF CONGESTION MITIGATION AND AIR QUALITY IMPROVEMENT PROGRAM AND SURFACE TRANSPORTATION BLOCK GRANT PROJECT RANKING RECOMMENDATIONS

Planning and Programming Committee

July 16, 2025

File No. 2025-0428

Metro

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) or their designee to submit to the Southern California Association of Governments (SCAG) the project ranking recommendations for Los Angeles County for Congestion Mitigation and Air Quality Improvement Program (CMAQ) and Surface Transportation Block Grant Program (STBG) funding for federal fiscal year 2027 through 2028 (Attachment A).

Metro

# BACKGROUND

- The Southern California Association of Governments (SCAG) Regional Council established the framework for project selection and allocation of CMAQ and STBG funds

- Metro is tasked to assist in the process by providing initial project screening of LA County applications using the Board-adopted project evaluation and ranking criteria

.

- SCAG staff will evaluate all nominations against program criteria and recommend funding amounts for SCAG Regional Council approval of the selected projects.

- Los Angeles County's target for the CMAQ and STBG funds available through this call process is approximately $660 million.

Metro

# BACKGROUND

- In Los Angeles County, 105 applications from 34 agencies, including Metro, seeking approximately $2.03 billion were submitted.

- To ensure transparency in the project ranking process, two representatives from the Council of Governments (COG) reviewed and ranked the applications submitted for Los Angeles County.

- The following four criteria were used to evaluate and rank projects submitted in Los Angeles County:

  1. Eligibility
  2. Alignment with Metro Plans and Policies
  3. Community/Stakeholder Engagement
  4. Deliverability and Readiness

Metro

# NEXT STEPS

- Upon Board approval of these recommendations, staff will transmit the project ranking for Los Angeles County to SCAG by the August 1, 2025, deadline.

Metro

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

**File #:** 2025-0095, **File Type:** Policy **Agenda Number:** 11.

**PLANNING AND PROGRAMMING COMMITTEE**
**JULY 16, 2025**

**SUBJECT: JOINT DEVELOPMENT 10K COMMITMENT AND POLICY UPDATE**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING an update on the Board of Directors' goal of producing 10,000 housing units through Metro's Joint Development program and progress to date; and

B. ADOPTING the amended Joint Development Policy (Attachment A).

## ISSUE

Joint Development (JD) staff have made notable progress on the Board of Directors' (Board) ten-year goal of completing 10,000 housing units by 2031, of which at least 5,000 will be income-restricted (10K Commitment). Key process improvements have and will continue to facilitate accelerated housing production on Metro-owned sites for those who need it most. The purpose of this report is to provide an update on those efforts. Staff also recommend adopting the amended Joint Development Policy, which includes minor revisions and added language to align with certain State and Federal laws and regulations, allowing JD projects to move forward expeditiously under a programmatic exemption to the Surplus Land Act (SLA).

## BACKGROUND

Housing supply, affordability, and homelessness continue to remain prevalent issues in Los Angeles County. According to the California Housing Partnership (CHP), the County has a shortfall of 485,667 homes affordable to lower income renters. The CHP analysis also suggests that County renters need to earn 2.9 times the minimum wage to afford an average asking rent of $2,578.* Though the total number of individuals experiencing homelessness has decreased modestly, there are still 75,312 individuals who remain unhoused in LA County. In the meantime, rising construction costs, restrictive land use controls, and neighborhood resistance also continue to present challenges to housing production in LA County.

In June 2021, in response to Los Angeles County's housing affordability crisis, the Board approved

an updated JD Policy focused on affordable housing, establishing Metro's 10K Commitment and calling for the reinvestment of JD revenues to support transit-oriented communities (TOC) activities.

In July 2021, staff obtained a $1.6 million grant from the Southern California Association of Governments to complete an in-depth analysis of Metro's JD processes and opportunity sites. This analysis developed acceleration strategies to overcome existing hurdles to project delivery, without sacrificing community input or project quality. The work from this grant was incorporated into the 10K acceleration strategies described below.

Surplus Land Act

In 2019, AB1486 expanded the SLA to strengthen the State Department of Housing and Community Development (HCD) oversight of surplus land disposition and prioritize use of local surplus land for affordable housing. The amendments created additional procedural steps for a local agency to secure HCD approvals for property disposition and placed limitations on Metro's overall flexibility with respect to land transactions and future joint development of any non-residential uses.

JD 10K Sites

In February 2023, the Board directed staff to develop an inventory of Metro property suitable for housing and to identify strategies to accelerate the delivery of affordable housing through JD.

In April 2023, the Board approved a list of 20 Metro-owned properties (10K Sites) which were vacant or underutilized and could be repurposed to meet the Board's 10K Commitment as shown in the chart below.

| 10K Sites | Location |
|---|---|
| Artesia Station | Compton |
| Aviation/Century Station | Los Angeles |
| Balboa Station | Los Angeles |
| Canoga Station | Los Angeles |
| Century City Station | Los Angeles |
| El Segundo Station | El Segundo |
| Fairview Heights Station | Inglewood |
| Florence Station | Unincorporated |
| Glendora Station | Glendora |
| Heritage Square Station | Los Angeles |
| La Verne | La Verne |
| Pickle Works | Los Angeles |
| Pomona Station | Pomona |
| (G Line) Sepulveda Station | Los Angeles |
| Temple/Beaudry Bus Layover | Los Angeles |
| Universal City/Studio City Station | Los Angeles |
| Wilshire/Crenshaw | Los Angeles |
| Wilshire/La Brea | Los Angeles |
| 103rd St./Watts Towers Station | Los Angeles |
| 17th St./SMC Station | Santa Monica |

10K Acceleration Strategies

As part of the April 2023 actions, the Board also adopted 29 strategies to accelerate the creation of new housing units (10K Acceleration Strategies). The 10K Acceleration Strategies center on equity and community engagement while expediting the delivery of housing. These strategies were informed by review of development policies of other agencies, discussions with key stakeholders, and interviews with staff. The strategies also built on input received through months of engagement for the 2021 JD Policy amendment including a virtual town hall, online surveys, and internal and external working groups. While the former JD process took approximately 10 years to complete a project, the acceleration strategies seek to reduce the timeframe to five years. The new process includes targeted community outreach, the establishment of a Developer Bench, standardized template agreements, simplified design review, and enhanced interdepartmental coordination.

In March 2024, consistent with the 10K Acceleration Strategies, the Board approved the creation of a pre-qualified bench of developers (Developer Bench) eligible to respond to future 10K Site Requests

for Proposals (RFPs).

In June 2024, the Board adopted an amended JD Policy and Exclusive Negotiations Agreement (ENA) template which incorporated language to clearly define, communicate, and promote the collaboration and participation of community-based organizations (CBOs), community-based development organizations (CBDOs), Small Business Enterprises (SBEs), Disadvantaged Business Enterprises (DBEs), and Disabled Veterans Business Enterprises (DVBEs).

Community Engagement

To date, Metro has engaged with 832 community members at pop-up events or community intercepts and another 1,975 through 18 transit rider intercept efforts. Metro has connected with 372 local businesses, requesting feedback on community and transit amenities that may be provided with the new housing projects. In addition to our field engagement, our digital engagement included over 736,909 social media impressions and 204,100 newsletter recipients, resulting in 3,848 completed site-specific surveys.

Staff have also developed avenues for our Developer Bench to engage and partner with CBDOs, CBOs, SBEs, DBEs, DVBEs, and Community Land Trusts (CLTs). Staff have hosted three “Building Partnerships” virtual events to facilitate networking among potential development partners prior to releasing site-specific RFPs. Over 245 multi-disciplinary participants have attended these events, resulting in development proposals spanning an impressive array of mission-driven organizations.

*California Housing Partnership, Los Angeles County 2025 Affordable Housing Needs Report (May 2025)

## DISCUSSION

Progress Towards 10K Homes

When the 10K Commitment goal was established in June 2021, 2,221 units had already been completed. Since the goal was established, Metro welcomed residents to four newly completed 100% affordable JD projects, representing a total of 377 homes. These “legacy” projects, listed below, were many years in the making and their completion-all of which occurred in the past 15 months-is a significant milestone for the JD program and the communities these projects serve.

| Recently Completed | Developer | Housing Units* | Start Date | Start to Finish (Years) |
|---|---|---|---|---|
| Lorena Plaza (1st/Lorena) | A Community of Friends (ACOF) | 49 | 2005 | 20 |
| Los Lirios (1st/Soto) | Bridge Housing & East Los Angeles Community Corporation (ELACC) | 64 | 2013 | 11 |
| La Veranda (Chavez/Soto) | Abode Communities | 77 | 2014 | 10 |
| Santa Monica Vermont Apartments | Little Tokyo Service Center (LTSC) | 187 | 2017 | 8 |
| **TOTAL** | | **377** | | |

**Includes income-restricted and unrestricted Managers' units*

Other significant milestones since 2024 include the Board's approval of a joint development agreement and ground lease terms for Chavez Gardens (Chavez/Fickett), Crenshaw Crossings (Expo/Crenshaw), District NoHo (North Hollywood), and Lucha Reyes (Mariachi Plaza) representing more than 2,000 units entering the pre-construction phase and poised to begin construction upon securing full project financing.

With these recent milestones, Metro is well on its way to achieving the Board's 10,000-unit goal as shown in the chart below:

| COMPLETED | | |
|---|---|---|
| **Site Name (Location)** | **Income-Restricted Units** | **Total Units** |
| Parque Vista (Taylor Yard - Lot 2B) | 42 | 42 |
| LA Urban Homes (Taylor Yard - Lot 2A) | | 54 |
| Taylor Yard Apartments (Taylor Yard - Lot 3) | 68 | 68 |
| Wilshire Vermont Apartments (Wilshire/Vermont Station) | 90 | 449 |
| Hollywood/Vine Hotel (Hollywood/Vine Station) | | 143 |
| Casa Salazar (Taylor Yard - Lot 5) | 107 | 108 |
| La Veranda (Chavez/Soto) | 76 | 77 |
| LA Urban Homes (Taylor Yard - Lot 4) | | 41 |
| Hollywood/Vine Apartments (Hollywood/Vine Station) | 78 | 375 |
| Santa Cecilia (1st/Boyle) | 80 | 80 |
| Rio Vista Apartments (Taylor Yard - Lot 1) | 87 | 87 |
| MacArthur Park Apts (Westlake/MacArthur Park (Ph. A) | 90 | 90 |
| Los Lirios (1st/Soto Station) | 63 | 64 |
| Metro Hollywood Apts (Hollywood/Western Station) | 60 | 60 |
| Lorena Plaza (1st/Lorena) | 48 | 49 |
| Santa Monica & Vermont Apartments | 185 | 187 |
| One Santa Fe (3rd/Santa Fe) | 88 | 438 |
| Solair Condos (Wilshire/Western Station) | | 186 |
| **SUBTOTAL** | **1,162** | **2,598** |
| **ACTIVE** | | |
| **Site Name (Location)** | **Income-Restricted Units** | **Total Units** |
| District NoHo (North Hollywood Station) | 366 | 1,481 |
| Lucha Reyes Apartments (Mariachi Plaza Station) | 59 | 60 |
| Crenshaw Crossing (Expo/Crenshaw Station) | 397 | 401 |
| Chavez Gardens (Chavez/Fickett) | 109 | 110 |
| Centro Westlake (Westlake MacArthur Park Station) | 234 | 668 |
| Venice Division 6 | 86 | 341 |
| Duarte Station | 99 | 100 |
| Artesia Station | TBD | 250 to 350 |
| 17th St/ SMC Station | TBD | 275 to 350 |
| Wilshire/Crenshaw | TBD | 225 to 375 |
| Taylor Yard - Lot 9 | TBD | TBD |
| Florence Station | TBD | 50 to 100 |

| | | |
|---|---|---|
| Pomona Station | TBD | 300 to 400 |
| Heritage Square Station | TBD | 50 to 100 |
| Universal City/Studio City Station | TBD | 500+ |
| Balboa Station | TBD | 150 to 300 |
| Canoga Station | TBD | 150 to 300 |
| Wilshire/La Brea | TBD | 500+ |
| La Verne Station | TBD | 50 to 100 |
| Fairview Heights Station | TBD | 50 to 100 |
| **SUBTOTAL** | **1,350+*** | **5,711 to 6,636** |
| **FUTURE** | | |
| **Site Name (Location)** | **Income-Restricted Units** | **Total Units** |
| Pickle Works | TBD | 150 to 250 |
| Sepulveda Station | TBD | 500+ |
| 103rd St/Watts Towers (Watts Towers) | TBD | 50 to 100 |
| El Segundo Station | TBD | 100 to 150 |
| Temple/Beaudry | TBD | 100 to 150 |
| Glendora Station | TBD | 150 to 300 |
| Aviation/Century Station | TBD | 150 to 300 |
| Century City Station | TBD | 150 to 300 |
| **SUBTOTAL** | TBD* | **1,350 to 2,050** |
| | | |
| **TOTAL** | **2,512+*** | **9,659 to 11,284**** |

** Number of income-restricted units for active and future projects to be determined at ENA stage.*

***The range of potential housing units includes preliminary estimates for active and future projects that are pre-ENA. These estimates are subject to change based upon the applicable local or state land use regulations and other factors that impact physical and financial feasibility.*

10K Request for Proposals (RFPs)

Since the Board's approval of the Developer Bench in March 2024, Metro has initiated 9 site-specific community engagement efforts representing approximately 3,000 potential units, of which 1,500 would be income-restricted. A total of six RFPs have been released to the Developer Bench and thus far Metro has received 19 proposals for the first four sites (17th St./SMC, Wilshire/Crenshaw, Balboa and Canoga). As a point of reference, in the first half of 2025, Metro released the same number of joint development RFPs as it had in the decade from 2014 to 2024. A map showing the status of Metro housing sites is provided as Attachment B.

With the first 10K sites underway, staff are now able to move more quickly and easily through the process, allowing for the launch of all remaining 10K sites in the next 18 months. In the next six

months, Metro anticipates launching community engagement at up to six new sites and entering into up to six ENAs.

Considerations for 10K Plan Implementation

Feedback from local jurisdictions, housing advocacy groups, and non-profit housing developers has been overwhelmingly positive. While these groups have applauded Metro's commitment to an accelerated process, they have also raised concerns about the lack of available resources - traditional capital, grants, and human resources - to realistically respond to this "surge" of opportunities.

At the local level, while communities acknowledge the need to address the regional housing shortage, local stakeholders have surfaced traditional concerns such as anticipated parking and traffic impacts; impacts to those that lease Metro property for short-term use; height and density and concerns and the potential for any development-even 100% affordable projects-to exacerbate displacement of existing residents and businesses.

At the Balboa Station, several residents within the 1-mile area surrounding the site have raised concerns about the level of engagement necessary to garner community support. Further discussion on Community Outreach is below.

At the Florence Station, a neighborhood advocacy group raised concerns that developing the Park and Ride there would remove a vital community resource and exacerbate the neighborhood's existing parking shortage. Further discussion on Parking is below.

Communities have also expressed concern that the current housing selection process does not have a local preference. Staff continue to monitor the City of Los Angeles' exploration of a policy that would enable local residents and/or artists in certain neighborhoods priority in the housing lottery for these projects.

As noted in the 2024 Board Action approving the developer Bench, site-specific RFPs are released only to the developer bench but directly include the Community Recommendations and evaluation criteria contained in the Outreach Report. Upon release of the first two 10K RFPs, Wilshire/Crenshaw and 17$^{th}$/SMC Station, staff posted select elements of all submitted proposals to the Metro website for public comment with the intention of increasing transparency. The public posting of proposals raised issues relative to stakeholder expectations because Metro's "black-out period" prohibits Metro from engaging in discussion with the public regarding specific proposals while the developer selection process is underway. Moving forward, staff will instead post the key details of the selected proposal along with a Notice of Intent to Award, at which point the black-out restrictions would be lifted. Comments received on the selected proposal would be tracked and addressed by the developer in subsequent phases of the community engagement process.

Community Engagement

Key to the accelerated process (and delivering on the 10K Commitment) is a proactive community engagement program that seeks to overcome traditional barriers to participation by broadening the

opportunities and means by which stakeholders are engaged. Previous community engagement efforts tended to present each site as a blank slate, primarily engaging local residents in a dialogue about what community benefits a development project should provide. This visioning effort, while well-intentioned, created parameters for development without the input of the non-profit and for-profit developers that would be responsible for the delivery of the project, and as a result often raised unrealistic expectations about what could feasibly be delivered.

Under the accelerated process, the outreach effort starts from the Board's direction to repurpose and prioritize underutilized Metro property to address the housing shortage. The new process seeks focused input on the Board's designated "10K Sites" from a broader set of stakeholders that includes local residents, as well as transit riders, local employees and employers, schools, and others that may have ties to the local community. Metro solicits input on community needs via surveys, pop-up events, community intercepts, key stakeholder roundtables, and transit rider intercepts. Surveys help Metro to collect specific input from targeted audiences while pop-up events and direct engagement with stakeholders in their daily routines and commutes ("intercepts") allow face-to-face conversations with stakeholders on the issues that matter most to them. Staff meet residents and transit riders where they are, at local events, neighborhood institutions, and on their commutes. Stakeholders are engaged around their needs and interests for the future housing site, which includes the ground floor uses, surrounding open space, landscaping, and other amenities.

Once the developer is selected, the template ENA requires each developer to adhere to an outreach plan to engage stakeholders through a variety of means, which may include in-person or digital engagement, coordination with key stakeholder groups, and solicitation of public feedback on the design proposal. The outreach plan requires that the developer demonstrate to Metro how feedback received has been addressed in the revised project proposal before submitting that project for entitlements through the local jurisdiction approval process.

Parking

Ten of the 20 10K Sites are proposed at existing park-and-ride locations. Before recommending these sites for housing development, Joint Development staff worked with Metro's Parking Management team to conduct a parking demand study at all park-and-ride facilities across the LA Metro system. Though parking demand continues to lag across the Metro system, the study projected future parking demand using a logistic growth function that assumes an eventual rebound to pre-COVID levels.

Of the 21 park and ride sites analyzed, the study identified nine sites where sufficient parking would be available at other park and ride locations within a 15-minute drive of the station (calculated at 8:00 AM assuming weekday traffic).

Where communities have expressed concerns about loss of parking, it is helpful to distinguish among the three types of parking that may be desired: 1) transit parking, which as noted above is managed by directing patrons to underutilized lots nearby; 2) parking for the new housing development, for which the Metro's Joint Development policy has established a maximum of 0.5 spaces per bedroom; and 3) community parking, which is not the intended or, in many cases, allowable use.

Staff will continue to work with communities to realistically balance these needs, including considering replacement parking on a case-by-case basis. However, in accordance with the Board's direction, maximizing affordable housing will continue to be the key priority.

10K Dashboard
In June 2025, staff launched a dashboard <https://experience.arcgis.com/experience/fc3e300fce8642b0a24c996d32d99d0e/page/DASHBOARD> system (https://bit.ly/MetroHousingProjectsandProgress <https://experience.arcgis.com/experience/fc3e300fce8642b0a24c996d32d99d0e/page/Home>) on Metro's website to provide transparency and up-to-the-minute updates on project status, progress toward the 10K goal, and a forecast of upcoming milestones and opportunities to engage with Metro and the selected developers. The dashboard's continuous public reporting is critical to supporting Metro's goal to shorten the timeframe for project delivery from 10 to five years by focusing staff resources on program delivery while maintaining transparency. Through this system, the public will be notified of upcoming milestones such as launching outreach, releasing RFPs, developer selection and ENA execution. The dashboard is available at metro.net/10k. A static print-out of the dashboard is provided as Attachment C.

JD Policy Revisions
Revisions to the JD Policy are proposed to align terminology with the current developer selection process, clarifying that points will be awarded for proposals that: are aligned with community feedback; deliver more affordable units at deeper levels of affordability; include strategies to accelerate and streamline project delivery; and submitted by teams with experience accessing public funds for affordable housing. In addition, the amended Policy includes smaller "clean-up" items, such as streamlining affordability definitions and replacing the design checklist with "Site Infrastructure and Design Requirements" to match the current design review process.

In 2023, the SLA was amended to add a new, programmatic exemption that provides one-time blanket approval of property dispositions and allows transit agencies to use surplus land for commercial, industrial, retail, office and other uses if they have adopted a plan to dedicate at least 50 percent of gross acreage covered by the plan to residential uses and at least 25 percent of the residential units are reserved for lower income households. Modifying the JD Policy to codify this commitment is necessary to secure a programmatic exemption which will help streamline administrative procedures. This will help accelerate delivery on the 10K Commitment while also allowing for flexibility in land uses, where appropriate.

A new section enables Metro to qualify for a programmatic exemption permitted under California Government Code Section 54221(f)1)(S), a recently adopted section of the SLA . The new policy language requires that Metro maintain a portfolio of real properties (SLA Portfolio) which, in the aggregate, satisfies the programmatic exemption by adhering to the following criteria:

- At least 50% of the gross acreage within the SLA Portfolio must be used for residential purposes.
- The SLA Portfolio must maintain a minimum density of 10 residential units per gross acre, averaged across all land in the SLA Portfolio.
- At least 25% of all residential units to be developed on the properties, but not

necessarily on the individual parcels, within the SLA Portfolio, must be affordable.

- At the time surplus land is disposed of under this policy, Metro must record affordability requirements in covenants or restrictions that run with the land.

Metro shall compile a list of properties that satisfies these criteria and HCD guidance. Staff may add new properties to or remove properties from the SLA Portfolio from time to time to maintain alignment with the JD Policy. The programmatic exemption will streamline HCD's approval of future JD projects and allow Metro additional flexibility to develop some property with non-residential uses, if appropriate. HCD has reviewed the proposed policy language, which models language adopted by other California transit agencies, and has indicated that the language is sufficient to enable Metro to take advantage of the exemption.

Language was also added to conform with electric vehicle charging revenue requirements contained in the Federal Transit Administration (FTA) Circular, which was updated in September 2024. The purpose of the FTA's proposed revisions is to incorporate changes made by the Bipartisan Infrastructure Law (BIL), implemented as the Infrastructure Investment and Jobs Act that amended the definition of a "Capital Project" in Section 5302 of Title 49, United States Code <https://www.govinfo.gov/link/uscode/49/5302>. Specifically, the proposed revisions address "equipment to fuel privately owned zero-emission passenger vehicles" that is "installed as part of a joint development improvement" and requires "the recipient of [FTA] assistance to collect fees from users of the equipment . . . to recover the costs of construction, maintenance, and operation of the equipment."

The proposed amended policy has also been adjusted to conform the ENA term for all JD sites with the ENA terms for 10K Sites adopted by the Board in June 2024. The updated Policy allows that, unless otherwise approved by the Board, ENA terms will consist of a 12-month base period with the option to extend in 12-month increments up to a total of 60 months administratively, with notifications to the Board which will include a project status update, reasons for the extension, and proposed next steps.
Lastly, the updated policy corrects minor formatting errors to improve the readability of the document.

## DETERMINATION OF SAFETY IMPACT

Approval of the recommendations will not impact the safety of our customers and employees.

## FINANCIAL IMPACT

Adoption of the recommendations will not have an additional long-term direct financial impact on the Agency. The revisions to the JD policy need to be made to be eligible for the SLA programmatic exemption, but do not result in any changes to the 10K Program.

### Impact to Budget

The current year JD program activity is incorporated into the adopted FY26 budget. This item does not change the level of JD activity projected for the 10K Program. The funding sources for the FY26 budget are JD revenues reinvested to the JD program and other general funds which are eligible for

bus & rail operations and capital projects.

## EQUITY PLATFORM

The implementation of the 10K Acceleration Strategies will facilitate the development of affordable housing, market rate housing, and other public benefits such as job creation, transit investments, first -last mile improvements, open space, community rooms, and urban greening. Development of housing for all income levels is essential to alleviating the housing shortage that disproportionately and negatively impacts all categories of disadvantaged communities including Black, Indigenous, or People of Color (BIPOC), low-income households, people with disabilities, and other marginalized communities.

In some instances, the delivery of market rate or affordable housing will be accompanied by neighborhood change that may be felt most acutely and negatively by marginalized and vulnerable populations immediately surrounding such sites. The 10K Acceleration Strategies seek to minimize disruptive impacts, such as displacement, while increasing opportunities to serve not only at-risk populations but also disadvantaged communities via the delivery of affordable housing throughout the County focusing on areas with the greatest need.

The 10K Acceleration Strategies utilizes the JD Policy as its basis for implementation. Though the JD Policy is being amended with revisions for internal/external alignment, the foundation of the JD Policy has been informed through extensive outreach and engagement which included a virtual town hall event, online surveys, internal and external working groups, community-based development organization interviews, and extensive input from staff.

## VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through investment activities that will benefit transit-oriented communities and further encourage public transit ridership, ridesharing, and active transportation.

The 10K Program and Policy update will accelerate the delivery of housing adjacent to public transit, reducing the need for a car and therefore County VMT. 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

By approving these recommendations, Metro will advance the Vision 2028 Strategic Plan Goal #3, to "enhance communities and lives through mobility and access to opportunity," by activating several transit-oriented communities with catalytic development projects that will bring housing, jobs, and services to neighborhoods across the Metro system and Los Angeles County at-large.

## ALTERNATIVES CONSIDERED

The Board could defer or deny approval of the recommendations. This is not recommended as the JD Policy revisions are necessary for the JD Program to conform to federal and state requirements and allow Metro to continue its trajectory in meeting the 10,000-unit mandate by 2031.

## NEXT STEPS

Upon approval of these recommendations, staff will incorporate the amendments as indicated in Attachment A and share the adopted policy with HCD. Staff will provide periodic updates on the 10K Commitment to the Board and the public via stakeholder emails, Metro community relations newsletters, and automatic notifications from the on-line dashboard system.

## ATTACHMENTS

Attachment A - Amended Joint Development Policy
Attachment B - Joint Development Sites
Attachment C - Joint Development Dashboard

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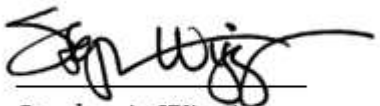

Stephanie Wiggins
Chief Executive Officer

ATTACHMENT A – Amended JD Policy

Los Angeles County
Metropolitan Transportation Authority

# Joint Development Policy

Metro

~~JUNE 2024~~JULY 2025

# I. INTRODUCTION

## Vision 2028 Strategic Plan

The Los Angeles County Metropolitan Transportation Authority (Metro) Vision 2028 Strategic Plan encourages the development of affordable housing near transit in order to give more people, especially in low-income communities, better access to transit.

## Metro Joint Development

The Metro Joint Development (JD) Program is a real estate development program for properties owned by Metro (JD Program).

This document serves to inform communities in which JD projects are constructed, developers who build them, and the general public, about the values, policies, and processes that govern the JD Program.

## Land Use and Transit

Transit systems are most effective if they are surrounded by transit-supportive land uses that include~~s~~ jobs, housing, schools, and amenities. While Metro does not have land use authority in Los Angeles County (the local jurisdictions hold this power), Metro can leverage the land it owns on behalf of the public, usually adjacent or proximate to Metro's transit infrastructure, to deliver transit-supportive uses (to the extent these uses comply with local land use policies).

## Housing Affordability

Los Angeles County is suffering from a severe housing affordability crisis which is disproportionately impacting low-income residents, who make up Metro's core ridership.

## Purpose

This JD ~~p~~Policy is intended to enable Metro to build as much quality housing near transit as possible, for those who need it most, as soon as possible. Additionally, the JD Policy will continue to enable the development of other transit-serving uses (beyond housing) that will increase access to opportunity and support an efficient transit network.

## II. VALUES & GOALS

### Equity & Inclusion

- Deliver housing and amenities for everyone, focusing benefits for historically disadvantaged communities.
- Actively engage community members.

### Access

- Preserve, protect and promote transit infrastructure and use.
- Respect communities around transit by stabilizing and enhancing housing and other amenities.
- Increase transit ridership and decrease single occupancy vehicle use.

### Performance

- Leverage the value of the JD portfolio to maximize and accelerate positive impact.
- Streamline process to deliver projects faster without compromising quality or cutting corners.
- Measure the impact of the JD Program with specific performance metrics.

### Innovation

- Lead the region and nation by driving innovation around transit-oriented housing.
- Pursue new methods of engagement, financing, and construction to deliver projects faster and more equitably.

MISSION STATEMENT: Create high-quality homes, jobs, and places near transit for those who need them most, as soon as possible.

## A. Income-Restricted Housing

1. Affordable First.

   Metro will pursue all new JD sites for housing developments with 100% of residential units as Income-Restricted to persons and families of Extremely Low, Very Low, Lower or Moderate Income, in alignment with neighborhood incomes, as further described below.

2. Neighborhood Alignment.

   Metro will consider the local context and select an appropriate range of housing types to meet the needs of a diversity of household incomes, sizes, and ages. Metro will determine the affordability levels of any Income-Restricted Units by evaluating neighborhood income and rent levels as further described in the Process Section.

3. Minimum Affordability.

   If development of 100% Income-Restricted Units ~~are~~ is determined to be infeasible for a particular site, at least 25% of units at such site will be affordable to Lower Income households or below, or an equivalent number of Income-Restricted Units at income levels calculated to an equivalent "Affordability Score," defined below. A Mixed-Income Project may also be pursued if a greater number or level~~depth~~ of Income-Restricted units can be generated in a Mixed-Income Project than in a 100% Income-Restricted project.

4. Affordability Definitions.

   The "Affordability Score" is a measure of ~~the overall~~ a project's overall affordability level~~s~~ determined by the percentage of Income-Restricted Units and their level~~depth~~ of affordability. ~~Scores will be determined consistent with the following equivalent unit mixes. Scores may also be adjusted to encourage additional housing related benefits.~~
   ~~Extremely Low Income: 11% of units~~
   ~~Very Low Income: 15% of units~~
   ~~Lower Income: 25% of units~~
   ~~Moderate Income: 50% of units~~
   "Area Median Income" or "AMI" is the median annual income for a family or household in the County of Los Angeles. This amount is established each year by the United States Department of Housing and Urban Development (HUD) and published annually by the California Department of Housing and Community Development (HCD). As a point of reference, in April 2021, the Los Angeles County AMI for a three-person household was $106,400. The commonly used income categories are approximately as follows, subject to variations for household size and other factors:

   - Extremely Low Income: 0 to 30% of AMI

- Very Low Income: >30% to 50% of AMI
- Lower Income: >50% to 80% of AMI
- Moderate Income: >80% to 120% of AMI

"Income-Restricted Units" are housing units that are reserved for people or households earning no more than a certain threshold income.

A "Mixed-Income Project" is a JD project with both Income-Restricted Units and market rate units.

"Neighborhood AMI" is a measure of the median income in a neighborhood surrounding a proposed JD project and will only be used to inform income levels for Income-Restricted Units where Neighborhood AMI is lower than County AMI.

## B. Transportation & Access

1. Transit-Supportive Land Use.

   Metro will prioritize trip generating uses on JD sites to allow more people to drive less and access transit more. Projects will be prioritized which include more housing units for transit riders or a greater intensity of activity.

2. Preservation of Transit Facilities.

   Metro must retain authority over its transit facilities and services, and development shall not negatively impact existing or future public transportation facilities.

3. Transit Connections.

   Metro will maximize connections to transit facilities from and through JD projects, where appropriate. Projects are encouraged which provide for increased station access using buses, active transportation, and other alternative modes of travel. Projects should include provisions for effective and flexible curbside management of last-mile goods delivery and shared mobility services such as rideshare, microtransit, carshare, and carpools to minimize unintended consequences.

4. Parking.

   Metro will require projects that include parking spaces for residential uses to be at a ratio no higher than 0.5 parking spaces per bedroom. If the resulting residential parking is less than the minimum required by local land use policies, then JD projects will include residential parking at ratios no higher than the minimum required by such local policies. For JD projects built on existing park and ride lots or providing park and ride spaces, Metro

will consider parking demand and pricing strategies when determining a strategy for replacement parking, if applicable.

- Unbundled Parking. All off-street parking spaces related to residential uses in a JD project must be "unbundled" (i.e., marketed and rented separately from the units within the project) in order to capture the actual cost to construct and maintain the dedicated parking spaces. An exception may be granted for Income-Restricted Units, if required by funding sources.

- Shared Parking. Metro will evaluate and pursue, wherever possible, shared parking strategies with the overarching goal of reducing the total number of off-site spaces constructed on the JD site.

- Replacement Parking. In the event that a Metro JD project is pursued on an existing Metro park and ride lot, demand-responsive considerations should inform replacement parking, if any.

5. Equity.

Metro will ensure that all projects are consistent with the Metro Equity Platform. Projects will be analyzed with Metro equity analysis tools and will strive to address past unintended consequences and provide the most opportunity to the most vulnerable populations, especially transit-dependent residents. In addition, Metro will ensure that JD projects comply with FTA Title VI Civil Rights and Environmental Justice requirements. Compliance with Title VI will be required of developers selected for JD projects.

## C. Resources

1. Maximize Benefit.

Metro will seek the project that secures the best value for the public which may include affordable housing, public amenities or financial return that can be reinvested into Transit Oriented Communities (TOC).

2. Land Subsidies.

Where appropriate, and necessary for project feasibility, Metro may, subject to the approval of the Metro Board of Directors ("Board"), subsidized JD projects by discounting ground leases below the fair market value in order to accommodate transit infrastructure, Income Restricted Units, or other community benefits. Ground lease discounts from fair market value will be disclosed to the Board in an absolute dollar amount when transaction terms are presented to the Board for approval.

3. Collaborative Contribution.

Projects are encouraged which obtain capital, loans, grants, in-lieu contributions, or strategic partnerships from other agencies, including use of Local Return dollars in accordance with the Board-adopted TOC Policy, to create greater community economic benefit to JD projects.

4. Land Ownership.

Metro will retain fee ownership of its land, relying on long-term ground leases to develop its property. In exceptional cases where Metro's continued ownership of a property is neither convenient nor necessary, Metro may sell the property in fee to the developer. In the event that a fee disposition of Metro property is necessary for a JD project, Metro will place a covenant on the property requiring that any Income-Restricted Units developed remain Income-Restricted in perpetuity, where feasible, and in any case for a period of not less than 99 years. Upon the expiration of the covenant, Metro shall have the right of first offer to acquire fee ownership of the land on terms tailored for the particular property and otherwise acceptable to Metro.

5. Use of Proceeds.

Proceeds from JD projects will be reinvested in Transit Oriented Communities activities.

6. Strategic Acquisition.

To encourage opportunities for JD projects surrounding transit investments, Metro will evaluate transit corridor projects in the initial planning (e.g., during the environmental and preliminary engineering phases) and shall seek to create the most advantageous conditions for JD projects in the acquisition of required property, location of new station sites, and construction of station facilities.

## D. Community Outreach

~~1. Community Engagement.~~

Metro will pro-actively engage with the communities throughout the JD process and require that developers do so as well.

~~2.~~1. CBO Participation.

Metro will require, wherever feasible, that developers collaborate with local Community Based Organizations (CBOs), both formally as development partners or informally as community partners providing independent community-level input on the project scope, design and program.

~~3.~~2. Local Collaboration.

Metro will consult and work cooperatively with local jurisdictions and developers to encourage transit-supportive, high-quality development at stations and surrounding properties. All JD projects must follow local laws and land use policies of the jurisdiction in which they are located.

## E. Developer Solicitation

1. Competitive Solicitation.

Metro's preferred method for selection of developers for its JD projects is conducted through a full, open and competitive selection process that is further detailed in the Process section.

2. Unsolicited Proposals.

Staff may consider unsolicited proposals that seek the right to develop or improve Metro property by bringing unique benefits to a Metro site such as adjacent property or innovative design. For example, a successful proposal might add additional land area to a Metro site that would enable the combined properties to support a superior development than the Metro property alone. Unsolicited proposals must comply with all policies set forth herein.

If pursued, Metro will conduct market and zoning analysis, study the surrounding Neighborhood AMI, and seek input of impacted stakeholders to ensure the unsolicited proposal is in alignment with community needs.

## F. Project Requirements

1. Small & Disadvantaged Businesses.

Development teams shall provide opportunities for Metro-certified Small Business Enterprises (SBEs), Disadvantaged Business Enterprises (DBEs), and Disabled Veterans Business Enterprises (DVBEs) to partner in their projects through the delivery of professional or construction services.

2. Design Excellence.

Metro is committed to design excellence in JD projects. Metro will promote context sensitive planning, architectural integration, and quality materials for all programmatic elements of JD sites. Metro will ensure that projects demonstrate a high quality of design that is both sensitive to community context and enhances the surrounding community. If applicable, staff may require developers to incorporate community-appropriate public art and/or Metro directional signage into the proposed project.

JD projects will often require a signage and wayfinding program connecting the development to the transit system. These designs must reinforce Metro's brand identity and shall be prepared by a professional environmental graphic design consultant contracted

by the Developer. JD projects may also provide opportunities for developers to commission public art in order to support cultural equity and articulate a community identity. Emphasis should be focus on spaces with high visibility and opportunity for architectural integration.

3. Sustainability.

   Metro will require that JD projects shall be built to the latest green building codes and in accordance with the Metro Moving Beyond Sustainability plan.

4. Project Labor.

   Metro will apply its agency-wide Project Labor Agreement and Construction Careers Policy to JD projects that meet the following thresholds: a mixed-use project containing both a residential and a commercial component, where there are more than sixty (60) residential units being built; a residential only project that exceeds sixty (60) residential units; or a commercial only project (retail, office or hotel) that exceeds forty thousand (40,000) square feet of space.

## IV. PROCESS

While this document is Board-adopted, Metro may continue to refine this Process section administratively as needed, so long as any refinements are in keeping with the Policy statements set forth in the previous Policy Section.

### A. Site Selection

1. Acquisition.

   In the initial planning of a transit corridor project (e.g., during the environmental and preliminary engineering phases), Metro may conduct site analysis and evaluate proposed station sites for their JD potential. Working with Metro's Corridor Planning, Real Estate and Program Management departments, JD staff shall review proposed transit project property acquisitions for JD potential before the acquisition footprint is established and cleared during environmental review.

2. Site Prioritization.

   The JD staff has finite resources; therefore, the decision to begin a JD project must be made carefully, factoring in several criteria including, but not limited to market conditions, community input, ability to generate Income-Restricted Units, potential for local jurisdiction partnerships, and Metro resources. The JD workplan will prioritize projects with consideration of the following:

   - Neighborhood Stabilization. Metro will prioritize projects located in areas at higher risk of displacement based on the most recent and reputable data available.

   - Equity Focus Communities (EFCs). Metro will prioritize projects that fall within the EFC geographies which have lacked investment and experienced disenfranchisement, as defined in Metro's Long Range Transportation Plan.

   - Access to Opportunities. Metro will prioritize projects that deliver Income-Restricted Units in areas with greater access to opportunities, such as jobs, schools, and other amenities.

   - Streamlining. Metro will evaluate projects based on their potential to be delivered quickly and with the least cost to Metro.

   - Maximizing Impact. Metro will prioritize projects that can best leverage transit supportive land use policies and deliver the greatest public benefit.

### B. Project Scoping

1. Site Analysis.

At the outset of the site selection process, staff shall conduct zoning and market analysis to determine the capacity of a JD site for housing units, community benefits and financial potential. Staff will conduct a community needs assessment and asset mapping to identify opportunities for the development program to leverage existing community resources and fill gaps where they exist. Potential JD sites will be evaluated through Metro equity analysis tools to address past unintended consequences and provide the most opportunity to the most vulnerable populations, especially transit-dependent residents.

Metro will estimate any additional costs of upgrades required to develop the property in a manner that preserves existing transit infrastructure and operations. Examples of such costs include adding a new entrance, building replacement park and ride parking, or development features necessary to span or otherwise accommodate existing transit infrastructure.

2. Neighborhood Income Analysis.

As part of the site analysis, Metro will evaluate income and rent data for the area that is within an approximately 15-minute walk of the site. The evaluation will include an historic "lookback" to determine a baseline "Neighborhood AMI" that will inform the threshold of household income levels and rents that will be targeted for projects with Income-Restricted Units. The neighborhood income and rent data will inform the outreach and preparation of Development Guidelines, with a goal of aligning housing affordability levels with the needs of the neighborhood and ensuring a realistic conversation about tradeoffs.

3. Community Engagement.

Outreach should focus on upfront visioning and community updates throughout the process. In conducting outreach, Metro will utilize a breadth of outreach tools designed to broaden participation beyond traditional channels for gathering community input including, but not limited to focus groups, one-on-one meetings, workshops, pop-up events, attending other community meetings and events, intercept surveys, participation in community events, as well as virtual and online tools such as online surveys and virtual workshops to reach a broader stakeholder base.

Metro will consult with local jurisdictions and conduct outreach to solicit input from the community surrounding a JD site. JD staff, working closely with Metro Community and Construction Relations staff, shall work with community stakeholders and the local jurisdiction to define a vision for the potential project.

4. Development Guidelines.

Upon determination of a unified vision that is desirable to the community and economically feasible, Metro will prepare Development Guidelines. The Development Guidelines will articulate the following project expectations:

- Scale and Program. Results of the market and zoning analysis, Neighborhood Income Analysis and Community Engagement ~~community outreach, and neighborhood income and rent levels~~ will be reflected in the Development Guidelines to set expectations for proposals.

- Transit Infrastructure Requirements~~.~~ (if applicable). To the extent that additional transit investments are required to create a developable parcel, the scope and estimated cost for such improvements will be disclosed.

- Regulatory and Planning Framework. In communities where there has been a recent community plan or specific plan update or extensive outreach and visioning effort, the Development Guidelines will be informed by that document. The Development Guidelines will also incorporate relevant Metro plans and policies.

- Community-Informed Development Vision. The Development Guidelines will outline site-specific, community-informed priorities based on site analysis and C~~c~~ommunity Engagement~~outreach~~.

- ~~Project Checklist~~Site Infrastructure and Design Requirements. Transit-oriented developments are expected to be walkable, human-scaled, and supportive of alternative transportation modes, among other attributes. These attributes will be encompassed in the Site Infrastructure and Design Requirements ~~comprise a standardized "project checklist"~~ to advise~~include~~ design-related expectations such as the treatment of ground floor uses, pedestrian enhancements, community spaces and the like.

- Design Criteria. The Development Guidelines will specify urban design elements and site plan expectations unique to the site, as well as environmental graphics and public art for each project, if applicable.

- Community-Informed Evaluation Criteria. Community members will be invited to provide input on the evaluation criteria as part of the Development Guidelines so that the ultimate determining factors for selection are transparently communicated before a solicitation.

## C. Developer Selection

1. Project Solicitation.

Metro will solicit proposals for development of a JD site through a Request for Information and Qualifications (RFIQ) and/or an Request for Proposals (RFP). Because of the unique nature of JD transactions and their divergence from a typical public procurement of goods or services, the developer solicitation process will use the Metro Acquisition Policy as a general guideline. Unique processes may be pursued in order to bring forward the best value project for Metro and the community. The RFIQ/RFP process will adhere to applicable state and federal codes, and, if the subject site was purchased with federal funding, there will be

a conformation to Federal Transit Administration FTA circular 7050.1CB, which governs JD projects, as it may be amended from time-to-time.

2. Community-Based Development Organizations (CBDOs).

   Following input from Los Angeles County-based community organizations and developers, in 2023 Metro defined a CBDO as "a nonprofit, tax-exempt, housing developer with a commitment to a geographic community and a stated intention of generating community scale outcomes including building wealth, increasing economic stability, improving health, or advancing equity through its projects and programs or partnerships with other organizations." Harnessing the local expertise of CBDOs will help Metro effectuate meaningful community engagement and develop JD projects that include elements that benefit, enhance, and respond to the needs of surrounding communities. Metro will require, wherever feasible, that development teams be led by or include CBDOs. If a CBDO is a partner rather than the lead developer, it must have an active role and financial stake in the development.

3. Fostering Partnerships.

   During the solicitation process, staff may host a "Building Partnerships" event to highlight small businesses and local CBOs with the goal of connecting them with potential developer proposers, especially CBDOs.

4. Proposal Evaluation.

   Metro will assemble an evaluation panel generally consisting of key Metro personnel, a representative of the local jurisdiction, and a community stakeholder, to the extent feasible and appropriate. Additionally, an urban design or development consultant, financial services consultant, community representative, and/or local jurisdiction technical staff may be used to provide support and advisory services in the evaluation of proposals. The evaluation panel will evaluate JD proposals and select a developer or defer a JD project if none of the proposals maximize JD objectives.

5. Evaluation Criteria.

   JD proposals will be evaluated based on their conformance with site-specific Development Guidelines and their support of the JD Policy. The selection team will evaluate various criteria and award points for project attributes including, but not limited to, the following:

   1. ~~Vision, Scope and Design~~Project Concept. Projects that effectively carry out Metro's JD Policy~~ies~~ goals, objectives, and vision as well as projects that compliment and support ~~herein and~~ the vision expressed ~~for the JD site as described~~ in the ~~site-specific~~ Development Guidelines and address the key takeaways expressed in the Outreach Report.

   2. Housing Affordability and Community Benefits. Projects ~~with a greater number of Income-Restricted Units, and/or deeper affordability levels following the~~

~~Affordability Score and the alignment of affordability levels with Neighborhood AMI.~~ that effectively maximize the number of units provided on the project site, commit to delivering other public benefits, and if a project is mixed-income, the extent to which the project maximizes the percentage of Income-Restricted Units and level of affordability.

~~3. Transit-supportive Land Uses. Projects with trip-generating uses that allow more people to drive less and access transit more.~~

~~4.~~3. Financing~~als~~ Strategy. Projects that provide a proforma based on reasonable assumptions and that provide a detailed, reasonable, and feasible plan for implementation of the proposed financial program. Projects whose proposer has demonstrated a history of successfully securing the proposed funding sources. Projects that provide a financing strategy that compensates Metro given the affordability and public benefits provided and an offer that is defensible and unlikely to be reduced. ~~with a reasonable and financially feasible proforma that compensates Metro at a fair market value for the land.~~

~~5.~~4. Implementation Streamlining and Innovation. Projects that present a credible plan for delivery within the stated schedule and present sufficient and reasonable detail on how the Proposer plans to secure entitlements and environmental clearances. Additionally, projects that include unique efforts, techniques, or innovations to feasibly accelerate project delivery.~~have a clear schedule for implementation, have the potential to be delivered fastest and with the least cost to Metro; projects that are "by-right" and do not require discretionary local actions; and projects with demonstrated community support that are less likely to be delayed by opposition.~~

~~6.~~5. Development Team. Proposers with demonstrated experience advancing and completing projects of a similar magnitude to the proposed project and/or transit-oriented projects that require extensive coordination with a transit agency and local jurisdiction to implement transit replacements/improvements such as parking facilities or development of multimodal access. Proposers that demonstrate the capacity to advance the proposed project and have not filed for bankruptcy. Lastly, proposers that have demonstrated experience or can commit to partnering with CBDOs, CBOs, SBEs, DBEs, DVBEs, and CLTs. Additional points will be awarded if the developer is a CBDO.~~partnering with CBOs, SBEs, DBEs, and DVBEs; Proposer teams where a CBDO is the lead developer or where a non-CBDO has committed to a partnership with a CBDO. Additional points will be awarded if the lead developer is a CBDO.~~

~~7. Community Engagement. Proposals that reflect robust engagement with CBO's and other community stakeholders as part of the development process.~~

6. Unsolicited Proposals.

Metro will evaluate unsolicited proposals using a three-phased approach:

- Phase One: Conceptual Proposal
- Phase Two: Detailed Proposal
- Phase Three: Community Engagement~~Outreach~~ and Preliminary Discussions

Metro will respond to unsolicited proposals by following federal procurement guidelines for competitive procurement. Metro may, at any time, choose not to proceed further with any unsolicited proposal.

*Phase One – Conceptual Proposal*
Phase One includes a basic threshold review and evaluation of conceptual proposals, based on their compliance with the polices set forth in Section III, the site prioritization metrics set forth in Section IV.A.2, and the availability of staff resources at the time of receipt. Unsolicited proposals will only be accepted from developers with site-control of adjacent properties. If staff determines that the Phase One proposal should proceed, staff will request additional detailed information in a Phase Two proposal.

*Phase Two – Detailed Proposal*
During Phase Two, developers can meet with JD staff to better understand the process and the requirements for the proposed project. A Phase Two proposal will be evaluated based on its advancement of the JD P~~p~~olicy priorities set forth in this document and the evaluation criteria set forth in Section IV.C.4. If Metro intends to move forward with a Phase Two proposal, JD staff and the proposers shall conduct outreach to targeted stakeholders in Phase Three.

*Phase Three – Community Engagement~~Outreach~~ and Preliminary Discussions*
During Phase Three, Metro and the developer will conduct robust community engagement~~outreach~~ to understand the reception of the proposed project by the community. This outreach may consist of:

- Meeting with local elected officials and municipal staff where the subject property is located;
- Meeting with key community and business stakeholder groups;
- Convening a public open house seeking community feedback;
- Collecting written feedback or survey responses received on-line; and
- Conducting virtual workshops, pop-ups, participating in community events, station intercept surveys, etc.

In response to the community input, the developer will be asked to address concerns raised and may submit a revised detailed proposal in response to public feedback. If the project is

successful in addressing community concerns and JD staff determines a viable project can move forward, the proposal will be recommended to the Board to enter into an Exclusive Negotiation Agreement.

## D. Development Phase

1. Exclusive Negotiation.

Following either the RFIQ/RFP or unsolicited proposal processes described above, Metro may decide to enter into an Exclusive Negotiation Agreement and Planning Document (ENA) with a developer. Metro will negotiate and execute an ENA with the developer upon approval of a recommended developer and authorization by the Board, (unless the Board has delegated such authority to staff as was done for 10K Sites subject to the JD Developer Bench approved by the Board in March 2024).

*Developer Responsibilities under the ENA include but are not limited to:*

- Create a robust community engagement plan that will carry throughout the design, entitlement, and construction process for the project;
- Negotiate in good faith, including such project design and project financing information as necessary for staff to negotiate a transaction;
- In consideration for entering into the ENA, the developer will provide Metro a non-refundable fee and will also provide Metro with a deposit to pay Metro's actual costs to negotiate and evaluate the proposal, including certain Metro in-house and third-party costs;
- Report on CBDO, CBO, SBE, DBE, and DVBE participation in the delivery of projects;

*Metro Responsibilities under the ENA:*

- During the negotiation period, provided that the developer is not in default of its obligations under the ENA, Metro will negotiate exclusively and in good faith with the developer a Joint Development Agreement (JDA) and Ground Lease to be entered into between Metro and the developer and will not solicit or entertain offers or proposals from other parties concerning the site.

*Term of the ENA:*

- Unless otherwise approved by the Board, ENA terms will consist of a twelve~~nty four~~ (12~~2~~24) month base period with the option to extend in twelve (12) month increments up to a total of sixty (60) months administratively, with notifications to the Board which will include a project status update, reasons for the extension, and proposed next steps. In considering an extension, staff will determine whether substantial progress has been made towards fulfillment of the

requirements of the ENA and may require payment of additional fees and/or deposits.

2. FTA Concurrence.

   If a JD project will occupy land initially purchased with federal dollars, the project will need to obtain concurrence from the FTA in order to proceed.

3. Environmental Compliance.

   Metro cannot enter an agreement that would legally obligate the project's completion until the Board - as a responsible agency under the California Environmental Quality Act (CEQA) and/or the National Environmental Policy Act (NEPA) - considers and analyzes the environmental impacts of the project. The project must be cleared through CEQA before a JDA or a Ground Lease can be approved by the Board. Metro is not the lead CEQA agency for JD projects; the agency with local regulatory land use authority generally serves that function.

4. Joint Development Agreement.

   Upon satisfactory fulfillment of the development requirements in the ENA, negotiation of acceptable terms, and completion of the required environmental review under CEQA, Metro will recommend that the Board (a) take such action as required under CEQA and (b) authorize entering into a JDA and Ground Lease for the implementation of a project. The JDA shall describe the rights and responsibilities of both parties as established in the ENA negotiations.

5. Ground Lease.

   Upon satisfactory fulfillment of the closing conditions required in the JDA, and receipt of FTA concurrence, Metro will enter into a Ground Lease for the use of the site. The Ground Lease will describe the rights and responsibilities of both parties with respect to the site. The Metro Chief Executive Officer~~CEO~~ or designee may also enter into such other documents and agreements to implement and administer the project as described in the JDA and Ground Lease.

While this JD Policy is Board-adopted, the Metro Deputy Executive Officer of Joint Development may refine this Section V. Joint Development Policy Requirements & Program Metrics, administratively from time to time, so long as any such refinements advance the values and goals listed in Section II of this Policy, are consistent with the other portions of this JD Policy, and are consistent with the Surplus Land Act (Cal. Government Code 54220 – 54234) as may be amended from time to time (SLA) and any then-effective implementing guidelines thereto issued by the California Department of Housing and Community Development.

## A. SLA Portfolio Parameters

### 1. SLA Portfolio Development

In accordance with any applicable laws and this Section V, Metro shall maintain a list of real properties which is a subset of the larger portfolio of JD properties and which, in the aggregate, qualifies for the exempt surplus property category outlined in Cal. Gov. Code Sec. 54221(f)(1)(S) (SLA Portfolio). The SLA Portfolio is comprised of properties that have the potential to advance the Values and Goals of this JD Policy if utilized for the JD Program. The Deputy Executive Officer of Joint Development may add new properties to or remove properties from the SLA Portfolio from time to time to maintain alignment with the JD Policy in particular, the Site Prioritization considerations listed in Section IV. Process.

### 2. SLA Portfolio Composition

Metro shall require the SLA Portfolio to comply with the SLA and any other state or federal requirements, as may be amended from time to time. The SLA Portfolio will adhere to the following criteria:

- At least 50% of the gross acreage within the SLA Portfolio will be used for residential purposes.
- At a minimum, Metro will develop at least 300 residential units or 10 residential units per gross acre, averaged across all land in the SLA Portfolio, whichever is greater.
- At least 25% of all residential units to be developed on the properties, but not necessarily on the individual parcels, within the SLA Portfolio, will be affordable for and made available to lower income households as provided in Chapter 2, Part 1, Division 31 of the California Health & Safety Code, as may be re-codified or amended from time to time.
- At the time surplus land is disposed of under this policy, Metro shall record the above-mentioned affordability requirements in covenants or restrictions that run with the land.
- Before entering into an agreement to dispose of a parcel for nonresidential development of land in the SLA Portfolio, Metro, since January 1, 2020, must

have entered into agreement(s) to dispose of at least 25% of the land in the SLA Portfolio for affordable housing purposes, as required above.

- Metro shall, for land disposed of for residential purposes, issue a competitive solicitation process or put out to open competitive bid where all entities identified in Government Code section 54222, subdivision (a) are invited to participate.

## B. Outcome Tracking

Metro will monitor and assess the JD Program and revise the JD Policy as needed. Metro will track the JD Pportfolio via a regularly updated dashboard of both completed and in-progress projects which will include data such as:

- Number and percentage of units by AMI levels
- Developer characteristics (ex. CBDO, market rate or non-profit, minority and/or women-led firms)
- Number of residents
- Resident employment and income characteristics
- Resident demographics
- Geographic distribution of JD projects
- Associated community benefits such as parks, community space, or street improvements
- Commercial space
- CBO, SBE, DBE, and DVBE participation in the delivery of projects
- Construction and permanent jobs created
- First/last mile improvements
- Transit infrastructure improvements
- Revenue to Metro

Developers will be required to allow Metro to conduct annual commercial and residential tenant surveys to gather metrics for ongoing monitoring. Consistent with pillar one of the Equity Platform, requiring ground lessees to allow Metro to conduct an annual tenant survey would enable JD to track JD Ppolicy objectives such as transit use, demographic data (as

allowed/feasible), car ownership, move in/move out information, revenue generation and qualitative data on the tenant satisfaction to help inform features of our projects (e.g., design issues, amenities, desired ground floor services, parking, and unit design).

In addition, Metro will conduct regular surveys of both existing and potential JD developers to identify areas of improvement for the JD Program.

## A. Statutory Basis

The Metro JD Program maintains statutory basis as obtained by a predecessor agency, the Southern California Rapid Transit District. Under California Public Utilities Code, Section 30600: "the district may take by grant, purchase, gift, devise, or lease, or by condemnation, or otherwise acquire, and hold and enjoy, real and personal property of every kind within or without the district necessary or incidental to the full or convenient exercise of its powers. That property includes, but is not limited to, property necessary for, incidental to, or convenient for joint development and property physically or functionally related to rapid transit service or facilities. The Board may lease, sell, jointly develop, or otherwise dispose of any real or personal property within or without the district when, in its judgment, it is for the best interests of the district to do so."

## B. State Regulations

In response to the state housing crisis, a number of new laws have been adopted that prioritize and expedite the development of Income-Restricted Units, specifically on public lands such as Metro JD sites. In pursuing JD projects, Metro will comply with all relevant state laws.

Metro JD sites which were acquired with assistance from State funding sources may be subject to additional State laws or processes and will follow State guidance to ensure compliance.

## C. Federal Regulations

Metro JD sites which were acquired with assistance from the FTA are subject to and will follow FTA guidance and will be reviewed individually by the FTA to ensure compliance. Current guidance in FTA Circular 7050.1C~~B~~ on FTA-funded real property for joint development, stipulates that joint developments follow five~~our~~ criteria: ~~subject JD projects~~

1. Economic Benefit – project must either (a) enhance economic development or (b) ~~benefit or~~ incorporate private investment.

2. Public Transportation Benefit – project must either (a) enhance the effectiveness of public transportation and be related physically or functionally to public transportation~~,~~, or ~~it can~~ (b) establish new or enhanced coordination between public transportation and other modes of transportation.

3. Fair Share of Revenue – developer and Metro must negotiate and agree on the amount of revenue the project will provide to Metro. The FTA does not define what amounts to a "fair share of revenue" but Metro will provide FTA with a

reasonable determination that the terms and conditions of the joint development project are reasonable and fair to Metro.

4. Fee Collection For Zero-Emission Vehicle Charging – if equipment to fuel privately owned zero-emission passenger vehicles is installed as part of JD activities, the developer and/or Metro will collect fees from users of the equipment.

~~4.~~5. Fair Share of Costs – developers and commercial tenants must pay a fair share of the costs through rental payments or other means. The FTA does not define what amounts to a fair share of the costs of the facility and will not impose a particular valuation methodology. Metro will determine how to document its reasonable determination that the rental payment, or other means, is reasonable and fair.

## D. Local Jurisdictions

Metro JD projects are subject to local land use laws, policies and procedures in the host jurisdiction, similar to any private development. The selected developer for any JD site must follow the land use, zoning, permitting, and entitlement process for the local jurisdiction of that site.

Los Angeles County
Metropolitan Transportation Authority

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ATTACHMENT B

# Metro Joint Development Projects

# Metro Joint Development Sites Legend

## COMPLETED PROJECTS

1. Parque Vista
2. LA Urban Homes
3. Taylor Yard Apartments
4. Wilshire Vermont Apartments
5. Hollywood/Vine Hotel
6. Casa Salazar
7. La Veranda
8. LA Urban Homes
9. Hollywood/Vine Apartments
10. Santa Cecilia
11. Rio Vista Apartments
12. MacArthur Park Apartments
13. Los Lirios
14. Metro Hollywood Apartments
15. Lorena Plaza
16. One Santa Fe
17. Solair Condos
18. Santa Monica & Vermont Apartments

## ACTIVE PROJECTS

1. Artesia Station
2. Fairview Heights Station
3. La Verne Station
4. Wilshire/Crenshaw
5. Taylor Yard - Lot 9
6. Heritage Square Station
7. Universal City/Studio City Station
8. Balboa Station
9. Canoga Station
10. Wilshire/La Brea
11. Pomona Station
12. 17th St/ SMC Station
13. Florence Station
14. Duarte Station
15. Centro Westlake
16. Crenshaw Crossing
17. Venice Division 6
18. Peabody Werden
19. District NoHo
20. Lucha Reyes Apartments
21. Chavez Gardens

*Sites Metro currently has in construction; is in negotiations with a developer; is conducting community engagement to inform development guidelines; or has an active Request for Proposals (RFP) out.

## FUTURE SITES

1. El Monte Station
2. El Segundo Station
3. Glendora Station
4. Pickle Works
5. Sepulveda Station
6. 103rd St/Watts Towers
7. Temple/Beaudry
8. Aviation/Century Station
9. Century City Station

**Sites Metro expects to release a RFP for in the next one to three years.

# Joint Development Dashboard

## Overview

*Learn about our progress towards our 10,000 housing unit goal and visit our website, [Joint Development Housing Projects and Progress]*

**Completed**
Projects leased up and fully occupied

18

**Pre-Construction**
Approved projects seeking funding and building permits

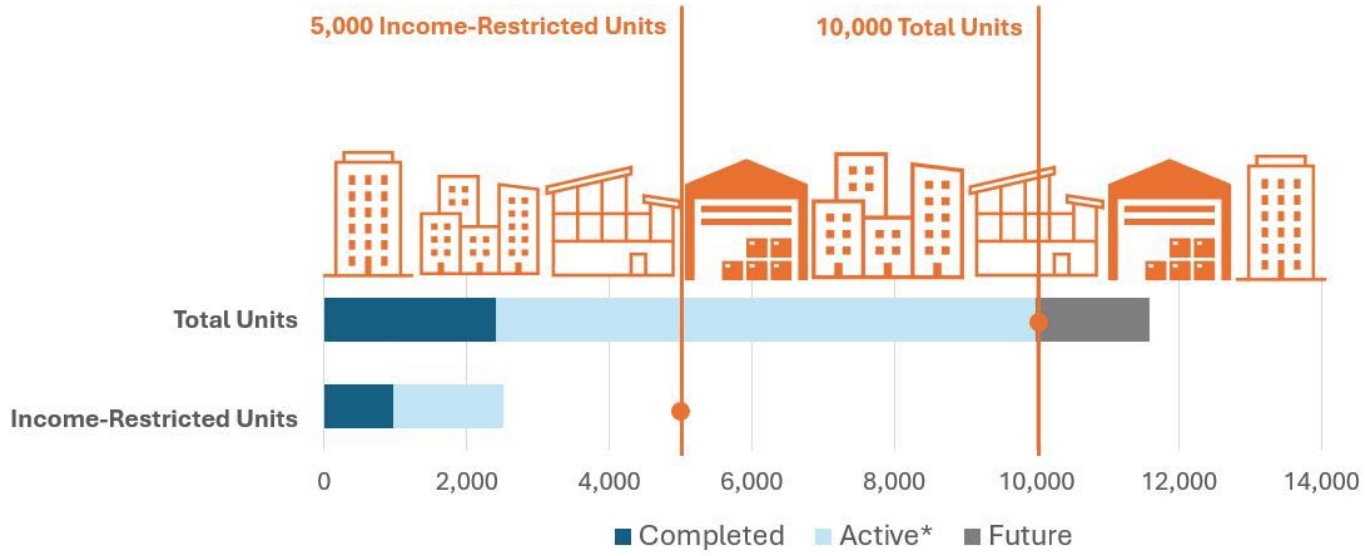
4

**Negotiations**
Proposd projects under Exclusive Negotiations Agreements

4

**Planning**
Conducting site evaluation and early outreach

13




**Active includes projects in planning, negotiations, pre-construction and construction*

**ATTACHMENT C**

# Active Project Status

| Site Name | Progress Tracker ↓ | | Next Milestone | Est Groundbreaking |
|---|---|---|---|---|
| Chavez Gardens | | 74.3% | Project Fully Funded, Developer Submittal of CDs | 4/1/2026 |
| Crenshaw Crossing | | 68.6% | Developer Submittal of DD Drawings | 8/31/2026 |
| District NoHo | | 68.6% | Developer Submittal of DD Drawings, Project Full... | 6/12/2027, 12/3/2027 |
| Lucha Reyes Apartments | | 68.6% | Developer Submittal of DD Drawings | 10/8/2027 |
| Duarte Station | | 25.7% | Draft Schematic Design Submittal | 9/27/2027 |
| Venice Division 6 | | 25.7% | Metro Comments on CEQA/Entitlement Plan | 3/26/2029 |
| Wilshire/Crenshaw | | 22.9% | Developer Selection & ENA Execution | 3/7/2029 |
| 17th St/ SMC Station | | 22.9% | Developer Selection & ENA Execution | 9/29/2027 |
| Balboa Station | | 20.0% | Evaluation Period Closed | 7/12/2027 |
| Canoga Station | | 20.0% | Evaluation Period Closed, Developer Selection &... | 9/16/2027 |
| Artesia Station | | 14.3% | Proposals Collected | 9/13/2027 |
| Florence Station | | 14.3% | Proposals Collected | 9/13/2027 |
| Fairview Heights Station | | 5.7% | Confirm Site Conditions, Community... | 12/21/2027 |
| Wilshire/La Brea | | 5.7% | Confirm Site Conditions, Community... | 11/19/2027 |
| La Verne Station | | 2.9% | Early Outreach | 1/28/2028 |
| Pomona Station | | 2.9% | Early Outreach | 1/28/2028 |
| Universal City/Studio City Station | | 0.0% | Confirm Site Conditions | 5/7/2028 |
| Heritage Square Station | | 0.0% | Confirm Site Conditions | 12/29/2027 |

## Recent Milestones

| Recent Milestones |
| --- |
| * Completed community engagement at Fairview Heights Station on June 8 |
| * Completed community engagement at Wilshire/La Brea on June 8 |
| * RFP Released for Artesia Station on June 26 |
| * Confirmed site conditions for La Verne Station on June 30 |
| * RFP Released for Florence Station on June 26 |
| * Confirmed site conditions for Pomona Station on June 30 |

**ATTACHMENT C**

## Upcoming Milestones

| Site Name | Next Milestone | Next Milestone Date ↑ |
|---|---|---|
| La Verne Station | Early Outreach | 7/11/2025 |
| Pomona Station | Early Outreach | 7/11/2025 |
| Fairview Heights Station | Confirm Site Conditions,... | 7/14/2025 |
| Heritage Square Station | Confirm Site Conditions | 7/20/2025 |
| Wilshire/La Brea | Confirm Site Conditions,... | 7/31/2025 |
| Lucha Reyes Apartments | Developer Submittal of DD... | 7/31/2025 |
| Wilshire/Crenshaw | Developer Selection & EN... | 8/4/2025 |
| Canoga Station | Developer Selection & EN... | 8/6/2025 |
| Artesia Station | Proposals Collected | 8/11/2025 |
| Florence Station | Proposals Collected | 8/11/2025 |
| 17th St/ SMC Station | Developer Selection & EN... | 8/27/2025 |
| Duarte Station | Draft Schematic Design... | 9/6/2025 |

# Impact

*To date, Metro Joint Development has completed or is constructing approximately*

| Homes | Affordable Homes | People Housed | Annual Jobs Created |
|---|---|---|---|
| 3,373 | 1,285 | 8,433 | 4,115 |

*Metro Joint Development projects are*

| Removing Annual VMT | Reducing Tons of GHGs | Saving the Equivalent of Acres of Forest | Reactivating Acres of Public Land |
|---|---|---|---|
| 15,551,117 | 5,727 | 6,659 | 104 |

# We're supporting thriving communities.

## Joint Development 10K Commitment and Policy Update

Planning and Programming Committee | July 16, 2025

Legistar File# 2025-0095

Metro

# Recommendations

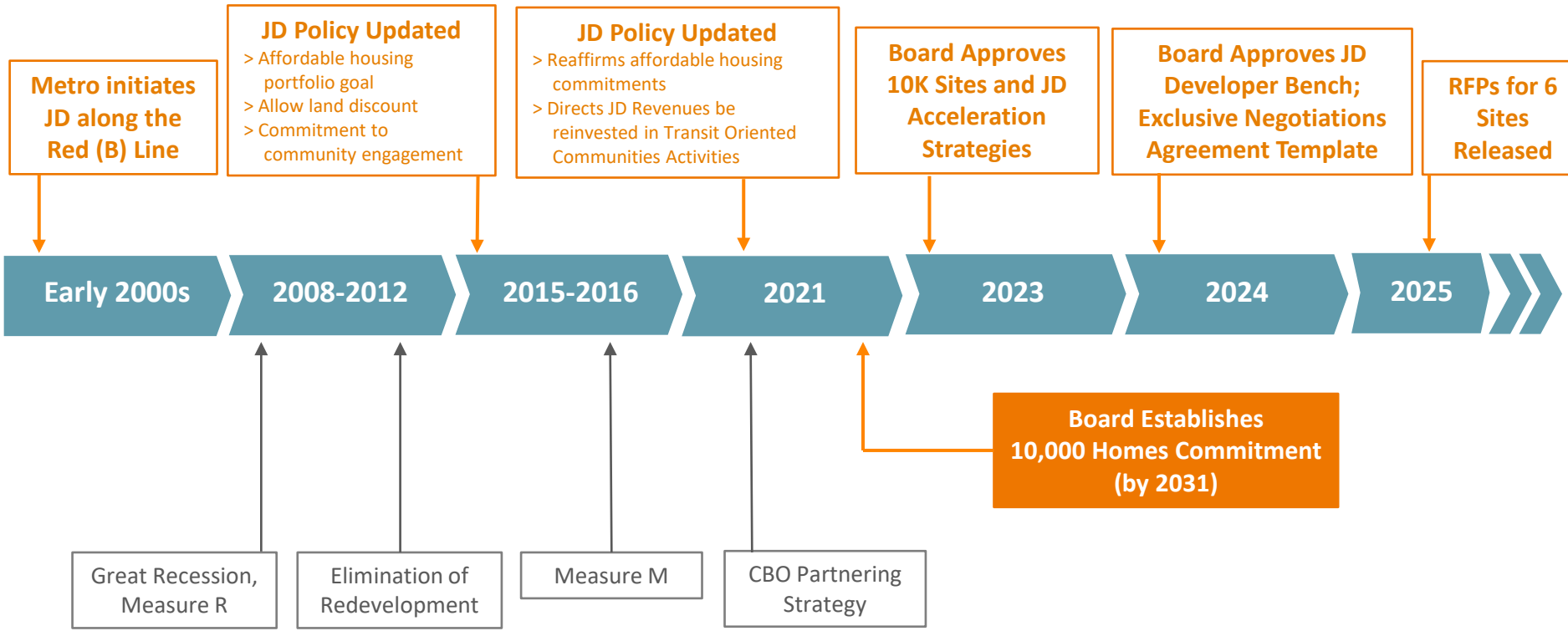
**CONSIDER:**

A. **RECEIVING AND FILING** a report back on the Board of Directors' goal of producing 10,000 housing units through Metro's Joint Development program and progress to date; and

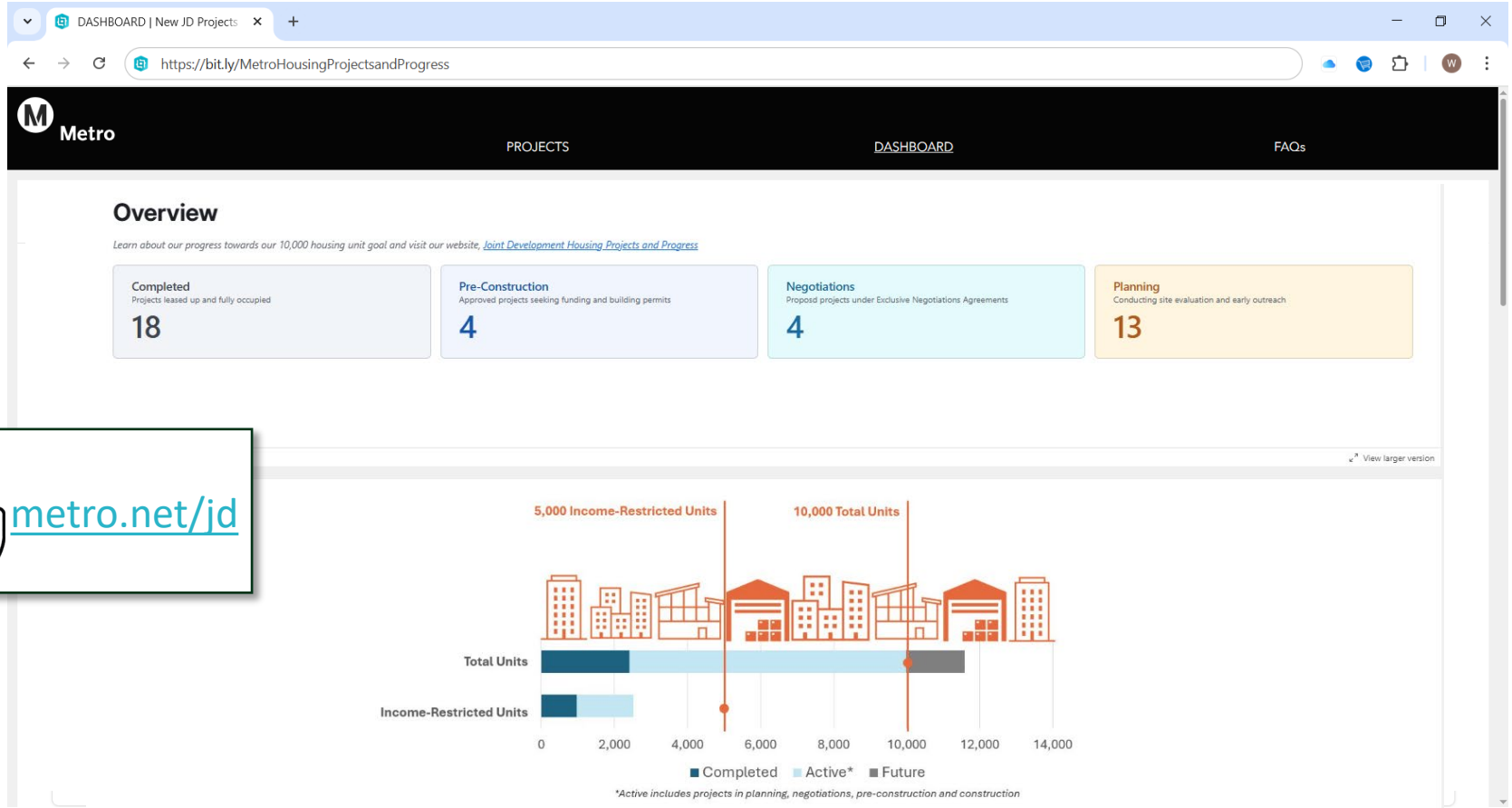
B. **ADOPTING** the amended Joint Development Policy

*Joint Development Sites*

# Joint Development (JD) Program History



# Progress Towards 10,000 Homes




metro.net/jd

# Recent Project Completions

- Since spring 2024, four joint development projects have been completed representing **377 new housing units**
- On average, these projects took **12 years** to deliver

**Santa Monica Vermont Apts**, *East Hollywood*
**187 units** | Little Tokyo Service Center (LTSC)

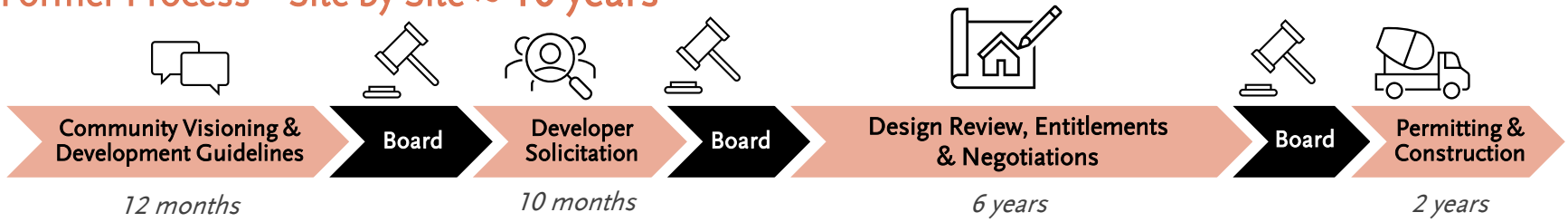
**Lorena Plaza (1st/Lorena), *Boyle Heights***
**49 units** | A Community of Friends

**La Veranda (Chavez/Soto)**, *Boyle Heights*
**77 units** | Abode Communities

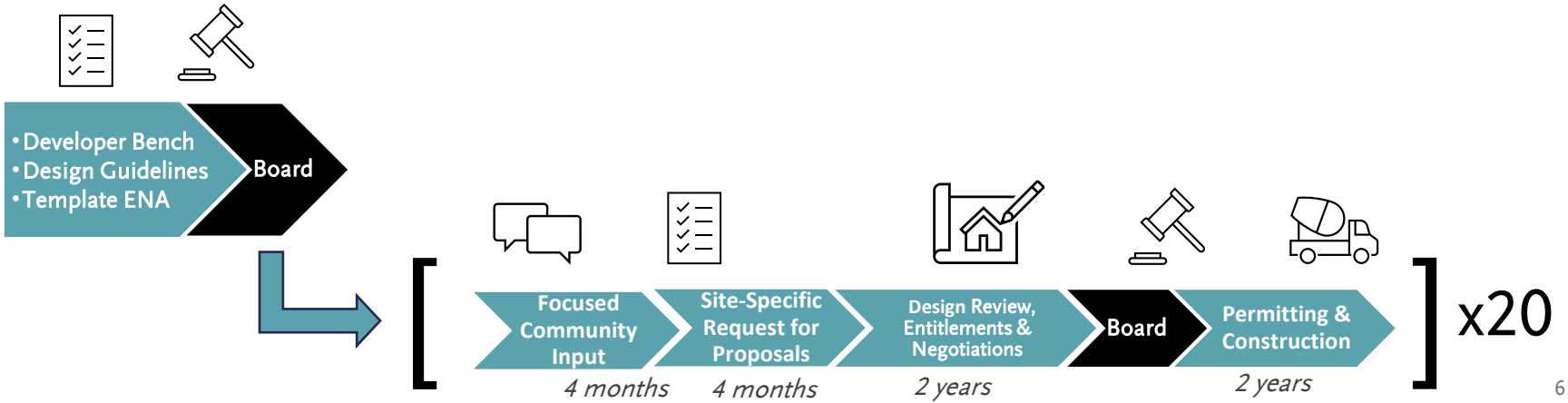
**Los Lirios (1st/Soto), *Boyle Heights***
**64 units** | Bridge Housing / ELACC

# Process Improvements

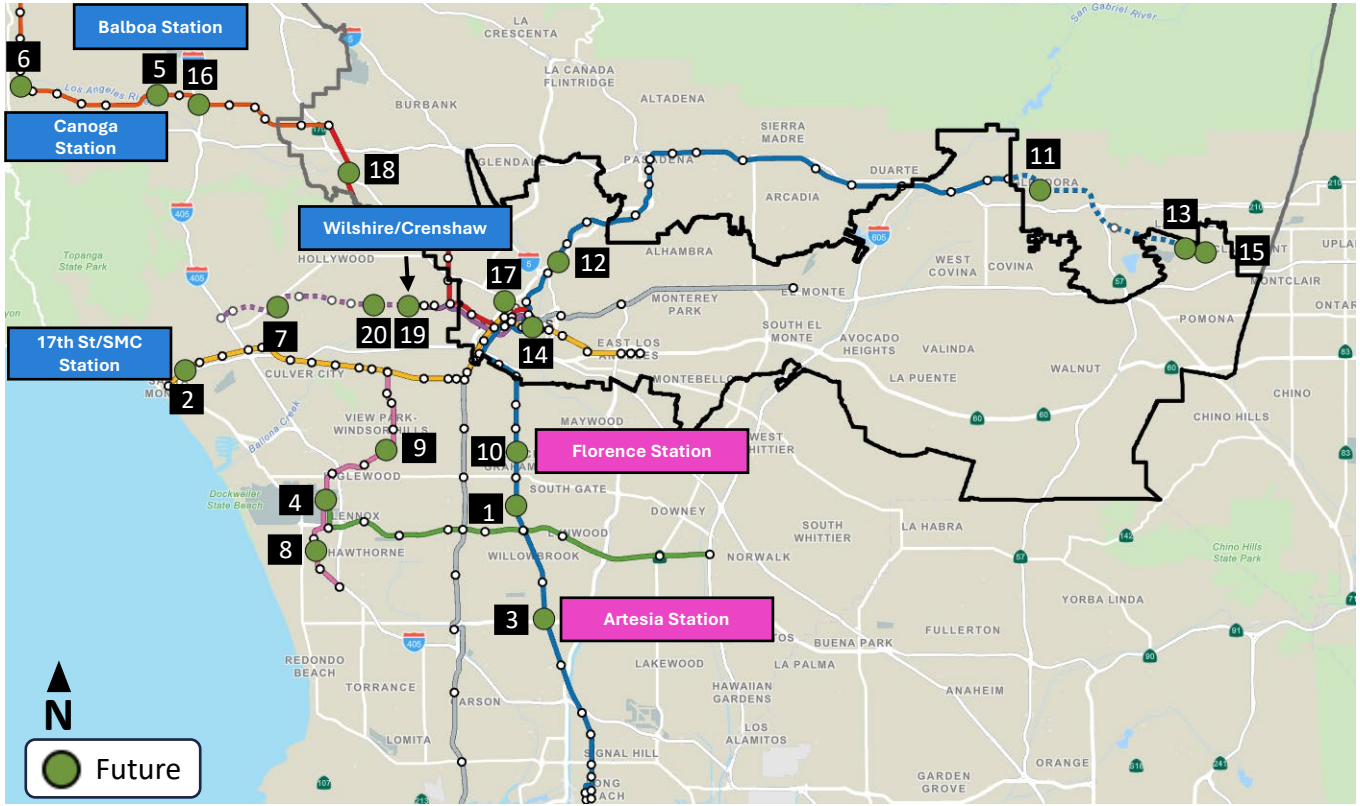
## Former Process – Site by Site ≈ 10 years




## 10K Process – Programmatic Approach ≈ 5 years



# Active Developer Solicitations




## 10K SITE LIST

1. 103rd St/Watts Towers Station
2. **17th St/SMC Station**
3. **Artesia Station**
4. Aviation/Century Station
5. **Balboa Station**
6. **Canoga Station**
7. Century City
8. El Segundo Station
9. Fairview Heights
10. **Florence Station**
11. Glendora Station
12. Heritage Square Station
13. La Verne Station
14. Pickle Works
15. Pomona Station
16. Sepulveda Station
17. Temple/Beaudry Bus Layover
18. Universal City/Studio City Station
19. **Wilshire/Crenshaw**
20. Wilshire/La Brea Station

## SITE PHASE:

- Active RFPs
- Proposals Received

# 10K Homes: Outreach Overview

METRO-LED OUTREACH INITIATED ON 9 OF 20 10K SITES

## FIELD ENGAGEMENT

**832**

People engaged at 8 pop-up events

**1,975**

People engaged at 18 transit rider intercepts

**372**

Businesses engaged with

+

## DIGITAL ENGAGEMENT

**736,909**

Social media impressions

**204,100**

Newsletter recipients

→

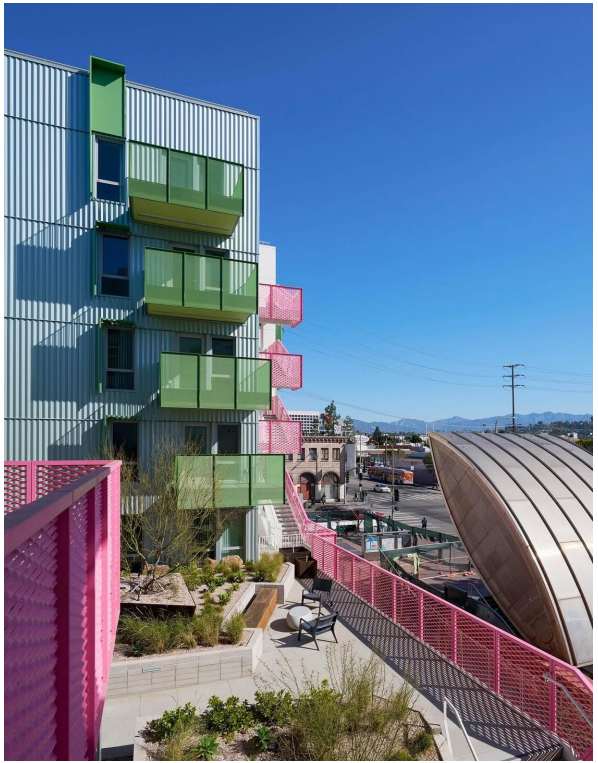
## SURVEYS

**3,848**

Surveys received

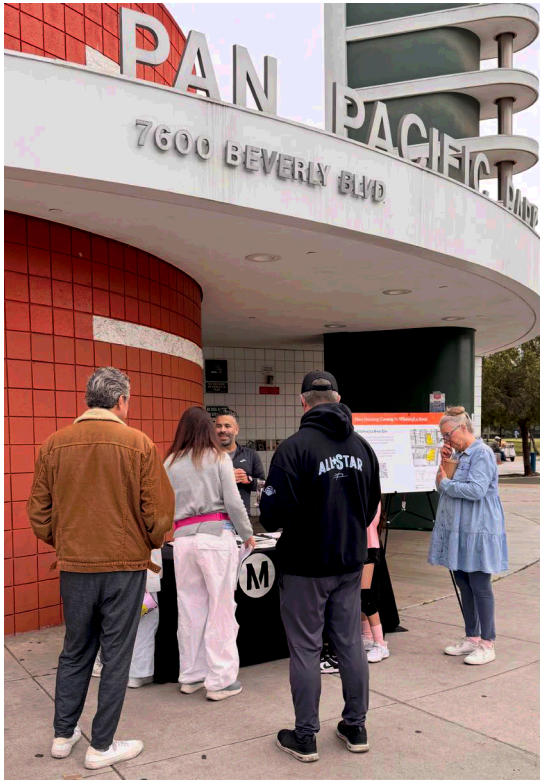
# Considerations for 10K Implementation

- Streamlined processes, standardized templates have accelerated 10K Site rollout
  - *6 RFPs released to Bench in first half of 2025*
  - *19 proposals received for first 4 Sites*
- Development community response and coordination with local jurisdiction staff has been robust and positive
  - *Developers are concerned that there may be insufficient public subsidies to deliver "surge" of projects in short time-frame*
- Communities continue to be interested in opportunities for local preference in housing lotteries for income-restricted units
  - *Staff will explore ability for Metro to adopt local preference policy*



# Considerations for 10K Implementation

- Tension between effort to address regional housing shortage and traditional concerns about parking, traffic among local stakeholders has emerged
  - *Broader regional messaging about the Board's goal is needed*
- Expectations for deep community engagement creates delays that undermine local and state streamlining
  - *Developer-led outreach required during the ENA stage will ensure continued community engagement while allowing projects to advance*
- Even at underutilized park and ride lots, communities are concerned about loss of parking
  - *Staff will revisit parking studies as needed to confirm demand*
- Transparency is needed to maintain trust throughout accelerated process
  - *JD Dashboard to provide transparency and real-time updates on status and upcoming milestones*



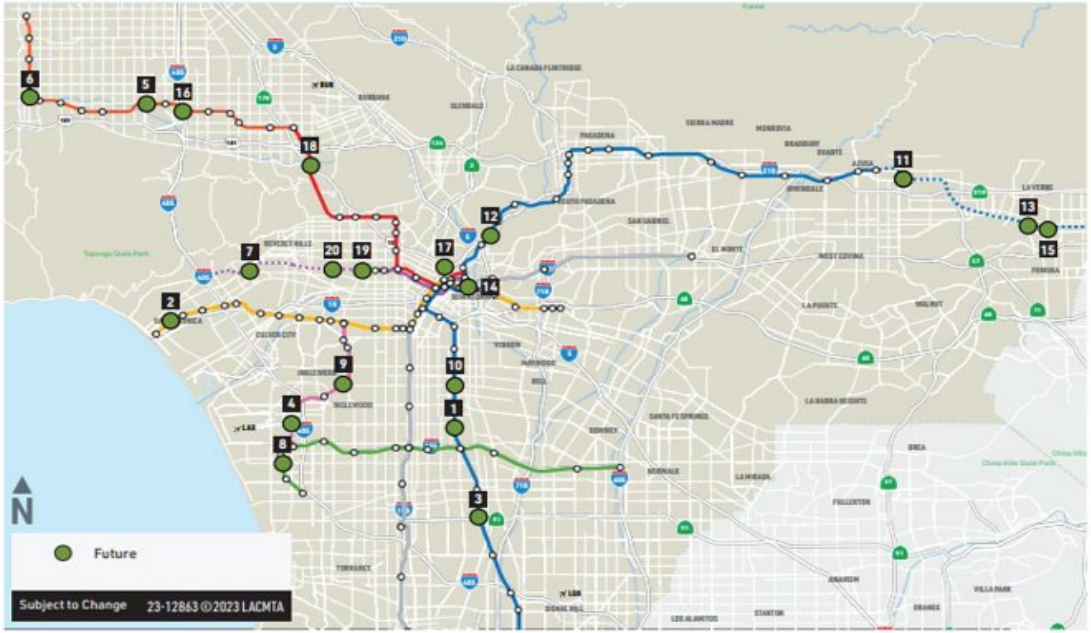
# Policy Update

> Surplus Land Act (SLA) **programmatic exemption** to require that the Metro Joint Development portfolio adhere to the following criteria:
  - at least 50% of the gross acreage in JD portfolio must be used for residential purposes;
  - maintain a minimum density of 10 residential units per gross acre across portfolio;
  - at least 25% of housing units (across portfolio) affordable;
  - record affordability covenants that run with the land; and
  - land disposed of/leased shall have gone through a competitive solicitation process with notice to HCD developer list

> Updated language to conform with Federal Transit Administration (FTA) circular regarding electric vehicle charging

> Adjustments to reflect updated "10K" developer selection process

# Questions & Discussion



*metro.net/10K*

**10K Sites**

1. 103rd St/Watts Towers Station
2. 17th St/SMC Station
3. Artesia Station
4. Aviation/Century Station
5. Balboa/Victory Station
6. Canoga Park Station
7. Century City
8. El Segundo Station
9. Fairview Heights
10. Florence Station
11. Glendora
12. Heritage Square Station
13. La Verne
14. Pickle Works
15. Pomona
16. Sepulveda Station
17. Temple/Beaudry Bus Layover
18. Universal City/Studio City Station
19. Wilshire/Crenshaw Station
20. Wilshire/La Brea Station

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

**File #:** 2025-0543, **File Type:** Policy **Agenda Number:** 12.

**REVISED**
**PLANNING AND PROGRAMMING COMMMITTEE**
**CONSTRUCTION COMMITTEE**
**JULY 16, 2025**

**SUBJECT: METRO COST BENEFIT ANALYSIS METHODOLOGY**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the recommended Metro Cost Benefit Analysis Methodology (Attachment A).

## ISSUE

Last month, the Planning and Programming Committee and the Construction Committee received a staff report on a Cost Benefit Analysis (CBA) draft methodology. The report represents a significant milestone in Metro's effort to establish a standardized framework for evaluating capital projects' benefits relative to cost. The Committees addressed the proposed methodology and its representation of priorities, weights attributed to objectives and goals, and how Metro CBA results would be used, as one tool among many, to help inform decision-making on project development and prioritization anticipated for longer term planning efforts such as the upcoming Measure M Decennial Review. This report recommends that the Board adopt the final methodology (Attachment A).

## BACKGROUND

At its February 2025 meeting, the Board approved Motion 14 (Attachment B) by Directors Dutra, Najarian, Barger, Butts and Solis, and amended by Director Horvath, that directed staff to develop a framework for a Metro Cost Benefit Analysis (CBA) that could be used as one tool among others to support investment and funding decisions for Metro's capital projects. The consistent application of a Metro CBA is intended to inform a more data-driven and transparent decision-making process that also includes economic data and evaluation criteria approved by the Board in October 2023 as part of the Measure M 5-Year Comprehensive Assessment and Equity Report.

In April 2025, as part of the Annual Program Evaluation (APE) report, staff presented an update on a general Metro CBA framework for organizing key project criteria to be evaluated. The framework distinguished criteria included in federal and state grant programs from those reflecting local and regional interests. Key to the framework was that all criteria of federal and state funding programs formed the basis of the Metro CBA, upon which local impacts (like regional economic output and

equity) would be added.

The balance of this report refers to the US Department of Transportation's (USDOT)analysis as "Benefit Cost Analysis," consistent with the federal agency's nomenclature and its updated guidance document, *Benefit Cost Analysis Guidance for Discretionary Grant Programs*, as well as the California Department of Transportation's (Caltrans) California Benefit-Cost Analysis model (Cal-B/C). These guidance tools for conducting benefit cost analysis produce results such as Net Present Value (NPV), Benefit Cost Ratios (BCR), Return on Investment (ROI), Internal Rate of Return (IRR), and Payback Period (years). This Board Report refers to the Metro analysis as the "Metro Cost Benefit Analysis (Metro CBA)," consistent with the nomenclature used in the Board motion, and built upon the USDOT and Caltrans models.

## DISCUSSION

In June 2025, staff presented detailed criteria within the framework, including organizing themes (goals) and weights, objectives, and metrics to be used in evaluating capital projects against cost. These goals were based on a 2015 Performance Evaluation Framework adopted by the Board, and modified to reflect updated priorities such as safety, long term operational sustainability, economic impacts to the region necessary for sustaining continued transportation sales tax revenues, and equity.

The proposed goals and weights presented in June 2025 to evaluate projects are summarized below, with equity metrics noted within each objective. Additional information can be found in Attachment A and the June 2025 Metro Cost Benefit Methodology Board Report.

- **Mobility and Accessibility (40%) -** Easing congestion, increasing active transportation, and improving travel times, system connectivity, throughput, and reliability. Equity contributes three percentage points (3%) to the Mobility and Access theme, and represents analyses conducted on outcomes by mode, geography and EFCs, and other socio-economic data.
- **Safety and Health Benefits (15%)** - Transportation projects' benefits to health and safety are measured by reductions in exposure to risks posed by the transportation system across multiple modes, increased access to health-promoting behaviors (such as walking and bicycling), or increased access to health care for particular socio-economic groups; equity contributes one percentage point (1%) to this category.
- **Environmental Sustainability (15%)** - Policy criteria include reductions in greenhouse gas (GHG) emissions and criteria pollutants, reductions in urban heat island effects, reduced stormwater runoff impacts, and reduced biological and habitat impact. Equity in this category contributes one percentage point (1%) related to equitable environmental sustainability, accounting for disproportionate exposure and/or distribution of environmental benefits (i.e. air pollution, green space) by mode, geography and Equity Focus Communities (EFC), or other socioeconomic data.
- **Long-Term Operational Sustainability (15%)** - This goal focuses on the continuity of infrastructure delivery and sustained operations and service over the long term, including measures to evaluate the operational benefits and system productivity over time, the sufficiency of funding for operations and maintenance, improvements to system resiliency and recovery from service disruptions and/or emergencies, and the feasibility of project

implementation such as delivery in phases while maintaining high benefits relative to cost.

- **Economic Benefits to the Region (15%)** - Transportation investments are expected to result in economic benefits to the region travel time savings allow more productive activities (for workers and their employers) that generate further economic activity in the region, jobs created (from construction and operations), and more goods carried to market. In addition to identifying productivity and consumption resulting from travel time savings to all users of the transportation system, staff also will estimate the socio-economic composition of those obtaining economic benefits to help with equity assessment of the project. Equity contributes one percentage point (1%) towards Economic Benefits to the Region.

Staff heard a number of questions and comments from the Board related to the proposed methodology, particularly about how benefits would be assessed, including:

- Adequacy of weights for priority goals such as safety and economic output, relative to the other goals;
- Inclusion of other goals and objectives such as Metro's commitment to addressing homelessness and housing, and to improving the security and personal safety of our customers;
- How and when the Metro CBA would be conducted and presented on projects as they are being developed;
- How a Metro CBA will be used to support the upcoming Measure M Decennial Review, which will evaluate the past ten years of Measure M performance and update the next ten years' schedule of expenditures; and
- Potential liability in developing a Metro CBA that may be used to challenge a project's environmental assessment as required by the California Environmental Quality Act (CEQA) and/or National Environmental Protection Act (NEPA).

Staff have considered these comments and recommend that the weights listed above be adopted as a starting point for continuous development of the Metro CBA methodology. These weights and the results they produce for each category will be subject to sensitivity testing to determine how changes in the weights affect the project's total outcomes, relative to the cost (which will include capital cost, soft costs, operations and maintenance and state of good repair estimates).

While the methodology presented in June has not changed, the committee discussions reflected interest in continuing to pursue Metro's commitments to address homelessness and housing, and to improve security and personal safety for our customers. Because the Metro CBA is designed to evaluate transportation capital projects, these objectives are not directly included in the Metro CBA, but a qualitative narrative about these goals will be presented alongside the Metro CBA.

Staff reported during discussions that the Metro CBA would be used as one of a several tools for at least two purposes: (1) evaluating project performance at critical decision milestones, such as alternatives analyses, selection of a Locally Preferred Alternative, project approval, establishment of a Life of Project budget, and evaluating value engineering efforts, etc.; and (2) evaluating projects that will be considered during the upcoming Measure M Decennial Review. As a point of clarification, the Metro CBA will not be used to compare projects of different modes against each other, but will be conducted on different types of projects to provide transparent, data-driven evaluations of expected

performance relative to a project's estimated cost, which will include capital costs, operations and maintenance, and state of good repair to the extent possible depending on level of design available.

Finally, staff reported that conducting a CBA on projects does not conflict with nor increase liability with regard to our CEQA and/or NEPA analyses. CBAs are used in other agencies and across industry in addition to the environmental analysis to support decision-making.

## DETERMINATION OF SAFETY IMPACT

The recommended Board action to approve and adopt the Metro CBA methodology itself will have no impact on safety standards for Metro. The approval and implementation of the Metro CBA methodology will evaluate the safety impacts of capital projects.

## FINANCIAL IMPACT

Impact to Budget

At this time, there is no impact to budget should the Metro Board approve the methodology and implementation of the Metro CBA. Conducting analyses for project milestones and for the Decennial Review will require technical and professional services which are in Countywide Planning and Development's FY2026 adopted budget. The Chief Planning Officer will ensure sufficiency within the annual budget and staff will return to the Board should there be a need for additional resources.

## EQUITY PLATFORM

This report provides an overview of the proposed Metro CBA methodology and proposes potential applications of the Metro CBA in project evaluations. A Metro CBA methodology would apply to multimodal transportation investments, and at various milestones of project development. The methodology presented includes equity as embedded within thematic areas of performance, receiving a six percent (6%) total weighting factor.

While traditional CBAs demonstrate aggregated net benefits, Metro's CBA process will examine equity through a quantitative analysis, spatial analysis (maps), qualitative narratives (cultural and/or historical description, etc.) or some combination. Additionally, as the technical methodology continues to be refined and as additional equity tools are developed (e.g., Access to Opportunities, Equity Toolkit, Equity Performance Measurement, etc.) the Metro CBA framework will continue to evolve and incorporate equity as an assessment factor.

## 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 the development and implementation of the Metro CBAs provides a more data-driven and transparent decision-making process to support delivery of the capital program including transit, highways, and major active transportation investments. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation to implement Cost Benefit Analysis in project development decisions supports the following strategic plan goals:

- Goal 1 - Provide high-quality mobility options that enable people to spend less time traveling
- Goal 2 - Deliver outstanding trip experiences for all users of the transportation system
- Goal 3 - Enhance communities and lives through mobility and access to opportunity
- Goal 4 - Provide responsive, accountable and trustworthy governance within the Metro organization.

The implementation of a Metro CBA provides a tool for evaluating projects against strategic goals and supports Metro's capital investment decisions with transparent, trustworthy, data-based analysis.

## ALTERNATIVES CONSIDERED

The Board could choose not to approve the Metro CBA methodology, direct staff to make changes to the methodology before implementation, and/or not approve its implementation at all. Not approving the Metro CBA methodology or its implementation would limit staff's ability to provide data-driven, transparent analysis of costs and benefits intended to inform the Board's milestone decisions on projects and on the upcoming programmatic Measure M Decennial Review. Directing staff to change the methodology before implementation - depending on the magnitude of change - may delay the availability of Metro CBA findings to inform these imminent project decisions.

## NEXT STEPS

With Board approval of the Metro CBA methodology, staff will conduct analyses and produce project profiles to support milestone planning decisions. As part of our desire to begin evaluations of major projects and to continuously improve our process, staff will validate the models, conduct sensitivity testing, and adjust the methodology to comprehensively reflect projects' costs, benefits, and returns on investment.

## ATTACHMENTS

Attachment A - Goals, Objectives and Sample Metrics in Metro CBA
Attachment B - Motion 14: Cost-Benefit Analysis for Metro Capital Projects

Prepared by: Allison Yoh, Executive Officer, Countywide Planning and Development, (213) 922-4812
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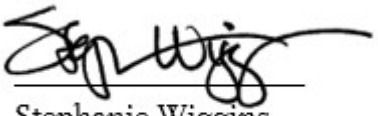
Arnold Hackett, Senior Advisor to the CEO, (213) 922-5409

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 547-4274



Stephanie Wiggins
Chief Executive Officer

**REVISED**

## Attachment A: Recommended Goals, Objectives and Metrics for Metro Cost Benefit Analysis

The framework below includes project evaluation criteria based on goals consistent with United States Department of Transportation (USDOT) and California Department of Transportation (Caltrans) guidance and models, and incorporates additional criteria aligned with Board adopted objectives and goals. These goals are operationalized into objectives and performance metrics used to evaluate projects. Weights below reflect the importance of the goals relative to each other and are subject to additional validation and sensitivity testing. Costs include capital costs, soft costs, operations and maintenance and state of good repair to the extent possible depending on level of project design available.

| Goals (weight) | Objectives | Sources | Examples of Metrics |
|---|---|---|---|
| **Mobility and Accessibility (40%)** | Reliability, Reduction in Travel Delay, Connectivity to Regional Destinations, Access to Resources and Opportunities, Management of Congestion Growth<br><br>*Equity (3%): Improved Access to Opportunities, Mobility Improvements for Historically Underserved Areas* | USDOT Guidance<br>Caltrans Methodology<br>Metro 2020 LRTP<br>Metro Vision 2028<br>2023 MM Evaluation | Travel Time Savings, Reduced Travel Time Variability<br>Person Throughput<br>Mode shift<br>Passenger Miles Traveled<br>Vehicle Hours Traveled<br>Increased Access to Activity Centers |
| **Safety/Health (15%)** | Minimize Exposure to Health/Safety Risks<br>Increase Access to Health Opportunities<br><br>*Equity (1%): Reductions in Exposure to Health/Safety Risks for Sensitive Populations, Improved Access to Health Opportunities* | SB374<br>Vision Zero<br>2020 LRTP<br>Metro Vision 2028 | Reduced # of injuries, reduced # of fatalities<br>Reduced # of conflict points<br>Reduction in exposure to noise<br>Improved access to facilities protected from vehicular conflict<br>Reduced travel time to health care facilities |
| **Environmental Sustainability (15%)** | Reductions in Greenhouse Gas (GHG) Emissions, Urban Heat Island Effects, Stormwater Runoff Impacts, Biological and Habitat Impact<br><br>*Equity (1%): Reduction in Exposure to Environmental Negative Externalities, Improved Environmental Amenities, Reduction of Impacts to Sensitive Receptors* | USDOT Guidance<br>Caltrans Methodology, SB374<br>2020 LRTP<br>Metro Vision 2028<br>2023 MM Evaluation | Reduced GHG per capita<br>Reduced EPA air quality conformity criteria pollutants<br>Reduced stormwater runoff and improved water quality<br>Use of green infrastructure, reflective surfaces |
| **Operational Sustainability (15%)** | Sustainable Operations and Service Provision<br>System resiliency<br>Long Term Fiscal Sustainability and System Productivity | USDOT Guidance<br>2020 LRTP<br>2023 MM Evaluation | Extended life of facility and equipment<br>Operating costs avoided<br>Sufficiency of O&M funding<br>Security and personal safety program availability<br>System redundancy for emergency recovery |
| **Economic Impact (15%)** | Economic Growth, Sales Tax Growth, Industry/Commerce Activities, Goods Movement Efficiency, Workforce Access, Visitors to Region<br><br>*Equity (1%): Equitable distribution of economic benefits to different socio-economic groups* | 2023 MM Evaluation | Economic Output (as a result of transportation investments)<br>Jobs Created (by sector)<br>Land Use and Development, Property Value Increases |

# Metro

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

## Board Report

**File #:** 2025-0149, **File Type:** Motion / Motion Response **Agenda Number:** 14.

**REVISED**
**REGULAR BOARD MEETING**
**FEBRUARY 27, 2025**

**Motion by:**

**DIRECTORS DUTRA, NAJARIAN, BARGER, BUTTS AND SOLIS**

COST-BENEFIT ANALYSIS FOR METRO CAPITAL PROJECTS

The U.S. Department of Transportation (USDOT) defines a cost-benefit analysis as a systematic process for identifying, quantifying, and comparing expected benefits of a potential infrastructure project. A cost-benefit analysis provides estimates of the anticipated benefits that are expected to accrue from a project over a specified period and compares them to the anticipated costs of the project.

While a cost-benefit analysis is just one of many tools that can be used to support funding decisions for infrastructure investments, it can be a meaningful method to evaluate and compare potential transportation investments for their contribution to the economic vitality of Los Angeles County and the United States.

Internationally, agencies such as Transport for London also utilize cost-benefit analysis to assess project viability and optimize funding opportunities. Incorporating a standardized cost-benefit analysis will help ensure that the projects Metro advances are positioned competitively for future funding opportunities and policy support.

**SUBJECT: COST-BENEFIT ANALYSIS FOR METRO CAPITAL PROJECTS MOTION**

**RECOMMENDATION**

APPROVE Motion by Directors Dutra, Najarian, Barger, Butts and Solis to direct the CEO to ~~incorporate~~ develop a standardized cost-benefit analysis framework, using USDOT analysis or a comparable methodology, for all Metro capital projects to help inform ~~the agency's~~ a more data-driven and transparent decision-making process ~~for projects Metro advances~~. This cost-benefit analysis framework should also include national economic impact data and a comparison to the cost-benefit analysis methodology currently used by Metro and required by State and Federal for significant grant opportunities. An update on this analysis framework shall be presented as part of the Annual Program Evaluation brought to the Board in 2025.

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**HORVATH AMENDMENT**: Direct the CEO to incorporate the project evaluation criteria approved by the Board in October 2023 and being applied to Metro's Short Range Transportation Plan Update, into the framework of a standardized cost-benefit analysis.

COUNTYWIDE PLANNING AND DEVELOPMENT

# Metro Cost Benefit Analysis and Methodology

## 2025-0543

## Planning and Programming Committee
## Construction Committee
## July 16, 2025

Metro

# Metro Cost Benefit Analysis (CBA) Methodology

Recommendation:

ADOPT the recommended Metro Cost Benefit Analysis Methodology

Metro

# Weighted Goals and Objectives, Project Costs

*(Subject to additional validation and sensitivity analysis)*

**Mobility and Accessibility (40%)**
- Primary benefit area focusing on travel time savings across different user groups and transportation modes
- Reliability, congestion reduction, and connectivity to jobs, housing, and opportunities

**Safety and Health Benefits (15%)**
- Reductions in transportation system risks across multiple modes
- Improved access to safe active transportation infrastructure and health care facilities

**Environmental Sustainability (15%)**
- Greenhouse gas emissions reductions, criteria pollutants, urban heat island effects, and biological impacts
- Aligns with SB 375 targets and Metro's climate goals

**Long-Term Operational Sustainability (15%)**
- New category addressing fiscal decisions ensuring continuity in infrastructure and service delivery
- Operational benefits, system productivity, funding sufficiency for operations and maintenance

**Economic Benefits to the Region (15%)**
- Regional economic output despite federal funding exclusions
- Job creation analysis, productivity improvements, and sales tax revenue potential

**Costs to include (based on level of project design)**
- Capital costs
- Operations and maintenance
- State of good repair

# June 2025 Staff Presentation and Committee Discussions

- ❑ Adequacy of weights for priority goals (i.e., economic output, safety)
  - *Weighted goals are subject to validation and sensitivity testing to determine how weights affect projects' total performance*

- ❑ Inclusion of other goals, such as addressing homelessness and housing, and improving security and personal safety of our customers
  - *Quantitative measures of project contributions to these goals is infeasible, but qualitative information will be presented as part of the Project Profile*

- ❑ When should CBA be conducted
  - *Strategic milestone decisions in project development considering benefits relative to cost (e.g, alternatives analysis, selection of Locally Preferred Alternative, project approval, etc.)*

- ❑ How CBAs will be used to support the Decennial Review process
  - *Evaluations presented will provide information about projects' benefits related to their costs, and are not to be used in comparing projects against each other*

- ❑ Potential liability in developing a Metro CBA that may be used to challenge a CEQA/NEPA environmental assessment
  - *CBAs are used in other agencies and across the industry in addition to environmental analyses*

# Strengths and Limitations of Cost Benefit Analysis

- Provides an analysis of benefits relative to costs over time
  - Net Present Value (NPV), Return on Investment (ROI), Benefit Cost Ratio (BCR), Payback Period, Internal Rate of Return (IRR)
- Not all benefits or costs are quantifiable or easily monetized
- Project Profiles to include both quantitative and qualitative assessments relative to cost
- Unsuitable for comparing projects of different modes, sizes, types
- Effective for evaluating value of a project across its project development cycle
- Analysis can be data intensive and complex
- Will start with existing state and federal guidance, and build upon existing work

# Next Steps

- Apply Metro CBA to projects as they reach critical milestones
- Conduct sensitivity testing and validate the analyses
- Continue to refine the CBA methodology as a continuously evolving tool

Metro

**File #:** 2025-0373, **File Type:** Contract **Agenda Number:** 15.

**CONSTRUCTION COMMITTEE**
**JULY 16, 2025**

**SUBJECT: CONSTRUCTION MANAGEMENT SUPPORT SERVICES - CAPITAL IMPROVEMENT PROJECTS**

**ACTION: AWARD CONTRACT**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a cost-plus fixed fee Indefinite Delivery / Indefinite Quantity Contract No. AE128436MC085, to Zephyr UAS, Inc., to provide Construction Management Support Services for Capital Improvement Projects, for a period of five years in an amount Not-To-Exceed (NTE) $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE individual Task Orders within the Board-approved contract amount.

## ISSUE

The Los Angeles County Metropolitan Transportation Authority (Metro) requires professional services from a qualified Construction Management Support Services (CMSS) firm to support the design review, construction management, and administration of construction contracts for various Metro capital improvement projects and adjacent/joint development projects to ensure compliance with Metro's safety and security policies, contract requirements, and government regulations. The existing CMSS contract (AE76301MC081), awarded in 2021, is expiring and must be replaced to continue support of project delivery.

This new CMSS contract will provide essential pre-construction, contract administration, and construction-phase support to help projects transition from design completion to construction efficiently, while adhering to Metro's safety, quality, and regulatory requirements. It will also play a critical role in supporting high-priority projects leading up to the 2028 Olympic and Paralympic Games, providing early constructability reviews for designs being advanced through the Supplemental Engineering Services for Capital Improvement Projects contract.

## BACKGROUND

This contract allows Metro to efficiently and effectively augment Metro staff as needed, ensuring

appropriate resources are available in terms of both staff availability and technical expertise. This approach supports the delivery of construction projects to the highest standards of safety, quality, and efficiency.

Historically, this contract has supported state-of-good-repair projects, such as inspection of Metro facilities, tunnel grouting and repairs, and oversight of adjacent development construction, which has increased with system expansion.

## DISCUSSION

As part of Metro's Program Management Office (PMO) Continuous Improvement Initiative, Metro continues to strive toward an equal 50/50 ratio of Metro staff to consultants on major capital projects. At this time, consultant support remains essential when discrete projects must be delivered quickly, or when there are surges in the number of active projects. This contract provides Metro with the flexibility and technical capacity to meet those needs and uphold delivery schedules across a fluctuating capital program, while also maintaining our focus on recruiting efforts to continuously improve our Metro staff to consultant ratio.

The contract will also serve as a bridge for projects needing immediate support while procuring their own project-specific construction management services contract. This flexibility ensures seamless delivery and continuity during transitional periods. More near term and immediate, this contract will provide support to the projects leading up to the 2028 Olympic and Paralympic Games and will be critical to support Metro with constructability and value engineering reviews of the projects where grant funding is finite and the schedule to deliver the projects is inflexible due to the impending events that will put Los Angeles and Metro's transit system on the world stage.

The CMSS will provide skilled individuals to assist Metro with the construction management of projects. Services for each project will be authorized by a Task Order. The Task Order based approach offers flexibility to scale support to actual project needs, thereby optimizing resource allocation and cost-effectiveness. Services are structured into three distinct phases:

- Pre-Construction Services:
    - Constructability and value-engineering reviews
    - QA/QC and design-phase reviews
    - Early third-party coordination, environmental compliance planning
    - Support the development of baseline schedules, cost estimates, and risk registers (Optional)
- Procurement Support:

  - Preparation and management of technical bid packages, RFIs, and addenda
  - Non-scoring technical evaluations as a subject matter expert
- Construction Support:
  - Resident engineering and construction inspection
  - Safety and quality oversight
  - Utility, third-party, and community relations coordination
  - Project close-out and documentation

The Contract will be funded on a Task Order basis from project budgets, with consideration given to planning timelines and project-specific constraints. Metro staff will maintain strict project controls to monitor expenditures and schedules. No funds are obligated until negotiations for each Task Order are finalized within the Board-approved NTE amount. While the proposed contract is flexible in nature dependent on actual project needs, example projects and programs that are contemplated to use this contract are:

- Vermont Transit Corridor;
- Projects to support Station Experience;
- Joint and Adjacent Development projects;
- Zero Emission Bus Charging Infrastructure; and
- Projects that support the 2028 Olympic and Paralympic Games, including, but not limited to, those funded by the Reconnecting Communities & Neighborhoods grant program

## DETERMINATION OF SAFETY IMPACT

Approval of this action maintains and reinforces Metro's safety standards by providing dedicated experienced construction management professionals.

## FINANCIAL IMPACT

Approval of the recommendations will have no financial impact to the FY26 budget,those projects utilizing this contract for staff augmentation will provide the funds from the respective projects adopted budget. As this is a multi-year contract, Project Managers, Cost Center Managers, and the Chief Program Management Officer will be responsible for budgeting task order costs in future fiscal years.

Impact to Budget


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As specific support needs arise, Task Orders will be issued and funded within Life-of-Project (LOP) budgets or the approved annual budgets for each individual capital project. Funding sources will reflect the project budgets which may include federal and/or state grants as well as local funds. Where appropriate, local funds will include operating-eligible sources.

## EQUITY PLATFORM

The Contract provides Construction Management Support for various Metro projects throughout the County of Los Angeles, including in many Equity Focus Communities . These services are essential for the support and on-time delivery of Metro projects that serve Metro customers. All services supported by this contract help avoid project delays and effectively deliver the projects and provide greater access and mobility for those who rely on transit to meet their daily needs and reduce the potential impact for interruption to service which would negatively affect our ridership.

Metro staff presented at the Transportation Business Advisory Council and attended meetings with the Small Business Community to further define the experience and background for this solicitation and held one on ones for firms interested in learning more.

The Diversity and Economic Opportunity Department (DEOD) established an overall 36% Disadvantaged Business Enterprise (DBE) goal for federally funded projects, and 33% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goals for non-federally funded projects in the solicitation. The successful firm met the goals by making an overall 36% DBE, 33% SBE, and 3% DVBE commitments. The awardee is participating in the Contracting Outreach and Mentoring Plan (COMP), a summary of the DBE, SBE and DVBE subconsultants is provided in Attachment B.

## 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 construction oversight activities that will improve and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.
While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations.. Because the Metro Board has adopted an agency -wide VMT Reduction Target, and this item supports the overall function of the agency, this item is

consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan:

- Goal 1: Provide high-quality mobility options.
- Goal 3: Enhance communities through mobility and access.
- Goal 4: Regional collaboration and leadership through efficient project delivery.

## ALTERNATIVES CONSIDERED

The Board may reject the recommendations. Staff does not recommend this, as rejection will require an extensive hiring effort to provide permanent staff to fill the required positions, several of which are anticipated to be temporary. This would not be cost effective and could cause delays, since many of the CMSS staff are only required on a periodic basis for peak workloads and specific tasks over the life of the project.

## NEXT STEPS

Upon Board approval of this recommended action, staff will execute Contract No. AE128436MC085.

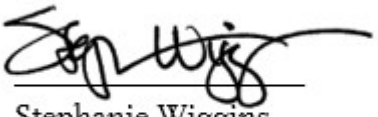
## ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Michelle Quinn, Executive Officer Program Management (213) 922-3026
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Tim Lindholm, Chief Program Management Officer, (213) 922-7297



Stephanie Wiggins
Chief Executive Officer

# PROCUREMENT SUMMARY

## CONSTRUCTION MANAGEMENT SUPPORT SERVICES - CAPITAL IMPROVEMENT PROJECTS
## CONTRACT NO. AE128436MC085000

| | | |
|---|---|---|
| **1.** | **Contract Number**: **AE128436MC085000** | |
| **2.** | **Recommended Vendor**: Zephyr UAS, Inc dba Zephyr Rail | |
| **3.** | **Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☒ **RFP–A&E**<br>☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order** | |
| **4.** | **Procurement Dates**: | |
| | **A. Issued**: December 16, 2024 | |
| | **B. Advertised/Publicized**: December 18, 2024 | |
| | **C. Pre-Proposal Conference**: December 20, 2024 | |
| | **D. Proposals Due**: March 7, 2025 | |
| | **E. Pre-Qualification Completed**: May 6, 2025 | |
| | **F. Ethics Declaration Forms Submitted to Ethics**: April 4, 2025 | |
| | **G. Protest Period End Date**: June 18, 2025 | |
| **5.** | **Solicitations Picked up/Downloaded**:<br>181 | **Bids/Proposals Received**:<br>5 |
| **6.** | **Contract Administrator**:<br>Pascale Batarseh | **Telephone Number**:<br>213-922-6338 |
| **7.** | **Project Manager**:<br>Michelle Quinn | **Telephone Number**:<br>213-922-3026 |

## A. Procurement Background

This Board Action is to approve Contract No. AE128436MC085000 for Construction Management Support Services - Capital Improvement Projects, issued in support of the design reviews, construction management, and administration of the construction contract(s) associated with various capital improvements projects, and to ensure that the construction of these projects is administered and completed in compliance with contract requirements and government regulations. Board approval of contract awards are subject to resolution of any properly submitted protest.

Request for Proposals (RFP) No. AE128436MC085 was an Architecture and Engineer (A&E), qualifications-based procurement process performed in accordance with Los Angeles County Metropolitan Transportation Authority (Metro) Procurement Policies and Procedures, and California Government Code §4525-4529.5 for Architectural and Engineering services. The contract type is a Cost-Plus Fixed Fee (CPFF), Indefinite Quantity / Indefinite Delivery, for a term of five (5) years. The Diversity & Economic Opportunity Department recommended a thirty-six percent (36%) Disadvantaged Business Enterprise overall (DBE) goal for all task orders funded with federal dollars, and a thirty-three percent (33%) Small Business Enterprise overall (SBE) goal and a three percent (3%) Disabled Veteran Business Enterprise overall (DVBE) goal on all task orders funded with federal, state, local, and/or Measure M dollars.

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

- Amendment No. 1, issued on 1/16/2025 clarified the following:
  a. Revise Table of Contents
  b. Revise number of additional electronic copies in LOI-1 were required
  c. Add DBE & SBE/DVBE Commitment language
  d. Add language to COMP Program to indicate the submittal of COMP Forty-Five (45) days after award
  e. Adding Administrative Factors in 1.2 Proposal Content
  f. Add SBE/DVBE Forms 1-5 to Exhibit 1: DBE Good Faith Efforts and Commitment Forms
  g. Add Exhibit 2A to be accompanied as attachment to Form 60
  h. Add Exhibit 15: Experience/Performance Questionnaire to Exhibit (Solicitation)
  i. Revise Exhibit A – Scope of Services to indicate changes in requirements and format
  j. Add DEOD Contract Compliance Manual (Non-Federal) to Exhibit D: Diversity & Economic Opportunity Department Contract Compliance Manual (RC-FTA);
- Amendment No. 2, issued on 2/3/2025 clarified the following:
  a. Extend Proposals and Questions & Answers Due Dates
  b. Revise Submittal Requirements;
- Amendment No. 3, issued on 2/7/2025 clarified the following:
  a. Revise DBE Commitment Forms 1-6.

A total of 181 downloads of the RFP were recorded in the planholder's list. A virtual pre-proposal conference was held on December 20, 2024, and was attended by 59 participants representing 35 firms. There were 90 questions received for this RFP and responses were provided prior to the proposal due date.

A total of five (5) proposals were received on March 7, 2025, and are listed below in alphabetical order:

1. AIX Consulting, Inc.
2. C2PM
3. Ghirardelli Associates, Inc.
4. KDG Construction Consulting
5. Zephyr-UAS, Inc. dba Zephyr Rail

## B. Evaluation of Proposals/Bids

A Proposal Evaluation Team (PET) consisting of staff from Program Management and Program Controls was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- Experience and Capabilities of the Firms on the Proposed Team 35%
- Experience and Capabilities of the Key Personnel 25%
- Understanding and Approach to Service Delivery 35%
- Approach to Cultural Competency 5%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar Architecture and Engineer (A&E) procurements. Several factors were considered when developing these weights, giving the greatest importance to the Experience and Capabilities of the Firms on the Proposed Team and the Understanding and Approach to Service Delivery.

During the month of April 2025, the PET evaluated the five technical proposals and determined all to be responsive, and within the competitive range. On April 22, 2025, Metro held virtual oral presentations with all five proposing firms.

The proposing firms had the opportunity to present their key personnel as well as respond to the PET's questions. Each proposing team was asked questions relative to each firm's previous experience performing work of a similar nature to the Scope of Services presented in the RFP. Sealed cost proposals were received from the five proposers at the time of oral presentations.

After a thorough review of proposals and oral demonstrations, the PET scored Zephyr UAS, Inc. as the highest ranked firm.

**Qualifications Summary of Recommended Firm:**

Zephyr-UAS, Inc. demonstrated extensive and relevant experience, significant technical capabilities, and a highly qualified team of key personnel whose experience aligns with the complexity of Metro's Scope of Services. Their proposal reflected a clear and comprehensive understanding of the scope, including a strong grasp of project challenges, cost and schedule management, safety, and quality assurance in active rail, highway, and transit environments. The team has a proven track record on past and current Metro projects, familiarity with both traditional and alternative delivery methods, and experience managing overlapping contracts and coordinating with various agencies, including the City of Los Angeles.

The proposal outlined a well-structured and inclusive approach to cultural competency, with defined outreach practices and demonstrated success implementing diversity and workforce inclusion programs. It also presented sound quality management procedures, data-driven safety protocols, and examples of effective risk mitigation and cost control strategies applied on prior work. Having received the highest technical score, Zephyr-UAS, Inc. is determined to be the most

qualified firm to successfully deliver the required Construction Management Support Services.

| Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|
| **Zephyr-UAS, Inc.** | | | | |
| Experience and Capabilities of the Firms on the Proposed Team | 84.34 | 35% | 29.52 | |
| Experience and Capabilities of the Key Personnel | 89.68 | 25% | 22.42 | |
| Understanding and Approach to Service Delivery | 94.63 | 35% | 33.12 | |
| Approach to Cultural Competency | 87.00 | 5% | 4.35 | |
| **Total** | | **100.00%** | **89.41** | **1** |
| **Ghirardelli Associates, Inc.** | | | | |
| Experience and Capabilities of the Firms on the Proposed Team | 83.51 | 35% | 29.23 | |
| Experience and Capabilities of the Key Personnel | 81.88 | 25% | 20.47 | |
| Understanding and Approach to Service Delivery | 94.71 | 35% | 33.15 | |
| Approach to Cultural Competency | 69.60 | 5% | 3.48 | |
| **Total** | | **100.00%** | **86.33** | **2** |
| **KDG Construction Consulting** | | | | |
| Experience and Capabilities of the Firms on the Proposed Team | 81.14 | 35% | 28.40 | |
| Experience and Capabilities of the Key Personnel | 81.32 | 25% | 20.33 | |
| Understanding and Approach to Service Delivery | 90.71 | 35% | 31.75 | |
| Approach to Cultural Competency | 85.00 | 5% | 4.25 | |
| **Total** | | **100.00%** | **84.73** | **3** |
| **AIX Consulting, Inc.** | | | | |
| Experience and Capabilities of the Firms on the Proposed Team | 77.20 | 35% | 27.02 | |
| Experience and Capabilities of the Key Personnel | 82.00 | 25% | 20.50 | |
| Understanding and Approach to Service Delivery | 92.37 | 35% | 32.33 | |
| Approach to Cultural Competency | 80.40 | 5% | 4.02 | |
| **Total** | | **100.00%** | **83.87** | **4** |
| **C2PM** | | | | |
| Experience and Capabilities of the Firms on the Proposed Team | 80.00 | 35% | 28.00 | |
| Experience and Capabilities of the Key Personnel | 82.48 | 25% | 20.62 | |
| Understanding and Approach to Service Delivery | 85.29 | 35% | 29.85 | |

| | | | | |
|---|---|---|---|---|
| Approach to Cultural Competency | 71.67 | 5% | 3.58 | |
| **Total** | | **100.00%** | **82.05** | **5** |

## C. Cost/Price Analysis

Metro completed negotiations and determined that the recommended estimated costs are fair and reasonable based on a cost analysis of labor rates, indirect rates and other direct costs in accordance with Metro's Procurement Policies and Procedures. Metro confirmed indirect cost rates based on current audits by a cognizant agency CPA in accordance with FAR Part 31 and established provisional indirect cost rates for the first year of the contract. Where indirect cost rates were not supported by a current audit Metro negotiated provisional indirect rates so as not to delay the contract awaiting audit. Metro negotiated a fixed fee factor that will be used to establish a fixed fee dollar amount for each Task Order based on the total estimated cost negotiated for the Task Order.

## D. Background on Recommended Contractor

The recommended firm, Zephyr Rail, is located in the city of Orange, California and was established in 2015. They hold certifications as a certified Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE). They have experience with Metro under an existing CMSS contract (MC081), which includes support for projects such as Harbor Gateway Transit, Sepulveda Transit Project Common Services Support, LinkUS Office Engineering and Railroad Coordination Support, Joint and Adjacent Development Support, Division 9 & El Monte Transit Center Charger Installation, Transportation Communication Network (TCN) Support, Constructability Review of EB SR-91 Atlantic Ave to Cherry Ave Auxiliary Lane Improvement Project, and Constructability Review of WB SR-91 Alondra Boulevard to Shoemaker Ave Improvement Project.

## DEOD SUMMARY

## CONSTRUCTION MANAGEMENT SUPPORT SERVICES - CAPITAL IMPROVEMENT PROJECTS
## CONTRACT NO. AE128436MC085000

### A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall 36% Disadvantaged Business Enterprise (DBE) goal for all task orders funded with federal dollars and an overall 33% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business (DVBE) goal for all task orders funded with state, local and Measure M dollars. Zephyr UAS Inc. dba Zephyr Rail, a DBE firm, met the goal(s) by making an overall 36% DBE, 33% SBE, and 3% DVBE commitment.

Proposers were encouraged to form teams that include DBE, SBE, and DVBE firms to perform the scopes of work identified without schedules or specific dollar commitments prior to the establishment of this contract. In response to a specific Task Order request with a defined scope of work, the Zephyr Rail will be required to identify DBE, SBE and DVBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE, SBE and DVBE achievement in meeting the commitments will be determined based on the cumulative DBE, SBE and DVBE participation of all task orders issued dependent upon funding source.

| | | | |
|---|---|---|---|
| **Small Business Goal** | **36% DBE<br>33% SBE<br>3% DVBE** | **Small Business Commitment** | **36% DBE<br>33% SBE<br>3% DVBE** |

| | **DBE Subcontractors** | **% Committed** |
|---|---|---|
| 1. | Zephyr UAS, Inc. dba Zephyr Rail (Prime) | TBD |
| 2. | CYD Consulting | TBD |
| 3. | Enterris Associates | TBD |
| 4. | Fountainhead Consulting Corporation | TBD |
| 5. | Monument ROW | TBD |
| 6. | PEnterprise Consulting Services | TBD |
| 7. | SHA Analytics | TBD |
| | **Total DBE Commitment** | **36%** |

| | **SBE Subcontractors** | **% Committed** |
|---|---|---|
| 1. | Zephyr UAS, Inc. dba Zephyr Rail | TBD |
| 2. | Conaway Geomatics | TBD |
| 3. | CYD Consulting | TBD |
| 4. | Enterris Associates | TBD |
| 5. | Fountainhead Consulting Corporation | TBD |
| 6. | Monument ROW | TBD |
| 7. | PEnterprise Consulting Services | TBD |

| | | |
|---|---|---|
| 8. | SHA Analytics | TBD |
| | **Total SBE Commitment** | **33%** |

| | **DVBE Subcontractors** | **% Committed** |
|---|---|---|
| 1. | Conaway Geomatics | TBD |
| 2. | CYD Consulting | TBD |
| 3. | Fryman Management, Inc. | TBD |
| 4. | Pacifica Services, Inc. | TBD |
| | **Total DVBE Commitment** | **3%** |

## B. Local Small Business Enterprise (LSBE) Preference

The LSBE preference was not applicable to this procurement. Pursuant to California Government Code §4525-4529.5 for Architectural and Engineering services, only a competitor's qualifications as an architect are evaluated and the most qualified competitor is selected; price cannot be used as an evaluation factor.

## C. Contracting Outreach and Mentoring Plan (COMP) Program

The Contracting Outreach and Mentoring Plan (COMP) is applicable to this contract. Zephyr must mentor a minimum of four certified firms: two (2) Disadvantaged Business Enterprises (DBEs), one (1) Small Business Enterprise (SBE), and one (1) Disabled Veteran Business Enterprise (DVBE). Within forty-five (45) days of the contract award, Zephyr is required to submit a comprehensive DBE/SBE/DVBE COMP identifying firms for protégé development.

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

## 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.

PROGRAM MANAGEMENT

# 2025-0373 – CONSTRUCTION MANAGEMENT SUPPORT SERVICES CAPITAL IMPROVEMENT PROJECTS

Metro

July 2025

# Discussion

The CMSS will provide skilled individuals to assist Metro with the construction management of projects. The Task Order based approach offers flexibility to scale support to actual project needs, thereby optimizing resource allocation and cost-effectiveness. Services are structured into three distinct phases:

| Pre-Construction Services | Procurement Support | Construction Support |
|---|---|---|
| • Constructability and value-engineering reviews<br>• QA/QC and design-phase reviews<br>• Early third-party coordination, environmental compliance planning<br>• Support the development of baseline schedules, cost estimates, and risk registers *(Optional)* | • Preparation and management of technical bid packages, RFIs, and addenda<br>• Non-scoring technical evaluations as a subject matter expect | • Resident engineering and construction inspection<br>• Safety and quality oversight<br>• Utility, third-party, and community relations coordination<br>• Project close-out and documentation |

Metro

# Preliminary Project List

Projects that are contemplated to use this contract are:

- Vermont Transit Corridor
- Projects to Support Station Experience
- Joint and Adjacent Development projects
- Zero Emission Bus Charging Infrastructure
- 2028 Olympic and Paralympic Games related improvements including but not limited to, those funded by the Reconnecting Communities & Neighborhoods grant program

*This is a preliminary list and projects will be added based on actual needs and available funding.*

Metro

# Procurement Evaluation

| EVALUATION CRITERIA | MAXIMUM POINTS | ZEPHYR-UAS, INC. | GHIRARDELLI ASSOCIATES, INC. | KDG CONSTRUCTION CONSULTING | AIX CONSULTING, INC. | C2PM |
|---|---|---|---|---|---|---|
| Experience and Capabilities of the Firms on the Team | 35 | 29.52 | 29.23 | 28.40 | 27.02 | 28.00 |
| Experience and Capabilities of Key Personnel | 25 | 22.42 | 20.47 | 20.33 | 20.50 | 20.62 |
| Understanding and Approach to Service Delivery | 35 | 33.12 | 33.15 | 31.75 | 32.33 | 29.85 |
| Approach To Cultural Competency | 5 | 4.35 | 3.48 | 4.25 | 4.02 | 3.58 |
| **TECHNICAL SCORE** | **100** | **89.41** | **86.33** | **84.73** | **83.87** | **82.05** |

Goals and Commitments: 36% DBE / 33% SBE & 3% DVBE

Metro

# Recommendation

AUTHORIZE the Chief Executive Officer to:

**A.** **AWARD** a cost plus fixed fee Indefinite Delivery / Indefinite Quantity Contract No. AE128436MC085, to Zephyr UAS, Inc., to provide Construction Management Support Services for Capital Improvement Projects, for a period of five years in an amount Not-To-Exceed (NTE) $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

**B.** **EXECUTE** individual Task Orders within the Board-approved contract amount.

Metro

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

**File #:** 2025-0192, **File Type:** Contract **Agenda Number:** 20.

**FINANCE, BUDGET, AND AUDIT COMMITTEE**
**JULY 17, 2025**

**SUBJECT: WORKERS' COMPENSATION TEMPORARY STAFFING SERVICES BENCH**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract No. PS48678001 with Lancesoft, Inc. and Contract No. PS48678002 with The Best Claims Solutions in an amount Not-To-Exceed (NTE) $1,000,000, increasing the cumulative contract value from $500,000 to $1,500,000.

## ISSUE

In November 2023, Metro established the Workers' Compensation Temporary Staffing Services Bench (Bench) for an amount NTE $500,000 for a five-year term with two temporary staffing agencies. The Bench successfully provided qualified temporary workers' compensation staff to fill vacancies due to unexpected, prolonged absences by full-time employees of the Workers' Compensation (WC) division of the Risk Management Department and high claim caseloads.

To date, 11 task orders have been issued under the Bench, for a total cumulative value of $475,104, leaving $24,896 in available contract authority.

The unexpected increase in the Bench utilization is due to the rise in unforeseen vacancies resulting from extended leaves of absence attributed to illnesses, disabilities, attrition, and promotions. An increase in the cumulative Bench contract value will ensure that the WC division can continue to administer workers' compensation benefits on time and provide injured employees the medical care they need without disruption.

## BACKGROUND

Metro's workforce of 11,283 employees reports an average of 1,500 WC claims annually. Metro's current open WC claims are approximately 2,100. The WC division administers the following benefits as provided under the law:

- Medical Care - To help an employee recover from an injury or illness caused by work. This includes doctor visits and other treatment services, tests, medicines, equipment, and travel

costs reasonably necessary to treat the injury.
- Temporary Disability Benefits - Payments if the employee loses wages because the injury prevents them from doing their usual job while recovering.
- Permanent Disability Benefits - Payments if the employee doesn't recover completely and their injury causes a permanent loss of physical or mental function that a doctor can measure.
- Death Benefits - Payments to the employee's spouse, children, or other dependents if the employee dies from a job injury or illness.
- Supplemental Job Displacement Benefit - A voucher* to help pay for retraining or skill enhancement.

*Vouchers pay for retraining or skill enhancement if the employee is eligible to receive permanent disability benefits or the employee does not return to work for the employer.

The Workers' Compensation division, which consists of 33 FTE's, assists employees injured on the job and processes benefits due to them. It also provides quality customer service in claims handling, processes medical bills in a timely manner, and reviews all incoming legal and medical mail under the California Labor Code, which mandates strict timelines for compliance.

## DISCUSSION

The WC Temporary Staffing Services bench contracts were intended for a five-year term so that if the WC division experienced vacancies longer than 30 days, it could avail itself of industry professionals provided by temporary staffing agencies. Doing so would ensure that injured Metro employees receive the medical care and assistance needed. Maintaining staffing levels also allows Metro to comply with the Labor Code and avoid unnecessary penalties for noncompliance.

In California, the Labor Code governs the workers' compensation system and establishes a structure aimed at balancing the rights and responsibilities of both employers and injured employees. In order to receive WC benefits, injured workers must report an injury and file a claim. Meanwhile, employers must administer the benefits outlined above in accordance with prescribed timelines or face fines or penalties. For example, employers who unreasonably delay temporary disability payments may owe a 10% self-imposed penalty, and potentially a 25% penalty under Labor Code §5814 for unreasonable delays in any benefit.

To date, the division has already expended $475,104 (95%) of the cumulative NTE Bench contracts value of $500,000. Since the Bench contracts' inception, the WC division has experienced thirteen vacancies attributed to retirement, promotions, resignations, or long-term leave due to disability. The average duration of each vacancy was four months.

In partnership with the Chief People Office, the WC division has made great strides to fill vacant positions. Currently, the division has three vacancies and one position occupied by an employee on extended leave.

The requested increase of $1,000,000 in Bench contract value is sufficient to provide, if needed, temporary support for one Senior Workers' Compensation Analyst and the equivalent of one and a half Assistant Workers' Compensation Analysts to last through November 2028, the end of the five-

year contract term. This represents an analysis comparing the current burn rate of the contract and considering future resource allocation strategies. Additionally, the division is evaluating current caseload distribution and will be making adjustments to maximize capacity. Staff further expect that reliance on the contract will be offset by the addition of a Workers' Compensation Analyst position that was approved with the FY26 budget cycle. As with every budget cycle, staff will continue to assess its personnel needs and submit FTE requests as needed.

## DETERMINATION OF SAFETY IMPACT

Receiving timely medical care is critical to injured employees. Approval of this item will support the Workers' Compensation division's ability to administer benefits promptly despite unforeseen vacancies.

## FINANCIAL IMPACT

The FY26 Budget includes $2,367,500 for Professional and Technical Services under cost center 0531 (Non-Departmental - Operations Risk Management), Project 100004, PRMA - Workers' Compensation, which will be sufficient to cover this request.

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

Impact to Budget

The sources of funding for this action will come from federal, state and local resources that are eligible for bus and rail operations.

## EQUITY PLATFORM

The benefits administered by the Workers' Compensation division assist Metro employees in recovering from work-related injuries. The majority of WC claims are filed by frontline employees, of which 62% are filed by Bus Operators. Providing the necessary medical care more promptly returns injured employees to work and allows Metro to continue to provide transportation services and benefits to customers.

## VEHICLE MILES TRAVELED OUTCOME

Vehicle Miles Traveled (VMT) and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, 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 promote transit use, ridesharing, or active transportation, it plays a crucial role in Metro operations by sustaining the temporary staffing contract for Workers'

Compensation administration. Ensuring timely benefits distribution and uninterrupted medical care for injured employees helps maintain workforce stability and operational efficiency. A well-supported workforce contributes to reliable transit services, indirectly aligning with Metro's agency-wide VMT Reduction Target by enabling continued public transportation access and minimizing disruptions that could lead to increased vehicle miles traveled. Therefore, this item is consistent with the broader goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports the strategic plan Goal 1, "Provide high-quality mobility options that enable people to spend less time traveling." As well as Goal 1.2. Approval of the temporary staffing services contract supports Metro's goal to invest in a world-class bus system that is reliable, convenient, and attractive to more users for more trips**.** Metro's bus network is the foundation of its public transport system and carries over 70% of its transit passengers. Ensuring injured employees receive the care they need supports Metro's ability to maintain an adequate workforce to provide reliable service.

## ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation. However, this is not recommended since the existing Bench contract authority is estimated to be exhausted by September 2025. Without additional authority, the Workers' Compensation division cannot rely on temporary staffing during vacancies, which may impact the quality of service and the timely receipt of benefits that injured employees are entitled to.

## NEXT STEPS

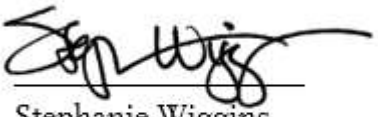
Upon Board approval of this action, staff will execute Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract Nos. PS48678001 and PS48678002, and continue to compete and award individual task orders for workers' compensation temporary staffing services.

## ATTACHMENTS

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

Prepared by: Claudia Castillo del Muro, Executive Officer, Risk Management, (213) 922-4518
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

Reviewed by: Kenneth Hernandez, Interim Chief Risk, Corporate Safety, and Asset Management Officer, (213) 922-2990



Stephanie Wiggins
Chief Executive Officer

# PROCUREMENT SUMMARY
# WORKERS' COMPENSATION TEMPORARY STAFFING SERVICES BENCH
# PS48678001 AND PS48678002

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Number**: PS48678001 and PS48678002 | | | |
| **2.** | **Contractor**: Lancesoft, Inc. and The Best Claims Solutions | | | |
| **3.** | **Mod. Work Description**: Increase the Not-To-Exceed (NTE) cumulative bench contract value | | | |
| **4.** | **Contract Work Description**: Provide as-needed temporary workers' compensation staffing services for the Workers' Compensation division of the Risk Management Department. | | | |
| **5.** | **The following data is current as of**: 6/3/25 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Bench Contracts Awarded:** | 11/14/23 | **Bench Contracts Award Amount:** | $500,000 |
| | **Notice to Proceed (NTP):** | N/A | **Total of Modifications Approved:** | $0 |
| | **Original Complete Date:** | 11/13/28 | **Pending Modifications (including this action):** | $1,000,000 |
| | **Current Est. Complete Date:** | 11/13/28 | **Current Bench Contract Value (with this action):** | $1,500,000 |
| | | | | |
| **7.** | **Contract Administrator**: Annie Duong | | **Telephone Number**: (213) 418-3048 | |
| **8.** | **Project Manager**: Claudia Castillo del Muro | | **Telephone Number**: (213) 922-4518 | |

## A. Procurement Background

This Board Action is to approve Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract Nos. PS48678001 and PS48678002 to increase the NTE cumulative bench contract value and continue to provide as-needed temporary workers' compensation staff for the Risk Management Department's Workers Compensation Unit.

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

On November 14, 2023, Metro awarded a five-year Contract No. PS48678001 to Lancesoft, Inc. and Contract No. PS48678002 to The Best Claims Solutions, to provide temporary workers' compensation staffing services.

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

## B. Price Analysis

The fully burdened hourly rates for the term of the bench contracts were established as part of the competitive contract award in November 2023. Rates remain unchanged and are lower than current market rates for similar services. Task Orders will be competed and are subject to technical analysis, price analysis, and established rates to determine fairness and reasonableness of price prior to award.

**ATTACHMENT B**

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## WORKERS' COMPENSATION TEMPORARY STAFFING SERVICES BENCH PS48678001 AND PS48678002

| Mod No. | Description | Status (approved or pending) | Date | $ Amount |
|---|---|---|---|---|
| 1 | Increase the Not-To-Exceed cumulative bench contract value | **Pending** | **Pending** | **$1,000,000** |
| | **Modification Total** | | | **$1,000,000** |
| | **Original Contract:** | | **11/14/2023** | **$500,000** |
| | **Total:** | | | **$1,500,000** |

## DEOD SUMMARY

## WORKERS' COMPENSATION TEMPORARY STAFFING SERVICES BENCH PS48678001 AND PS48678002

### A. Small Business Participation

The Diversity & Economic Opportunity Department (DEOD) did not recommend a DBE goal on the original contract. It is expected that Lancesoft, Inc. and The Best Claims Solutions will continue to perform the services of these contracts with its own workforce.

### B. Living Wage and Service Contract Worker Retention Policy Applicability

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

### C. Prevailing Wage Applicability

Prevailing Wage is not applicable to this modification.

### D. Project Labor Agreement/Construction Careers Policy

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

# Workers' Compensation Temporary Staffing Services Bench

**Finance, Budget, and Audit Committee**

**July 17, 2025**

**File ID #2025-0192**

Metro

# Workers' Compensation Temporary Services Staffing Bench

## **Recommendation**:

- AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to the Workers' Compensation Temporary Staffing Services Bench Contract No. PS48678001 with Lancesoft, Inc. and Contract No. PS48678002 with The Best Claims Solutions in an amount Not-To-Exceed (NTE) $1,000,000, increasing the cumulative contract value from $500,000 to $1,500,000.

- Approval of this item will support the Workers' Compensation division's ability to maintain customer service for injured Metro employees and administer mandated benefits on time.

Metro

# Workers' Compensation Temporary Services Staffing Bench

- Metro established a bench with temporary staffing agencies, Lancesoft, and The Best Claims Solutions in November 2023.
- Agencies provide qualified temporary workers to fill vacancies in the Workers' Compensation division of the Risk Management Department.
- The cumulative value of all contracts is NTE $500,000 for a 5-year term commencing November 14, 2023, and terminating November 13, 2028.
- Contracts are used when the Workers' Compensation division experiences unexpected, prolonged vacancies and cannot absorb the additional work by other division employees.

Metro

# Workers' Compensation Division

- Metro's workforce of 11,283 employees reports an average of 1,500 Workers' Compensation claims per year.
- The Division administers benefits provided by law, such as medical care and temporary and permanent disability benefits.
- California Labor Code mandates strict timelines for compliance.

Metro

# Temporary Staffing Contract

- Contract is used when the division experiences a prolonged vacancy.
- At 18 months into the contract, 95% of the not-to-exceed amount has been expended.
- Since the contract inception, 13 vacancies, attributed to retirement, promotions, resignations, or long-term disability, have contributed to a faster-than-expected erosion of the not-to-exceed amount. The average vacancy duration was 4 months.
- Authority increase will ensure that the Workers' Compensation division can continue using the contract through the termination date to fill future unforeseen vacancies, administer Workers' Compensation benefits, and provide the medical care injured employees need without disruption.

Metro

Thank you.
Metro

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

**File #:** 2025-0345, **File Type:** Program **Agenda Number:** 21.

**FINANCE, BUDGET, AND AUDIT COMMITTEE**
**JULY 17, 2025**

**SUBJECT: CYBERSECURITY LIABILITY INSURANCE PROGRAM**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to negotiate and purchase a cybersecurity liability insurance policy with up to $50 million in limits at a not-to-exceed premium of $3.104 million for the 12-month period effective September 1, 2025, to September 1, 2026.

## ISSUE

Metro's cybersecurity liability insurance policy will expire on September 1, 2025. Insurance underwriters will not commit to final pricing until three weeks before the current program expires. Consequently, we are requesting a not-to-exceed amount for this renewal pending final pricing. Metro purchases an insurance policy to cover cybersecurity liability exposures. Cybersecurity is the practice of being protected against criminal or unauthorized use of systems and electronic data. These exposures include, but are not limited to:

- Unavailability of IT systems and networks
- Physical asset damage and associated loss of use
- Loss or deletion of data
- Data corruption or loss of data integrity
- Data breach leading to compromise of third-party confidential/personal data
- Cyber espionage resulting in the release of confidential/sensitive information
- Extortion demands to cease a cyber-attack
- Direct financial loss due to theft
- Damage to reputation
- Bodily injury/property damage to third parties

Without this insurance, Metro is subject to unlimited liability for claims resulting from a cyber-attack or data breach event.

## BACKGROUND

For this current renewal, Marsh USA, LLC (Marsh), the insurance broker for Metro, was requested to

market Metro's cybersecurity liability insurance program to qualified insurance carriers. Marsh, through its partnership with Howden, a London broker, has received quotes from the incumbent carrier, which has A.M. Best ratings indicative of acceptable financial soundness and ability to pay claims. The premium indications provided are based on current market expectations and expire on September 1, 2025.

Marsh's not-to-exceed premium serves three functions. First, it provides an amount to cover the recommended premium and contingency that Risk Management can bring to the CEO and Board to obtain approval for the binding of the program. Second, the number allows our broker ample time to continue negotiating with underwriters to ensure Metro obtains the most competitive pricing. And third, the not-to-exceed amount allows Metro to secure the quoted premium during the board cycle process prior to quote expiration.

## DISCUSSION

Public entities continue to be targeted for cyber-attacks as the cyber risk environment evolves. According to *The State of Ransomware in the U.S.*, at least 50 local governments in the U.S. experienced ransomware attacks in the first half of 2024. Marsh observed a 16% increase in the number of cyber notifications from 2023 to 2024, underscoring the growing complexity of cyber risks. The frequency of cyber events and claim notifications in 2024 is primarily driven by third-party events, such as the CrowdStrike outage (July, 2024).

A new concern is the use of Generative AI and its ability to amplify existing cyber risks, leading to potential consequences, including business interruptions from AI system failures and inadvertent copyright infringements. The unpredictability of third-party events and the evolving cyber risk environment highlights the need for strong cybersecurity controls and effective insurance.

In Q1 of 2025, cyber insurance clients' rates decreased by 4% on average, marking the eighth consecutive quarter of reductions. This favorable environment has led clients to utilize premium savings to purchase higher limits, reduce retentions, shorten waiting periods, and broaden coverage.

Public entities with strong cyber risk controls have the greatest advantage in the current marketplace. Adhering to guidelines set forth by agencies such as the Federal Transit Administration (FTA) and the Cybersecurity and Infrastructure Security Agency (CISA) is critical for public entities like Metro. These organizations provide cybersecurity frameworks, risk assessments, and audits for public entities to comply with.

Metro has completed the Marsh Cyber Self-Assessment, which provides a review of cybersecurity controls. Marsh's analytics suggest purchasing between $40 million and $85 million. The proposed program, from carrier BRIT Re, a Lloyd's of London consortium, provides up to $50 million in excess coverage on a claims-made basis with a $10 million self-insured retention (SIR). Attachment A summarizes the premium options, and Attachment B summarizes the coverages. The proposal was reviewed by Risk Management and Information Technology Services (ITS) team members, who agree that the proposed coverage will help mitigate Metro's financial and reputational risk should the agency experience a cyber-attack event.

## DETERMINATION OF SAFETY IMPACT

Approval of this action positively impacts the safety of Metro's patrons and employees. Cyber Liability insurance carriers will review cybersecurity procedures to mitigate potential risks or hazards and provide an overall risk assessment of Metro's practices and assets as they underwrite the program. Carriers may provide best-practice guidance to enhance Metro's risk profile, and the policy will limit Metro's liability for claims resulting from a cyber-attack or data breach event. Additionally, the policy will aid Metro's recovery and moderate financial losses, as well as harm to Metro's reputation resulting from cyber events and incidents.

## FINANCIAL IMPACT

The FY26 Budget includes $3.01 million for this action in cost center 0531, Non-Departmental - Ops Risk Management, under projects 100001 - General Overhead, 300022 - Rail Operations - A Line, 300033 - Rail Operations - C Line, 300044 - Rail Operations - B Line, 300066 - Rail Operations - E Line, 300077 - K Line, 301012 - G Line, 306001 - Operations Transportation, 306002 - Operations Maintenance, 320011 - Union Station and 610061 - Owned Property.

Metro's insurance premiums are amortized and span two fiscal years. The cost center manager and the Interim Chief Transit Safety Officer will be accountable for budgeting in FY27 costs not included in the FY26 budget.

Impact to Budget

The sources of funding for this action will come from federal, state, and local resources that are eligible for bus and rail operations.

## EQUITY PLATFORM

The proposed action supports Metro's ability to safely serve the communities and customers who rely on Metro's transportation services and assets by providing insurance coverage that will allow Metro to more quickly resume operations in the event of a cybersecurity breach.

## 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 provides cybersecurity liability coverage for Metro's assets. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the agency's overall function, it is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal # 5, "Provide responsive, accountable and trustworthy governance within the LA Metro organization." The responsible administration of Metro's risk management programs includes the use of insurance to mitigate large financial risks resulting from cybersecurity events.

## ALTERNATIVES CONSIDERED

Various limits of coverage were considered, as outlined in Attachment A, for the cybersecurity liability program. All options include an SIR of $10 million for the same program. Option A, Metro's current limit, provides $50 million in coverage, Option B provides $75 million in coverage, and Option C provides $100 million in coverage.

Option A, which is within Marsh's analytics limits range, is recommended as the best value option while retaining a reasonable amount of risk over the coverage limit.

## NEXT STEPS

Upon Board approval of this action, staff will advise Marsh to proceed with the placement of the cybersecurity liability insurance program outlined herein, effective September 1, 2025.

## ATTACHMENTS

Attachment A - Coverage Options and Premiums
Attachment B - Coverage Description

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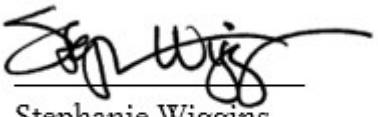
Reviewed by: Kenneth Hernandez, Interim Chief Risk, Corporate Safety, and Asset Management Officer, (213) 922-2990



Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A**

Coverage Options and Premiums

Carrier: BRIT Re

**Cyber Security Insurance Program Premium and Proposed Options**

| | CURRENT PROGRAM | OPTIONS | | |
|---|---|---|---|---|
| | | A | B | C |
| Self-Insured Retention (SIR) | $10 mil | $10 mil | $10 mil | $10 mil |
| Limit of Coverage | $50 mil | $50 mil | $75 mil | $100 mil |
| Premium * | $2,735,229 | $3,104,430 | $4,024,020 | $4,643,100 |
| Not to Exceed | | $3,104,430 | $4,024,020 | $4,643,100 |
| Premium per mil coverage $54,705 | | $62,089 | $53,634 | $46,431 |

*** Includes commissions, taxes and fees.**

**ATTACHMENT B**

## Coverage Description

Marsh USA, LLC (Marsh) provided a proposal of coverage for cyber liability insurance. The following summarizes the coverages and exclusions:

### Included Coverage

| Exposure | Brief Description |
|---|---|
| SECURITY AND PRIVACY LIABILITY (INCLUDING EMPLOYEE PRIVACY) | Covers the insured's liability for damages resulting from a data breach. Such liability most often results from (1) loss, theft, or unauthorized disclosure of personally identifiable information (PII) in the insured's care, custody, and control; (2) damage to data stored in the insured's computer systems belonging to a third party; (3) transmission of malicious code or denial of service to a third party's computer system; (4) failure to timely disclose a data breach; (5) failure of the insured to comply with its own privacy policy prohibiting disclosure or sharing of PII; and (6) failure to administer an identity theft program required by governmental regulation or to take necessary actions to prevent identity theft. In addition, this insuring agreement covers the cost of defending claims associated with each of these circumstances |
| SECURITY BREACH RESPONSE COVERAGE | Coverage for the expenses involved in responding to a data breach. These include legal expenses, forensic experts, costs to notify affected parties and provide credit monitoring, and public relations expenses to mitigate reputational damage. |
| PRIVACY REGULATORY CLAIMS COVERAGE | The insuring agreement covers the costs of dealing with state and federal regulatory agencies (which oversee data breach laws and regulations), including (1) the costs of hiring attorneys to consult with regulators during investigations and (2) the payment of regulatory fines and penalties that are levied against the insured (as a result of the breach). |
| PCI-DSS ASSESSMENT COVERAGE | Payment Card Industry Data Security Standard (*PCI DSS*) was formed around 2004 by the major credit card companies to establish guidelines in the handling and processing of transactions including personal information. The policy will provide coverage for assessments, fines or penalties imposed by banks or credit card companies due to non-compliance with the Payment Card Industry |

| | |
|---|---|
| | Data Security Standard (PCI DSS) or payment card company rules. |
| CYBER EXTORTION COVERAGE | Cyber extortion is an online crime in which hackers hold your data, website, computer systems, or other sensitive information hostage until you meet their demands for payment. The policy will cover the cost to investigate a ransomware attack and negotiate with the hackers. |
| MULTIMEDIA LIABILITY | Multimedia Liability provides coverage for third-party liability claims alleging damage resulting from dissemination of media material. This covers both electronic and non-electronic media material and may include claims of copyright or trademark infringement. libel. |
| DIGITAL ASSET RESTORATION COSTS | Digital assets loss occurs when company data or software is corrupted or destroyed because of a network security failure. This type of loss can come because of an outside network breach or an inside job carried out by an employee. The policy covers the reasonable and necessary cost to replace, restore or re-collect digital property from written or electronic records. Additionally, investigation expenses such as disaster recovery and computer forensics is also covered. |
| BUSINESS INCOME LOSS RESULTING FROM A NETWORK DISRUPTION | Business Interruption covers business income loss and extra expenses incurred during a computer network outage. The coverage applies to outages of *internally managed IT*, such as employee |
| | devices or internal networks or databases -- not a cloud computing provider or other type of third-party IT vendor. |
| Bodily Injury | Injury to persons (including death) |

**Excluded Coverage**

The proposal of coverage also indicates various exclusions or exposures that will not be covered:

| Exposure | Brief Description |
|---|---|
| BUSINESS INCOME LOSS (Physical Damage) | Some insurers have brought forward business interruption coverage as part of cyber insurance or as stand-alone business interruption insurance policies. There doesn't have to be a complete shutdown to trigger the coverage. Instead, a system slowdown due to network issues or malicious elements can also be classified as a trigger. |

| | |
|---|---|
| | However, the proposal indicates there will be no coverage for physical damage BI claims. |
| ENSUING PROPERTY DAMAGE LOSS | Exception to an exclusion in a first-party property policy that applies in a special type of fact pattern where the damage caused by an excluded peril operates as a link in the "chain of events" that enables a covered peril to damage other property. (proximate cause) Symbolically, a classic ensuing loss fact pattern can be represented as follows: *excluded peril - excluded damage - covered peril - ensuing damage.* Note that there must be two kinds of damages—an initial loss and an ensuing loss. Most courts will not apply an ensuing loss provision if an excluded peril caused a covered peril that results in only one kind of damage. |
| Inspection and Loss Prevention/Mitigation Expense | Loss prevention aims to reduce the possibility of damage and lessen the severity if such a loss should occur. |
| Debris Removal | Debris removal insurance is a section of a property insurance policy that provides reimbursement for clean-up costs associated with damage to property. |

# Cybersecurity Liability Insurance Program

**Finance, Budget, and Audit Committee**
**July 17, 2025**
**File #2025-0345**

Metro

# Cybersecurity Liability Insurance Program

## Recommendation:

AUTHORIZE the Chief Executive Officer to negotiate and purchase a cybersecurity liability insurance policy with up to $50 million in limits at a cost not to exceed $3.104 million for the 12-month period effective September 1, 2025, to September 1, 2026.

## 2025-2026 Renewal Program

Aggregate Limit of Liability: $50M
Brit UK (Lloyd's)
Annual Premium (NTE): $3.104M

$10M/14 Days - Retention

Metro

# Cyber Coverage Features

**First Party Events/Losses:**

- Breach Response
  - Forensic/Legal Costs
  - Crisis Management & Notification Costs
- Cyber Extortion/Ransomware
- Business Service & System Disruption Losses
- System & Service Failure Losses
- Data Recovery, Restoration, & Digital Restoration Expenses
- Cyber Crime Losses

**Third Party & Regulatory Liability Claims:**

- Enterprise Security Event Liability
- Privacy Regulatory Liability
- Media Liability
- PCI Fines & Penalties

Metro

# Renewal Marketing and Coverage Options

## Coverage Options and Premiums

Carrier: BRIT Re

**Cyber Security Insurance Program Premium and Proposed Options**

| | CURRENT PROGRAM | OPTIONS | | |
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| | | A | B | C |
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* Includes commissions, taxes and fees.

Metro

Thank you
Metro

Los Angeles County
Metropolitan Transportation
Authority
One Gateway Plaza
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**File #:** 2025-0427, **File Type:** Plan **Agenda Number:** 23.

**FINANCE, BUDGET, AND AUDIT COMMITTEE**
**JULY 18, 2025**

**SUBJECT: FISCAL YEAR 2026 AUDIT PLAN**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the Fiscal Year 2026 (FY26) Proposed Annual Audit Plan (Attachment A).

## ISSUE

Management Audit Services (MAS) is required to complete an annual agency-wide risk assessment and submit an annual audit plan to the Board of Directors for approval.

## BACKGROUND

The Financial Stability Policy, approved in 2007 and last amended in 2022, requires MAS to develop a risk assessment and an annual audit plan (AAP) each year and present it to the Board. It also requires the Finance, Budget, and Audit Committee to provide input and approve the audit plan.

Some projects included in the FY26 AAP are identified as carryovers, meaning they were initiated in FY25 but are expected to be completed in FY26. These projects were not initiated due to resource constraints and additional special review projects requested during FY25.

## DISCUSSION

The FY26 AAP was developed with consideration of the current state of the agency and results of the agency-wide risk assessment. The agency-wide risk assessment incorporated research as well as input received from Metro's leadership teams across the agency. MAS leveraged the risk assessment results to prepare an Audit Plan that is flexible, relevant, and risk-based. The Audit Plan includes audit projects that add value, provide actionable information to support agency risk management efforts, and will lead to the achievement of organizational goals aligned with Metro's Vision 2028 Strategic Plan and the CEO 2023 strategic aspiration placemat.

Risk Assessment
MAS staff performed an agency-wide risk assessment between January and April 2025. This assessment is a structured, systematic process that combines research and stakeholder

engagement, serving as the primary basis for selecting internal audit projects that add value and support the agency's objectives. The recognized risks varied in nature, the likelihood of occurrence, and their potential impact on the agency. The agency-wide risk assessment also identified areas of potential future opportunity related to the agency's goals and objectives.

To help MAS understand the various risks the agency currently faces and their potential impacts, MAS incorporated the following foundational principles in the development of the FY26 Audit Plan, which include:

- Identification of auditable units
- Identification of potential risks, including emerging risks
- Categorization of identified risks
- Assessment of the likelihood of identified risks
- Assessment of the impact of identified risks

The following risk categories were considered in the performance of the agency-wide risk assessment:

- Capital Project
- Compliance
- Environmental, Social, and Governance
- Financial
- Human Capital
- Information Technology
- Legal / Regulatory
- Operational
- Public Image / Reputational
- Reporting
- Safety / Security

Enterprise Risk Themes

The agency-wide risk assessment process led to the identification of the core enterprise-risk themes summarized below:

- **Staffing**: Metro leadership across departments expressed concerns about strategic workforce planning efforts. The anticipated completion of various critical projects will require sufficient and adequately trained staff to support service delivery on an expanded rail network. Additionally, the continued development of the Transit Community Public Safety Department is expected to result in a significant increase in staffing levels within a relatively short period, as will the transition of the Ambassador Program from a contracted service to an agency unit. However, the Chief People Office has made significant progress in recruitment activities since the risk assessment interviews were conducted. The CPO initiated a talent acceleration initiative that significantly reduced agency time to hire, lowered the vacancy rate to within acceptable industry standards, filled all existing positions for expansion roles, and enhanced

its recruitment technology by adopting NEOGOV, a public sector recruitment platform. Continued progress in this area is underway to address Metro leadership feedback in the areas of training and development. With the opening of Metro's Talent Hub, a new high-tech professional development training space, CPO can deliver staff training beyond courses mandated by law or regulation and offer career-forward workshops aimed at sharpening skills to build career pathways for employees. As staff vacancies are being filled, MASD proposes examining administrative improvements to review and identify procedural efficiencies and technological options within the Bus Divisions to increase productivity.

- **Public Safety**: Progress has been made in this area, including the hiring of the Chief of Police and Emergency Management to lead the establishment of the Transit Community Public Safety Department. The Emergency Security Operations Center is now open and operational, and the pilot testing of weapon detection systems is proceeding. The presence of uniformed personnel on the Metro system has increased, and partnered efforts have led to enhanced assistance for individuals experiencing homelessness in securing interim or permanent housing. Further gains in public safety are expected as the agency installs taller faregates at more locations in the system, and the TAP-to-Exit pilot program continues to be rolled out to additional locations. Challenges include the opening of several new stations within a short period, which will require increased security coverage, as well as the presence of individuals experiencing homelessness on real estate adjacent to Metro-owned properties, creating enforcement challenges. An analysis of the condition and utilization of Metro's real estate, plus evaluation of safety incident response and physical security monitoring, as carry-over projects, are designed to support existing efforts to improve customer safety

- **Operational**: The agency faces the challenge of hosting several major events in the service area, including the 2026 FIFA World Cup, Super Bowl LXI, and the Summer 2028 Olympic and Paralympic Games. Finding the right balance between ensuring the agency is prepared and positioned to support the success of these events while remaining focused on delivery of core transit services is key. Additionally, with increased staffing needs, streamlining operational processes and improving records management systems are necessary to support these efforts. Ensuring the reliability of the existing bus fleet is maintained through regular maintenance efforts is also essential. Furthermore, accelerating the delivery of customer experience improvements, such as enhanced digital tools for riders, and real-time information at stations is key. As equipment acquisition and facility improvements are underway to help address these challenges, proposed audits on wayside track maintenance and non-revenue vehicle reserve readiness are proposed to evaluate adjacent activities.

- **Capital projects**: As indicated in the FY26 Annual Program Evaluation, the agency currently has a $33.6 billion capital program encompassing 36 projects. Management identified potential challenges due to the tight skilled labor market for construction which could become even tighter as competition for these resources increases. Specifically, as discussed in the 2025 Metro Construction Market Outlook Special Report, the increased demand for workers in Los Angeles County to support reconstruction efforts from the January 2025 wildfires could result in scarcities. Although most construction trades on Metro projects are skilled/specialized (i.e., tunneling and electrical systems), common trades like carpentry, roofing, plumbing, and heating / ventilation / air condition (HVAC) may still be in high demand. Additionally, as more

Metro projects are expected to be delivered using collaborative delivery methods, such as construction manager/general contractor and progressive design-build, this presents both risks and opportunities for the agency.

- **Financial**: Changes in Federal Transit Administration priorities have the potential to affect the level of federal funding the agency receives. Some stakeholders expressed concern about how shifting trade policy could affect operations and the cost of projects. Also, there was concern about having adequate funding to support the infrastructure augmentation needed to support upcoming major events. Finally, concern was also expressed about the availability of long-term funding to fulfill Metro's zero-emission bus conversion by 2035.

- **Environmental, Social and Governance Risks**: There is continued concern about the potential for cyber-attacks against agency systems and the ability to prevent, detect, and respond to cyber incidents using the latest tools, techniques, and methods. The agency continues to explore ways to strengthen its cybersecurity posture.

There are also unique risks that do not clearly fit into one of the outlined major risk categories, as well as risks that may not have been identified or presented during the agency-wide risk assessment. MAS will continue to assess emerging risks throughout FY26 and, if necessary, adjust the Audit Plan.

Audit Plan

The FY26 Audit Plan is based primarily on the results of the agency-wide risk assessment.

Scores were assigned to individual risks in our risk assessment, with consideration given to the potential likelihood and impact of the individual risks. Identified risks are ranked through assessing the potential severity of a risk event and the probability of its occurrence. This assessment helps prioritize risk for audit focus, with high risk scores leading to the selection of projects for inclusion in the FY26 plan. These scores are displayed in Exhibit 1.

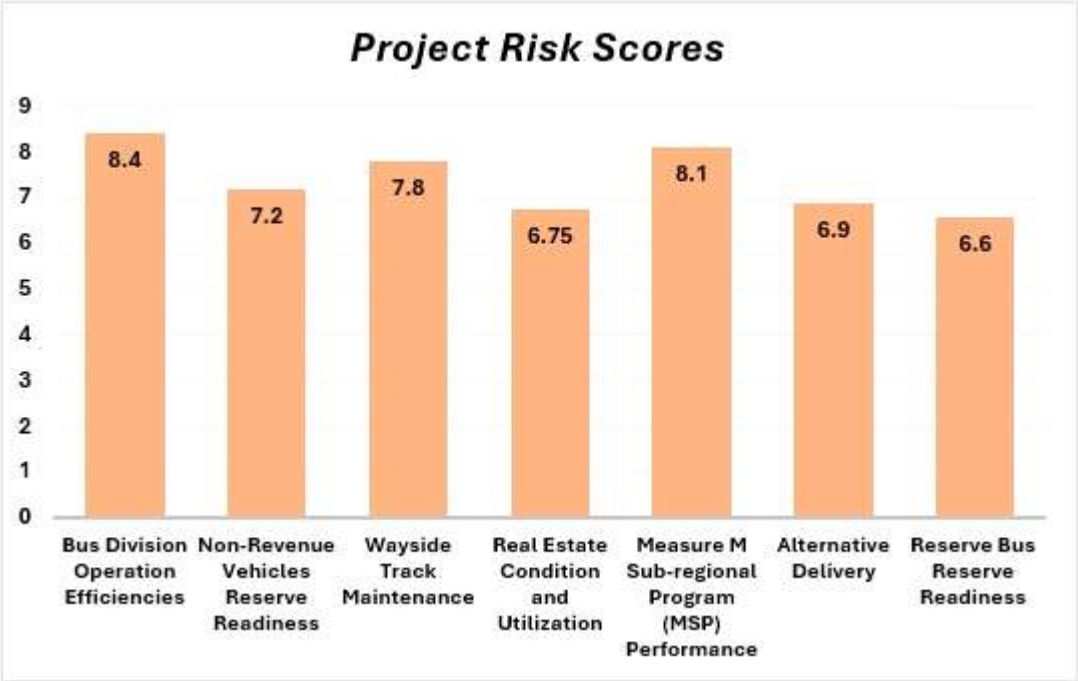


*Exhibit 1: FY26 Annual Audit Plan project risk scores*

Risk scores were not the only guide used by MAS to select audit projects for the FY26 Audit Plan. Additional factors considered included:

- Perceived strength of management controls
- Prior audits or reviews
- Subject matter expertise/capacity required by MAS to perform an audit or review
- Complexity of the risk area
- Input from senior leadership

Accordingly, the Audit Plan includes audit projects to address areas of moderate to high risk that are expected to add value, mitigate potential future risks, and support the achievement of agency goals and objectives.

Outreach was made to the agency's Senior Leadership Team during the selection of audit projects included in the FY26 Audit Plan to solicit feedback and suggestions about the proposed work. The feedback received was considered and incorporated into the FY26 Proposed Annual Audit Plan (Attachment A).

The FY26 Proposed Annual Audit Plan includes 19 audit projects in three categories: priority, discretionary, and carryover.

- Priority: Audit projects that will be given primary focus during FY26.
- Discretionary: Audit projects that MAS will perform based on the status of priority and carryover projects, and time and resources permitting.
- Carryover: Audit projects initiated in FY25 and will be completed in FY26.

The FY26 Proposed Annual Audit Plan also includes the required Contract and Financial Compliance Audits throughout the year. These audits include contract pre-award and incurred cost audits as requested by Vendor/Contract Management, incurred cost audits of various grant projects, and external financial and compliance audits of Metro and sub-recipients.

Professional audit standards and leading practices suggest that the agency is best served by a dynamic audit plan that can be modified in response to changing business conditions, the discovery of new information, or areas being elevated to priority status based on the needs of the Board of Directors, Chief Executive Officer, and/or senior leadership.

## DETERMINATION OF SAFETY IMPACT

Approval of this item will not negatively impact the safety of Metro patrons or employees.

## FINANCIAL IMPACT

There are no financial impacts associated with the approval of the FY26 Audit Plan.

## EQUITY PLATFORM

The FY26 agency-wide risk assessment and FY26 Proposed Annual Audit Plan considered Environmental, Social, and Governance risks, which encompass equity, that could affect Metro riders, such as possible delays in project upgrades, or potential conditions that could adversely affect the ridership experience. At least three projects included in the FY26 Proposed Annual Audit Plan were included based in part on these factors. Also, in applying an equity lens to the FY26 AAP, MAS will ask departments during the audits whether any applicable and required Metro equity assessments have been completed.

## 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. These declining VMT trends are due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, since it describes areas to be reviewed in FY26 by MAS with the goal of promoting effective and efficient operations and continuous improvement within the organization. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item generally supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

System (HPMS) data between 2001-2019.

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this item supports Metro Vision 2028 Goal #5: Provide responsive, accountable, and trustworthy governance within the Metro organization. The projects included in the Audit Plan directly or indirectly support various goals outlined in Metro's Vision 2028 Strategic Plan and the CEO's 2023 strategic aspiration placemat.

## ALTERNATIVES CONSIDERED

An alternative is not to approve the FY26 Proposed Annual Audit Plan. This is not recommended, as it is a management tool for systematically assigning resources to deliver an agency-wide audit plan in accordance with the Financial Stability Policy. Additionally, developing an annual internal audit plan is consistent with the MAS Audit Charter and Generally Accepted Government Auditing Standards.

## NEXT STEPS

Upon Board approval, MAS will develop the FY26 Annual Audit Plan schedule and deliver quarterly status reports to the Board of Directors.

## ATTACHMENT

Attachment A - FY26 Proposed Annual Audit Plan

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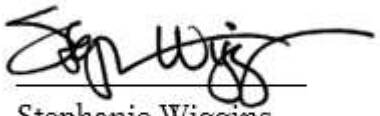
Alfred Rodas, Senior Director, Audit, (213) 922-4553

Reviewed by: Sharon Gookin, Deputy Chief Executive Officer, (213) 418-3101



Stephanie Wiggins
Chief Executive Officer

# FY26 Proposed Annual Audit Plan

## Priority Projects

### Bus Division Operation Efficiencies

| | |
|---|---|
| Office: | Operations |
| Objective: | Examine Metro's Bus Division administrative operations and explore ways to build efficiencies into processes and utilize technology, including AI, to accomplish goals. |

### Non-Revenue Vehicle Reserve Readiness

| | |
|---|---|
| Office: | Operations |
| Objective: | Assess the availability and readiness of the non-revenue vehicle fleet for operational deployment and use. |

### Wayside Track Maintenance

| | |
|---|---|
| Office: | Operations |
| Objective: | Evaluate how Metro ensures that track maintenance complies with FTA State-of-Good-Repair requirements. |

### Real Estate Condition and Utilization

| | |
|---|---|
| Office: | Planning and Development |
| Objective: | Determine if Metro has a comprehensive inventory of its real estate and if its system accurately describes and monitors the current utilization of properties. |

### Measure M Subregional Program (MSP) Performance

| | |
|---|---|
| Office: | Planning and Development |
| Objective: | Evaluate the effectiveness, implementation performance, and subregional project progress to ensure MSP or similar grants are maximizing the program's capacity and adhering to project schedule(s). |

## Discretionary Projects

| Alternative Delivery | |
|---|---|
| Office: | Program Management |
| Objective: | Review and evaluate active projects for adherence to the Alternative Project Delivery Manual. |

| Revenue Bus Reserve Readiness | |
|---|---|
| Office: | Operations |
| Objective: | Assess the availability and readiness of the bus fleet to support projected peak passenger demand during future major events. |

| ADA Improvement Projects | |
|---|---|
| Office: | Planning and Development/Chief of Staff |
| Objective: | Examine the methodology used to identify and prioritize Metro locations in need of ADA improvement projects that must be completed in advance of major events. |

## Carryover Projects

### Division 20 Portal Widening Project

| | |
|---|---|
| Office: | Program Management/Operations |
| Objective: | Evaluate the overall project management processes for the Division 20 Portal Widening project. |

### Gold (L) Line Extension

| | |
|---|---|
| Office: | Program Management/Operations |
| Objective: | Assess the oversight of Program Management and Operations over the Foothill Gold Line Construction Authority's construction efforts and review preparations for operations upon the opening of the Pomona station. |

### Safety Incident Response

| | |
|---|---|
| Office: | Chief Safety Office/Customer Experience Office |
| Objective: | Assess the sufficiency of policies and procedures for prompt decision making and dispatch of resources to safety-related service requests from employees and the public. |

### Small Business Enterprise (SBE)/ Disadvantaged Business Enterprise (DBE) Certification Process

| | |
|---|---|
| Office: | Deputy Chief Executive Officer |
| Objective: | Evaluate if DEOD’s SBE/DBE certification procedures effectively identify eligible businesses and comply with relevant laws, regulations, and policies. |

### Physical Security Monitoring Equipment

| | |
|---|---|
| Office: | Operations/Chief People Office |
| Objective: | Assess the adequacy of policies and procedures related to video monitoring equipment at the agency. |

## Carryover Projects

### Employee Health Care Benefits

| | |
|---|---|
| Office: | Chief People Office |
| Objective: | Verify that all active eligible recipients, excluding represented employees and retirees, receiving Metro's health and dental coverage are receiving benefits from their selected providers and that elected coverage corresponds with payroll deductions. |

### Grant Funding Process

| | |
|---|---|
| Office: | Planning and Development |
| Objective: | Assess whether Metro is adequately allocating its resources to maximize funding identified and received. |

### Information Technology Governance

| | |
|---|---|
| Office: | Chief People Office/Agency-Wide |
| Objective: | Assess Metro's IT governance effectiveness, including evaluating whether established practices are followed and functioning as intended and the adequacy of the information technology Continuity of Operations Plan. |

### Employee Pension Benefits

| | |
|---|---|
| Office: | Chief People Office/Strategic Financial Management |
| Objective: | Verify the accuracy of pension payroll deductions and contributions for all active, eligible employees whose pension benefits are covered by the Public Employees' Pension Reform Act (PEPRA). |

### Purple (D-Line) Extension 1 (PDLE1)

| | |
|---|---|
| Office: | Program Management/Operations |
| Objective: | Evaluate the state of processes and planning for final year activities (testing, certification, training, activation) of PDLE1 transit project prior to the start of revenue operations. |

## Carryover Projects

| East Side Access Improvement Project | |
|---|---|
| Office: | Program Management/Customer Experience |
| Objective: | Assess whether the usage of EAIP funds, including grants, complied with applicable terms, conditions, and restrictions, and determine whether the executed scope of the EAIP aligned with the scope described in the Board Report, Grant, and other funding agreements and assess reasons for variances, including change orders. |

## Contract, Financial and Compliance Audits

| Contract Pre-Award Audits | |
|---|---|
| Office: | Strategic Financial Management |
| Objective: | Perform pre-award audits for procurements and modifications |

| Incurred Cost Contract and Grant Audits | |
|---|---|
| Office: | Planning and Development / Program Management |
| Objective: | Verify whether costs are reasonable, allowable, and allocable on cost-reimbursable contracts and grants for contractors and grantees, respectively |

| Financial and Compliance External Audits | |
|---|---|
| Offices: | Agencywide |
| Objective: | Complete legally mandated financial and compliance audits |

| Business Interruption Fund | |
|---|---|
| Offices: | Strategic Financial Management |
| Objective: | Verify the Business Interruption Fund (BIF) Administrator's compliance with the Los Angeles County Metropolitan Transportation Authority's (Metro) Business Interruption Fund (BIF) Administrative Guidelines and Fund Disbursement Procedures. |

# FY 26 Management Audit Services' Annual Audit Plan

Finance, Budget and Audit Committee
July 17, 2025

**Kimberly Houston**
**Alfred Rodas**
**Lauren Choi**

Metro | MANAGEMENT AUDIT SERVICES

# Audit Plan Background

**Required by:**

- Financial Stability Policy
- Audit Charter
- Professional Audit Standards (GIAS & GAS)

**Determined by:**

- Agency Wide Risk Assessment (AWRA)
- A structured process of research and stakeholder engagement

# Risk Types

| | | | |
|---|---|---|---|
| Capital Project | Financial | Compliance | Human Capital |
| Technology | Legal/Regulatory | Operational | Public Image/ Reputational |
| Safety | Security | Reporting | Environmental, Social and Corporate Governance (ESG) |

# Key Steps to Preparing the Plan

# Proposed Audit Plan

| Priority | Discretionary | Carry Over | CFC |
|---|---|---|---|
| Bus Division Operation Efficiencies | Alternative Delivery | Division 20 Portal Widening Project | Contract Pre-Award Audits |
| Non-Revenue Vehicle Reserve Readiness | Revenue Bus Reserve Readiness | Gold (L) Line Extension | Incurred Cost Contract and Grant Audits |
| Wayside Track Maintenance | ADA Improvement Projects | Safety Incident Response | Financial and Compliance External Audits |
| Real Estate Condition and Utilization | | Small Business Enterprise (SBE)/Disadvantaged Business Enterprise (DBE) Certification Process | Business Interruption Fund (BIF) |
| Measure M Subregional Program Performance | | Physical Security Monitoring Equipment | |
| | | Employee Health Care Benefits | |
| | | Grant Funding Process | |
| | | Information Technology Governance | |
| | | Employee Pension Benefits | |
| | | Purple (D-Line) Extension 1 | |
| | | East Side Access Improvement Project | |

# Questions

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

**File #:** 2025-0463, **File Type:** Policy **Agenda Number:** 26.

**EXECUTIVE MANAGEMENT COMMITTEE**
**JULY 17, 2025**

**SUBJECT: TITLE VI EQUITY ANALYSIS POLICIES**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT Title VI Service and Fare Equity Analysis Policies which include:

- Major Service Change Policy (Attachment A);
- Disparate Impact Policy (Attachment B); and
- Disproportionate Burden Policy (Attachment C).

## ISSUE

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination based on race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies with FTA Circular 4702.1B “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Title VI Equity Analysis policies.

## BACKGROUND

Section 601 of Title VI states the following:
No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes. Metro’s Title VI equity policies were adopted pursuant to the Administrative Code under Part 2-50 “Public Hearings”.
The Title VI Equity Analysis policies consist of:

**The Major Service Change Policy**: This policy defines what constitutes a major service change for

the agency which will require a service equity analysis (Attachment A).

**The Disparate Impact Policy:** Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin, which lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin (Attachment B).

**The Disproportionate Burden Policy:** Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations (Attachment C).

*Metro's Title VI Obligations when evaluating service and fare changes*

Metro will utilize the Board adopted Title VI polices included in the agency's Board adopted Title VI Program Update when analyzing service and fare changes. The equity analysis will be completed during the planning stages of the proposed changes. The results of the analysis will be approved by the Board and evidence of the Board action will be included in the next Title VI Program Update submitted to FTA. Metro must submit a Title VI Program Update every three years. The Board last approved the Title VI Policies at its September 2022 meeting. The last submitted Title VI Program Update was on September 29, 2022.

## DISCUSSION

Metro, as a fixed route transit provider that receives Federal financial assistance and operates 50 or more fixed route vehicles in peak service, is required to prepare and submit service and fare equity analysis policies to comply with Department of Transportation (DOT) Title VI regulations. Under FTA Circular 4702.1B Title VI Equity Analysis policies are developed by the agency to ensure minorities and low-income communities are not impacted when it conducts Service and Fare Equity (SAFE) Analyses. There are three policies that must be approved by the Board every three years:

1) The Major Service Change Policy. Metro's current policy states that a Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. There are no recommended changes to this Policy for 2025. The full policy is attached as Attachment A.

2) The Disparate Impact Policy. Metro's current policy states that testing for Disparate Impact evaluates effects on minority riders or populations as compared to non-minority riders or populations. While performing a Title VI Equity Analysis for possible disparate impact, Metro will analyze how the proposed major service change or fare change action could impact minority populations, as compared to non-minority populations. There are no recommended changes to this Policy for 2025. The full policy is attached as Attachment B.

3) The Disproportionate Burden Policy. Metro's current policy states that testing for Disproportionate Burden evaluates potential effects on low-income riders or populations, which Metro defines in the 2025 program update as $69,350 for a four-member household in

Los Angeles County. The line and system level evaluations are identical to those used to determine potential disparate impacts but compare low-income and non-low-income riders or populations rather than minority and non-minority riders or populations. There are no recommended changes to this policy other than the updated increased low-income threshold from $$59,550 to $69,350. Metro's Disproportionate Burden policy is subject to change pending further FTA guidance. The full policy is attached as Attachment C.

The next Title VI Program Update will be submitted on or before the due date of October 1, 2025.

## DETERMINATION OF SAFETY IMPACT

The requested action in this report will have no direct impact on the safety of Metro's employees or customers.

## FINANCIAL IMPACT

Adoption of the Title VI Equity Policies has no direct impact upon Metro's expenditure or revenues. Approval is consistent with the implementation of service included in the adopted FY2026 Budget.

## EQUITY PLATFORM

Title VI Equity Policies address impacts to Minority Communities and Low-Income Communities as required by FTA Title VI Circular 4702.1B. The FTA encourages agencies to evaluate the impacts of service and fare changes on both minority and low-income communities. While there has been no change to the way impacts to minority communities are analyzed, in January 2025, Metro increased the low-income threshold from $59,550 to $69,350, consistent with the California Department of Housing and Community Development's (HCD) increased threshold. This new, increased threshold served to expand the population now classified as "low-income," resulting in a larger share of our customers falling under Title VI protections. This shift reinforces the need to reevaluate service and fare equity analysis to ensure that planned changes do not disproportionately burden these communities. The result is that transit access remains fair, inclusive, and responsive to evolving community needs.

Moreover, although the FTA does not prescribe specific thresholds for identifying disparate impacts or disproportionate burdens, Metro has adopted a more rigorous standard to better address potential inequities. Under Metro's policies, a 5% absolute difference is used to determine whether a major service or fare change results in a disparate impact on minority populations or a disproportionate burden on low-income populations. This threshold is more stringent than the 10% standard used by some other public agencies, reflecting Metro's stronger commitment to equity.

## 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 ensures compliance with federal requirements under Title VI of the Civil Rights Act of 1964. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal # 5, "Provide responsive, accountable and trustworthy governance within the Metro organization" by adhering to civil rights equity requirements mandated by FTA Title VI Circular 4702.1B.

## ALTERNATIVES CONSIDERED

The Title VI Equity Analysis Policies require Board approval before being submitted to FTA. Failure to include Board approved policies in the Title VI Program update may result in non-compliance with FTA program requirements and may result in suspension of federal grants by being non-compliant with civil rights requirements.

## NEXT STEPS

Once approved, Metro's Title VI Equity Analysis Policies will be included in the Title VI Program Update and will be submitted to FTA before the due date of October 1, 2025.

## ATTACHMENTS

Attachment A - Major Service Change (2025)
Attachment B - Disparate Impact Policy (2025)
Attachment C - Disproportionate Burden Policy (2025)

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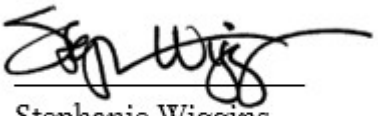
Reviewed by: Nicole Englund, Chief of Staff, (213) 922-7950

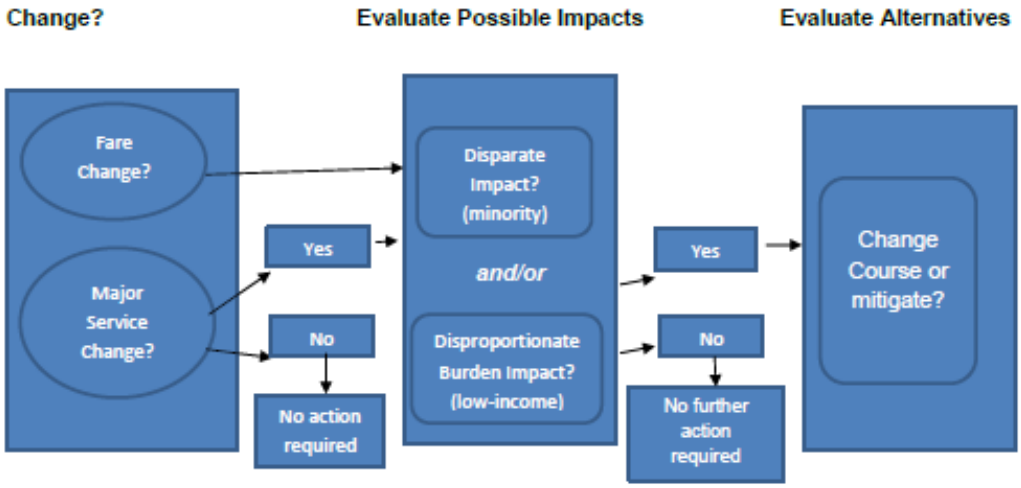


Stephanie Wiggins
Chief Executive Officer

## Metro Major Service Change Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes.

**Figure 1: Overview of Metro's Title VI Equity Analysis process**




All changes in service meeting the definition of "Major Service Change" are subject to a Title VI Service Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all Major Service Changes and will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered "Minor" due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

For the 2025 FTA Title VI Program Update Major Service Change is defined as any service change meeting at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;

2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;

3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;

4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;

5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1 – 5 above to be inclusive of any bus/rail interface changes.

a. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.

b. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

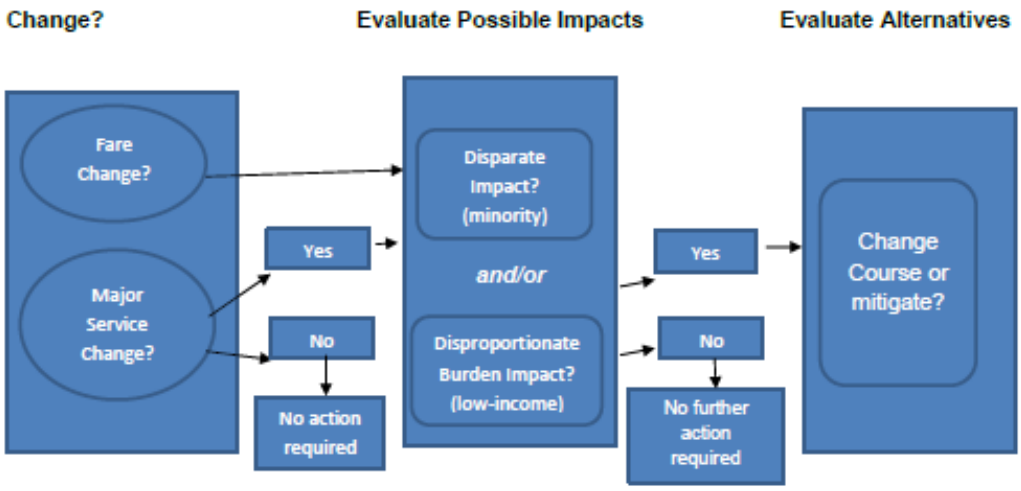
## Metro Disparate Impact Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop policies to assist in the evaluation of impacts to minority and low-income riders when considering service and fare changes.

Testing for Disparate Impact evaluates effects on minority riders or populations as compared to non-minority riders or populations. “Minority” is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

In the course of performing a Title VI Equity Analysis for possible disparate impact, Metro will analyze how the proposed major service change or fare change action could impact minority populations, as compared to non-minority populations.

**Figure 1: Overview of Metro’s Title VI Equity Analysis process**




In the event the proposed action has an adverse impact that affects protected populations more than other populations at a level that exceeds the thresholds established in the Board adopted Disparate Impact Policy, or that restricts the benefits of the service change to protected populations, the finding would be considered as a potential Disparate Impact. In the possible scenario of finding Disparate Impact, Metro will evaluate whether there is an alternative that would serve the same objectives and with a more equitable impact. Otherwise, Metro will take measures to minimize or mitigate the adverse impact of the proposed action.

The Disparate Impact Policy defines measures for determination of potential adverse impact on minority populations/riders from major service changes or any change in fares (increase or decrease) The policy is applied to both adverse effects and benefits of major service changes.

All changes in service meeting the definition of “Major Service Change” and any change in fares and/or fare media are subject to a Title VI Service Equity Analysis prior to Board approval of the change. A Title VI Equity Analysis will be completed for all Major Service Changes and all fare and/or fare media changes (increase or decrease). The results of the Title VI Equity Analysis will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered “Minor” due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

For the 2025 FTA Title VI Program Update:

Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority riders.

a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).

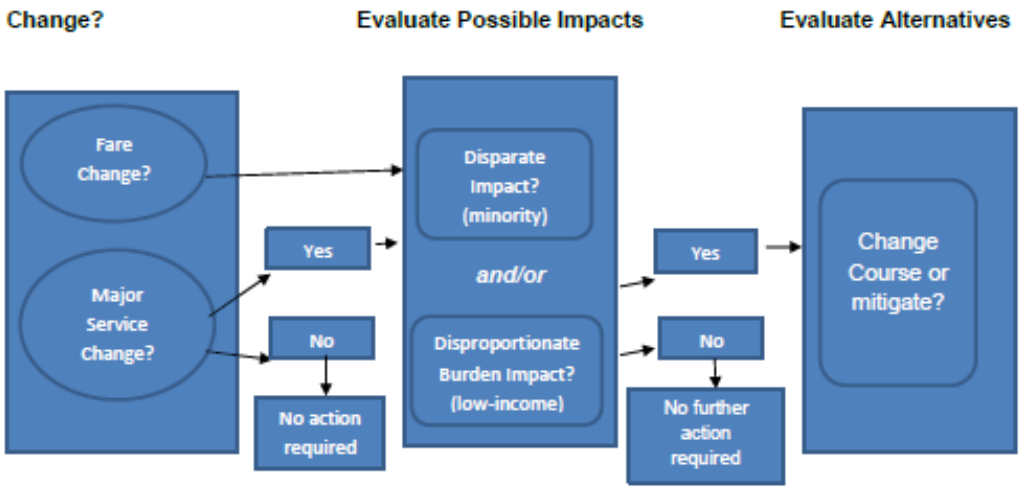
b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least five percent (5%).

## Metro Disproportionate Burden Policy

FTA Circular 4702.1B, revised in 2012, requires transportation agencies to develop a Disproportionate Burden policy to assist in the evaluation of impacts on minority and low-income riders when considering service and fare changes.

Testing for Disproportionate Burden evaluates potential effects on low-income riders or populations. Metro defines low-income riders as those with an annual income of $69,350 or less for a four-member household in Los Angeles County, using the highest tier break in the American Community Survey (ACS) data that most closely aligns with the 2024 California Housing and Community Development (HCD) thresholds. The line and system level evaluations are identical to those used to determine potential disparate impacts but compare low-income and non-low-income populations rather than minority and non-minority.[1]

**Figure 1: Overview of Metro's Title VI Equity Analysis process**




Any changes in service meeting the definition of "Major Service Change" and any change in fares and/or fare media (increase or decrease) are subject to a Title VI Service Equity Analysis before the Board's approval of the change. The results of the Title VI Equity Analysis will be presented to the Board for its consideration and the results will be included in the subsequent Metro Title VI Program Update with a record of action taken by the Board. Service changes considered "Minor" due to not meeting the thresholds of a Major Service Change are also analyzed and alternatives considered are documented, however, a Service Equity Analysis is not performed.

[1] Metro's Disproportionate Burden policy is subject to change pending further FTA guidance.

For the 2025 FTA Title VI Program Update:

Disproportionate burden refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

a. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income persons adversely affected by the service change and the overall percentage of low-income persons is at least five percent (5%).
b. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income persons adversely affected and the overall percentage of low-income persons is at least five percent (5%).

OFFICE OF CIVIL RIGHTS, RACIAL EQUITY AND INCLUSION

# Title VI Equity Analysis Policies

File# 2025-0463

Metro

# Recommendation

Adopt the Title VI Service and Fare Equity Analysis Policies which include the following:

- Major Service Change Policy
- Disparate Impact Policy
- Disproportionate Burden Policy

# Requirement to Evaluate Service and Fare Change

The Federal Transportation Administration (FTA) requires transportation agencies to comply with Title VI by adopting policies per FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"

- Metro Board of Directors is required to review and approve the Title VI Equity Analysis policies for service and fare changes every three years.

**Metro Title VI Equity Analysis Policies is required:**

- Major Service Change Policy – Establish a threshold for service changes
- Disparate Impact Policy – Impact to minority riders
- Disproportionate Burden Policy – Impact to low-income riders

# Major Service Change

**Major Service Change Policy** defines what constitutes a “Major Service Change” for the agency which will require a Service Equity Analysis.

- Current Metro policy states a Title VI Equity Analysis will be completed for all Major Service Changes presented to the Board
- Results will be included in the Metro Title VI Program Update with a record of action taken by the Board.
- There are no recommended changes to this Policy for 2025.

# Disparate Impact Policy

**Disparate Impact Policy** evaluates the effects on minority riders or populations as compared to non-minority riders or populations.

- Metro will analyze how the proposed service or fare change action may impact minority populations compared to non-minority populations.
- “Minority” is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.
- No recommended changes to this Policy for 2025.

# Disproportionate Burden Policy

**Disproportionate Burden Policy** evaluates potential effects on low-income populations, defined in the 2025 program update as $69,350 for a four-member household.

The line and system level evaluations are identical to those used to determine potential disparate impacts

- 2025 policy change increases the low-income threshold from $59,550 to $69,350 consistent with the California Department of Housing and Community Development's (HCD) increased threshold.

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

**File #:** 2025-0053, **File Type:** Program **Agenda Number:** 27.

**EXECUTIVE MANAGEMENT COMMITTEE**
**JULY 17, 2025**

**SUBJECT: ACQUISITION INCENTIVE PILOT PROGRAM**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING an update on the Acquisition Incentive Pilot Program ("Pilot Program") for the East San Fernando Valley Light Rail Project ("ESFV"); and

B. APPROVING amendments to the Pilot Program by adding incentive payments for Improvements Pertaining to Realty (IPR), adjusting relocation benefits to be in accordance with Federal regulations adopted since the approval of the Pilot Program, and adding the Southeast Gateway Line Project (SGL) to the Pilot Program, contingent upon Federal Transit Administration (FTA) approval

## ISSUE

On November 30, 2023, the Board approved the implementation of the Pilot Program for the ESFV Project, to reduce hardships to property owners by incorporating streamlined acquisition and relocation procedures for right-of way delivery. The Pilot Program has been very successful in encouraging property owners to sign voluntary agreements within 60 days. Using this Pilot Program would also benefit the SGL as acquisitions begin this summer.

Furthermore, staff recommends adding incentive payments for Improvements Pertaining to Realty ("IPR") to further encourage voluntary settlements as this continues to remain a challenge. Finally, federal regulations increased the relocation caps similar to the amounts granted by the Pilot Program, and staff recommend aligning Metro's caps with federal caps.

## BACKGROUND

The Pilot Program approved by the Board, at its November 2023 meeting, for ESFV included acquisition incentives for owners entering into voluntary settlements within 60 days of receiving Metro's purchase offer. It did not include any incentive for acquisition of IPR's.

IPR's (commonly known as fixtures) also need to be acquired to obtain clear title to the properties. IPR's are not included in the valuation of the real property - they are appraised separately, and a separate unsegregated offer is made to both the owner and the tenant. Prior to LACMTA acquiring or relocating the IPR's, the owner and tenant must reconcile and agree in writing on ownership of the IPR's. Examples of IPR's include surveillance cameras, rolling driveway gates, air compressors, lighting, alarm systems, sinks and other plumbing, and in-ground scales.

The Pilot Program also included raising the relocation benefits caps. The FTA expressed concern about Metro having different relocation caps than the Uniform Assistance and Real Property Acquisition Policies Act of 1970 (URA). However, on May 3, 2024, the Federal Highway Administration (the lead agency for URA) published new increases in federal relocation benefits, which became effective June 3, 2024. The increases are further described in the "Discussion" section below.

Acquisition of property interests is required for the construction and operation of the SGL Project. Metro completed the preparation of the Final Environmental Impact Statement / Environmental Impact Report for the SGL Project, and it was certified by the Board in April 2024. The Project will ultimately provide a 14.5-mile light-rail transit system to connect from the Slauson Metro A-Line Station in the City of Los Angeles to the Pioneer Boulevard Station in the City of Artesia. Metro intends to construct the 14.5-mile segment along the existing right-of-way as an Initial Operating Segment (IOS).

It is anticipated that the SGL IOS Project will require over 40 full-fee acquisitions and over 160 permanent and/or temporary partial acquisitions for four main purposes:

- Construction Staging
- Maintenance & Storage Facility (MSF)
- Stations and Park-and-Ride Facilities
- Traction Power Substation (TPSS)

## DISCUSSION

ESFV Acquisitions

Initial offers were made to large industrial and commercial properties needed for the construction and operation of the ESFV Maintenance Storage Facility. The Pilot Program resulted in 12 of the initial 18 property owners accepting the appraised value within 60 days (67% settlement rate). In comparison, Rosecrans/Marquardt Grade Separation Project was a 61% settlement rate, D Line Subway Extension Section 1 - 26%, D Line Subway Extension Line 2 - 69% and D Line Subway Extension Line 3 - 47%. The majority of the D Line Subway Extension Line 2 and 3 acquisitions were subsurface and didn't impact the use of the property, making them easier to attain voluntary settlements. The ESFV properties were high value, complicated acquisitions requiring business relocations. Therefore, it would be anticipated that the ESFV settlement rate would be lower than a subsurface project, but in comparison to the surface projects, and even subsurface, projects, the benefit of the Pilot Program has been clear.

In addition, although the number of days from offer to acceptance was not tracked for those earlier

projects, staff spent months and sometimes years negotiating the voluntary transactions. Having these agreements within 60 days is nearly unprecedented.

The total incentive payments made for the 12 ESFV properties were $6,487,000, representing 5.16% of the appraised value for those properties. Based on estimated condemnation fees and potential settlement outcomes, the amount saved by implementing the Pilot Program for these 12 parcels is $20,000,000 to $25,000,000, which does not include the value of being able to deliver property to the contractor months, if not years, earlier. Metro real estate is responsible for managing the overall right-of-way budget for each project, including acquisition, relocation, loss of goodwill, legal fees and contingency. Upon completion of the real estate acquisition and relocation activities, any unused right-of-way budget will be reallocated to other costs within the project.

Based on the early success on ESFV, staff recommends implementing the Pilot Program for the SGL Project.

IPR's

Establishing ownership of the IPR's can be challenging, ownership may depend on the terms of the lease and the method of installation. In addition, some items that were originally considered IPR's may be able to be disconnected and relocated to the replacement location. In order to fully resolve IPR's, Metro, the property owner, and the tenant, must agree on whether or not the items are IPR's or moveable, the value of the IPR's, and who owns the IPR's. If the property owner and tenant do not agree voluntarily to the ownership of the IPR's, Metro's only recourse is to pursue eminent domain to allow the property owner and tenant to resolve the dispute in a court setting. On the ESFV project, 30 IPR offers were at impasse, requiring Metro to pursue the initial stages of eminent domain to resolve the disputes.

The Pilot Program did not have any incentive for acquiring IPR's and encouraging an owner and tenant to expeditiously reconcile ownership. In order to encourage resolution and to expedite the acquisition of the IPR's, staff recommends the following incentive for IPR acquisitions:

- 20% of the appraised value of the IPR's with a minimum payment of $3,500 and a maximum payment of $70,000.
- Offer must be accepted within 60 days from receipt of the offer evidenced by tenant and landlord-signed purchase and sale agreement.
- The IPR incentive will be divided equally between ~~landlord~~ owner and tenant, regardless of the ownership of the IPR's.
- The IPR incentive will be separate and in addition to any other incentive.

Expected benefits of the IPR incentive program are:

- Development of good rapport with the property owners and tenants
- More certainty in the relocation process by defining the IPR's upfront
- Increased number of voluntary settlements that are not delayed by landlord/tenant

negotiations for IPR
- Schedule savings by expedited release of property for construction
- Reduced condemnation costs

To ensure equitable treatment, it is recommended that retroactive IPR incentive payments be made to ESFV owners and tenants who have already settled IPR's. Since the owners and tenants were not provided the IPR incentive at the time of offer, it's recommended that the incentive be retroactively applied for any IPR agreements reached regardless of the agreements being reached within 60 days of the offer. The total amount of additional retroactive compensation would be $109,918 across 10 owners/tenants.

It is also recommended that the incentive be offered to ESFV owners and tenants who have not yet settled IPR's. The amount of these incentives could be up to $525,400 across 52 owners/tenants if accepted by all property owners and tenants. Given that these property owners and tenants have had the benefit of already reviewing the IPR lists and amounts, staff recommend providing 30 days for property owners and tenants to resolve IPR's. If the Board approves this action, staff will make an IPR incentive offer, which would begin the 30-day timeframe.

Metro staff presented this proposed program to FTA, through email and phone discussions. FTA is considering this recommendation and will respond as soon as possible. This amendment to the Pilot Program is contingent upon FTA approval

Relocation Benefits

As Metro was beginning relocation implementation for ESFV, changes were made to the URA that were very similar to those adopted under the Pilot Program. Below is a comparison of benefits established by FHWA in 2005, FHWA increased benefits in 2024, and the Board increased benefits approved in November 2023.

| Benefit Category | FHWA 2005 Maximum | FHWA 2024 Final Rule Maximum | Metro Board Approved 11/30/2023 Maximum |
|---|---|---|---|
| Move cost finding | N/A | $5,000 | |
| Search expenses | $2,500 | $5,000 | $5,000 |
| Reestablishment expenses - nonresidential moves | $25,000 | $33,200 | $40,000 |
| Fixed payment for nonresidential moving expenses | $40,000 | $53,200 | $50,000 |

Given the similarities in the relocation benefit increases, and concerns shared by the FTA regarding the Pilot Program, staff recommends no longer utilizing the Pilot Program relocation benefits and instead utilizing the amounts established in the FHWA 2024 Final Rule Maximum.

Per Federal and State regulations, the SGL is required to prepare a Relocation Plan to demonstrate relocation planning before requiring any tenant to move. Metro submitted a Preliminary Relocation Plan draft to the FTA for review in August 2024 which incorporated the above relocation benefit caps. FTA indicated the relocation plan must include the critical path and complex relocations and Metro's approach/strategy to accomplish those relocations and minimize impacts to the budget and schedule. This information will be obtained during displacee interviews after offers to the property owners are made.

Metrics
As described in the Pilot Program approved by the Board, a series of metrics will be measured. Although some preliminary results have been provided in this board report, it will likely take 2-3 years to have a comprehensive perspective of the benefits/costs of the pilot program. The metrics used for determining the success of acquisition incentives will include the following:

- Number of parcel owners claiming the incentives
- Duration to settle the acquisition
- Total amount of incentives claimed per parcel
- Number of voluntary vs involuntary settlements

.Determination_Of_Safety_Impact
## DETERMINATION OF SAFETY IMPACT

The Board's action will not have an impact on Metro's safety standards.

## FINANCIAL IMPACT

SGL funding:
The funding for the acquisition of the rights is included in the fiscal year budget under Project #860201, Cost Center 8510 (Construction Project Management), Account Number 53103, (Acquisition of Land), and Fund 6001 (Light Rail).

ESFV funding:
The funding for the acquisition of the rights is included in the fiscal year 2024 budget under Project #865521, East San Fernando Valley Transit Project in Cost Center 8510 (Construction Project Management), Account Number 53101, (Acquisition of Land), and Fund 6001 (Light Rail).

Impact to Budget
Sources of funds for the recommended actions are Measure R 35%, Measure M 35%, and Federal and State Grants. These funds are not eligible for bus or rail operations.

## EQUITY PLATFORM

Amendment of the Pilot Program to incorporate IPR's and add the SGL project will allow the pilot program to reduce hardships to impacted property owners and displacees through increased acquisition payments. The program is designed to promote more voluntary sales of property, which

in turn promotes more positive sentiment about the process, provides a quicker compensation timeline and is better for businesses who need the funding immediately to afford relocation.

The SGL Project will serve a high-travel demand corridor with a significant population that relies on public transportation. In 2017 (the first year of environmental analysis), Black, Indigenous, and People of Color (BIPOC) residents comprised 65 percent of the total Study Area population, with Hispanic/Latino groups alone accounting for 51 percent of the total population. In addition, 44 percent of Study Area residents live below the poverty level, which is higher than the County average of 33 percent, and 18 percent of households do not own a car. Quicker settlements, promoted by the Pilot Program, will allow for the sooner construction of this much-needed SGL line.

## 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.

Vehicle Miles Traveled (VMT) was analyzed through the VMT analysis completed for the Project Final EIS/EIR. The analysis identified a reduction in VMT due to the implementation of the project compared to conditions without the project, which demonstrates a benefit from the project and a less than significant impact from an environmental standpoint. Specifically, the VMT analysis in the Final EIS/EIR identified a reduction in daily regional VMT of 130,900 miles compared to the Horizon Year (2042) No Build Alternative conditions. The VMT analysis for the Cycle 7 TIRCP application identified a reduction in regional VMT of 6.6 billion miles over the life of the project.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The Recommendation supports the strategic plan goal 1 to provide high-quality mobility options that enable people to spend less time traveling.

## ALTERNATIVES CONSIDERED

The Board could choose not to approve the recommendations, which would mean it would continue to be a challenge to resolve IPR's and the SGL project would not be able to benefit from the benefits of the Pilot Program.

## NEXT STEPS

If approved, Metro will implement the Program to expedite ROW delivery for both ESFV and SGL and track the metrics. The SGL relocation plan will be brought to the board for review and approval in the

Fall. Staff will evaluate the cost and benefit of the Pilot Program and return to the Board with a recommendation once there is a clear history of costs and benefits.

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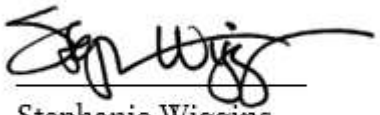
Reviewed by: Ray Sosa, Chief Planning and Development Officer, (213) 547-4274



Stephanie Wiggins
Chief Executive Officer

# ACQUISITION INCENTIVE PILOT PROGRAM
## BR#2025-0053

Metro

**EXECUTIVE MANAGEMENT COMMITTEE**
**JULY 17, 2025**

# Recommendation

**Consider:**

- RECEIVING AND FILING an update on the Acquisition Incentive Pilot Program ("Pilot Program") for the East San Fernando Valley Light Rail Project ("ESFV").

- APPROVING amendments to the Pilot Program by adding incentive payments for Improvements Pertaining to Realty (IPR), adjusting relocation benefits to be in accordance with Federal regulations adopted since the approval of the Pilot Program, and adding the Southeast Gateway Line Project (SGL) to the Pilot Program, contingent upon Federal Transit Administration (FTA) approval.

Metro

# Background

- On November 30, 2023, Board approved the implementation of the Pilot Program for the ESFV Project which included acquisition incentive as follows:
  - 20% of the appraised value with a minimum payment of $3,500 and a maximum of $500,000,
  - Offer must be accepted within 60 days from receipt of the offer evidenced by a seller signed purchase and sale agreement.
- Pilot Program approved increased in relocation caps.
- On May 3, 2024, the federal regulations increased the relocation caps similar to the amounts in the Metro Pilot Program.
- SGL IOS Project will require over 40 full-fee acquisitions and over 160 permanent and/or temporary partial acquisitions.

Metro

# Pilot Program Progress to Date on ESFV

- ***Higher percentage of voluntary settlements*** **-** although high value, complicated acquisitions requiring business relocations, ESFV settlement rate of 67% on initial offers was similar to or better than projects with simpler acquisitions.
  - Rosecrans/Marquardt Grade Separation Project - 61%,
  - D Line Subway Extension Section 1 – 26%,
  - D Line Subway Extension Line 2 – 69%,
  - D Line Subway Extension Line 3 – 47%.

- ***Cost savings*** - total incentive payments to date on 12 ESFV properties were $6,487,000, representing 5.16% of the appraised value for those properties. Savings for the same parcels is $20,000,000 to $25,000,000.

- ***Faster settlement of real estate rights*** **-** resolution reached months, if not years earlier.

- ***Examples of IPRs:***

In ground truck scale.

Wall shelving.

Fencing.

Metro

# Improvements Pertaining to Realty (IPR's)

- IPR's (commonly known as fixtures) include items such as surveillance cameras, rolling driveway gates, air compressors, lighting, alarm systems, sinks and other plumbing, and in-ground scales.
- Metro, the property owner and the tenant, must agree on
  - Whether or not the items are IPR's or moveable
  - The value of the IPR's
  - Who owns the IPR's.
- Staff recommends the following incentive for IPR acquisitions:
  - 20% of the appraised value of the IPR's with a minimum payment of $3,500 and a maximum payment of $70,000.
  - Offer must be accepted within 60 days from receipt of the offer evidenced by tenant and landlord-signed purchase and sale agreement.
  - The IPR incentive will be divided equally between owner and tenant regardless of the ownership of the IPRs.
  - The IPR incentive will be separate and in addition to any other incentive.

Metro

# Thank you

Metro

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

**File #:** 2025-0566, **File Type:** Project **Agenda Number:** 28.

**EXECUTIVE MANAGEMENT COMMITTEE**
**JULY 17, 2025**

**SUBJECT: LANDMARK UNSOLICITED PROPOSAL FOR METRO WORKFORCE HOUSING**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

CONSIDER:

A. RECEIVING AND FILING a Landmark Unsolicited Proposal to develop Metro Workforce Housing; and

B. AUTHORIZING the Chief Executive Officer (CEO) to proceed with Phase Two evaluation of the Landmark Unsolicited Proposal to develop Metro Workforce Housing adjacent to the Leimert Park K Line Station.

## ISSUE

At its April 2023 meeting, the Board approved an amendment by Director Solis requesting staff report back on opportunities to designate new housing units for Metro workforce housing by the Metro joint development program or other appropriate mechanisms.

Treehouse Leimert PropCo LLC (the Proposer) submitted a Landmark Unsolicited Proposal to Metro for the Nathaniel Metro Workforce Housing Project (the Proposed Project or Proposal), a proposed affordable housing and mixed-use development at 4427 Crenshaw Boulevard in South Los Angeles. Located less than 500 feet from the Leimert Park K Line Station, the Proposed Project would create up to 100 apartments reserved primarily for Metro employees.

The Joint Development Unsolicited Proposals focus solely on projects on Metro-owned property. Because the project is not on Metro property, it is proceeding through the Unsolicited Proposals process in the Office of Strategic Innovation, and because the request is in excess of $10 million, it qualifies as a “landmark” proposal requiring Board consultation. Staff determined that early consultation with the Board would benefit this type of proposal rather than waiting until staff has determined that it should advance to implementation as the Unsolicited Proposals process typically contemplates more conventional reverse pitches that would result in a procurement.

## BACKGROUND

Since 2016, Metro's UP Policy has been a nimble, industry-accepted procurement tool for new ideas to be received, explored, and implemented to advance Metro's mission and priorities.

In June 2025, the Board adopted updates to the UP Policy to ensure continued alignment with Metro's policies, programs and priorities. The policy was specifically updated to define "landmark" proposals as ones which would require Board notification, following completion of the Phase One process, based on either of the following thresholds:

- Any Unsolicited Proposal recommended to "Advance to Implementation" that introduces a new mode of mobility and/or transit guideway systems that require Metro funding, project management, call for Metro to serve as lead agency in the development of an EIR/EIS, and/or falls under a project subject to CPUC Code 130252; or

- Any Unsolicited Proposal recommended to "Advance to Implementation" that would require Metro to allocate more than $10 million to fulfill a solicitation.

Metro received the Proposal on June 6, 2025. Pursuant to the process prescribed in the UP Policy, staff determined that the Proposal met the threshold requirements for review. Staff assembled an evaluation team comprised of technical and financial subject-matter experts who completed an initial evaluation of the proposal and recommended that it advance to a negotiation phase allowing for additional discovery.

Pursuant to the UP Policy, achieving this milestone in no way binds Metro to proceeding with implementation of this Proposal.

## DISCUSSION

The Proposal envisions that Metro participate as an equity partner in the development and financing of the Proposed Project, which would create workforce housing for Metro employees, potentially under Metro ownership, at a location that is transit-accessible and at rents that are affordable to the majority of Metro's workforce.

### *Project Description*

The Proposed Project is designed as a six-story structure that would provide 100 units (comprised of studios, one, two, and three-bedroom units) with common areas and flexible commercial space on vacant and blighted property acquired by the Proposer in 2020. Eighty of the units are proposed to be restricted to households earning between 30% and 80% of Area Median Income, while 20 units would be offered at market-rate to ensure financial viability and long-term affordability of the development.

Approximately 5,000 square feet of adaptable commercial and cultural space would host a neighborhood café and rotating exhibition areas that celebrate Black arts and culture, aligning with

Leimert Park's legacy as LA's cultural epicenter.

***Entitlements and Community Engagement***

The proposed project is entitled under the City of Los Angeles' Transit Oriented Communities Program (DIR-2021-7732-TOC- DRB-SPP-HCA) and has been determined to be categorically exempt from the California Environmental Quality Act. The Proposer has indicated that extensive community engagement was completed during this process, and the proposed project was received with broad community support.

The Proposer asserts that if a partnership with Metro can be memorialized by the Fall of 2025, a ground-breaking could occur by Q2 2026, with a targeted completion in Q2 2028, which would be optimally timed to support Metro's workforce needs.

***Sustainability Features***

The Proposed Project's all-electric design, combined with a Title 24/LEED-aligned envelope, smart heat-pump HVAC, and energy-efficient fixtures, targets over 300 metric tons of annual $CO_2$-equivalent reductions. Low-VOC materials and water-conserving fixtures are proposed to improve indoor air quality and reduce water use, while native shade trees and drought-tolerant plantings in street-front setbacks and landscaped terraces are utilized to mitigate heat-island effects and manage stormwater on site. Collectively, these features are anticipated to not only lower utility costs but also support neighborhood health and climate resilience.

***Developer Team***

The development team is comprised of Treehouse and Apex Collaborative. Treehouse, led by Prophet Walker, has delivered over 800 housing units and managed more than $350 million in multifamily, retail, and mixed-use projects. Tyler Monroe and Brian D'Andrea of Apex Collaborative, have collectively overseen over 4,500 affordable homes totaling more than $2 billion, including complex public-private partnerships. Together, the development team brings deep expertise in equitable, catalytic real estate that has been designed to uplift underserved communities.

***Financial Proposal***

An approximately $25 million capital commitment by Metro (which would leverage an additional $30 million in private financing) is proposed to enable the development, which could be structured as either an annual payment structure or a direct, secured debt investment structure.

Under either scenario, the Proposed Project would be fully funded without relying on Low-Income Housing Tax Credits or private activity bonds, both of which feature "public use" limitations that would preclude a preference for Metro employees.

Under the annual payment option, Metro could utilize either (a) a tax exempt "essential function" bond structure whereby the asset would be owned by a Metro affiliate and developed by the Proposing Entity (or affiliate thereof) acting as Project Administrator, or (b) a private ownership

structure whereby Metro's annual payments would support the issuance of taxable municipal bonds and execution of the project by the Proposer.

There is a significant difference between the cost of capital of these scenarios: the essential function bond scenario is a more cost-effective option (with projections of annual payments ranging from $3-$3.5 million annually for a 10 year term to $1.6-$1.9 annually for a 30-year term - depending on whether the tax-exempt bonds are rated or unrated), in comparison to the private ownership structure (with projections of annual payment costs ranging from $4 million annually for a 10 year term to $3.1 annually for a 30-year term).

It is expected that by year 20, the property would be in a positive equity position.

***Alignment with Metro's Workforce Housing Needs & Housing Goals***

The proposed affordability mix is well-aligned with the majority of Metro's employee base, creating an affordable housing option for many Metro employees, including frontline operators, custodians, service attendants, security officers, and administrative assistants, among others, who have increasingly been priced out of local housing markets. The Proposed Project would create a housing resource located at the center of the Metro system, thereby providing efficient access to get to and from work.

Furthermore, in 2021, the Board established a goal of expanding the agency's housing portfolio to 10,000 homes by 2031, with 5,000 of the units to be restricted at affordable rents for lower and moderate-income households. The Proposed Project is aligned with this goal and could serve as an opportunity to pilot a new financing tool that could potentially be utilized for future investment.

***Evaluation***

The evaluation team found that while the Proposal offered a resource that Metro had not intended to procure or provide through the normal contracting process, it would offer direct benefits to the agency, is consistent with Metro's objectives and goals, and satisfies a need that can be reasonably accommodated in Metro's annual long-term capital and operating budgets without displacing other planned expenditures or placing other committed projects at risk. The evaluation committee recommended proceeding to Phase Two of the Unsolicited Proposal vetting process.

**DETERMINATION OF SAFETY IMPACT**

No safety impacts are associated with proceeding into a discovery and negotiation phase.

**FINANCIAL IMPACT**

None at this time. During the next phase of review, staff would further assess the financial viability of the proposal and, if determined to be viable, will return to the Board to confirm Metro's capacity to enter into a contract under its current debt, along with recommendations on key financial terms for proceeding with implementation.

## EQUITY PLATFORM

The proposed project aligns with Metro's equity goals by proposing to deliver income-restricted housing for Metro employees with lower incomes, supporting a historically marginalized community with community-serving uses, and supporting the resiliency and economic stability of Metro's workforce. Key areas for consideration during the next phase include the opportunity for future outreach related to the commercial and community uses envisioned and the process necessary to ensure equitable access to workforce housing for eligible employees.

## VEHICLE MILES TRAVELED OUTCOME

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

This item supports Metro's systemwide strategy to reduce VMT by locating supporting housing located near sustainable transportation modes. 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 proposal directly addresses numerous Vision 2028 goals including:

- Goal 1 (Less Time Traveling): The Project's location leverages Metro's existing investment in the Crenshaw Corridor and provides high quality workforce housing resulting in less time traveling for Metro employees.

- Goal 3.2 (Transit Oriented Communities): The Project will enable Metro to "implement effective solutions" to address "quality of life issues, such as equity, economic opportunity, gentrification, displacement, affordable housing".

- Goal 3.3 (Genuine Engagement): The Proposer has indicated that there has been robust community engagement in the advancement of the Project, which has built upon numerous other outreach efforts in the surrounding community.

- Goal 4.1 (Community Development): The Project will enable Metro to "implement effective solutions" to address "quality of life issues, such as equity, economic opportunity, gentrification,

displacement, affordable housing" to support the goals of the Vision 2028 Plan.

- Goal 5.7 (Workforce/Affordable Housing): The project will create income-restricted homes with a preference for Metro employees to "build and nurture a diverse, inspired, and high-performing workforce".

## ALTERNATIVES CONSIDERED

The Board may direct staff to decline to further pursue this proposal. This alternative is not recommended as the proposal provides potentially significant benefits for the agency, as described above, and has been determined to be worthy of further assessment.

## NEXT STEPS

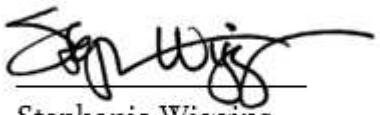
As part of the proposal review process, Metro staff, supported by financial and technical consultants, as deemed necessary, will complete the Unsolicited Proposal evaluation process and make a recommendation to the Chief Executive Officer (CEO). The evaluation process will include further assessment of:

- The viability of the proposed project and schedule, as well as Metro's ability to meet activities required;
- The qualifications, capabilities and experience of key personnel who are critical in achieving the proposal's objectives;
- The relative costs and benefits of the proposal;
- The project costs and financial capacity of the Proposer; and
- Metro's capacity to enter into a contract under its current debt authorization.

Should staff find the proposal to be financially sound and advantageous to Metro and the CEO concurs with a recommendation to implement the proposed project, the Board will be presented with a proposed contractual and financial structure for review and consideration.

Prepared by: Seleta Reynolds, Chief Innovation Officer, (213) 922-4656

Reviewed by: Ray Sosa, Chief Planning Officer, (213) 922-2920



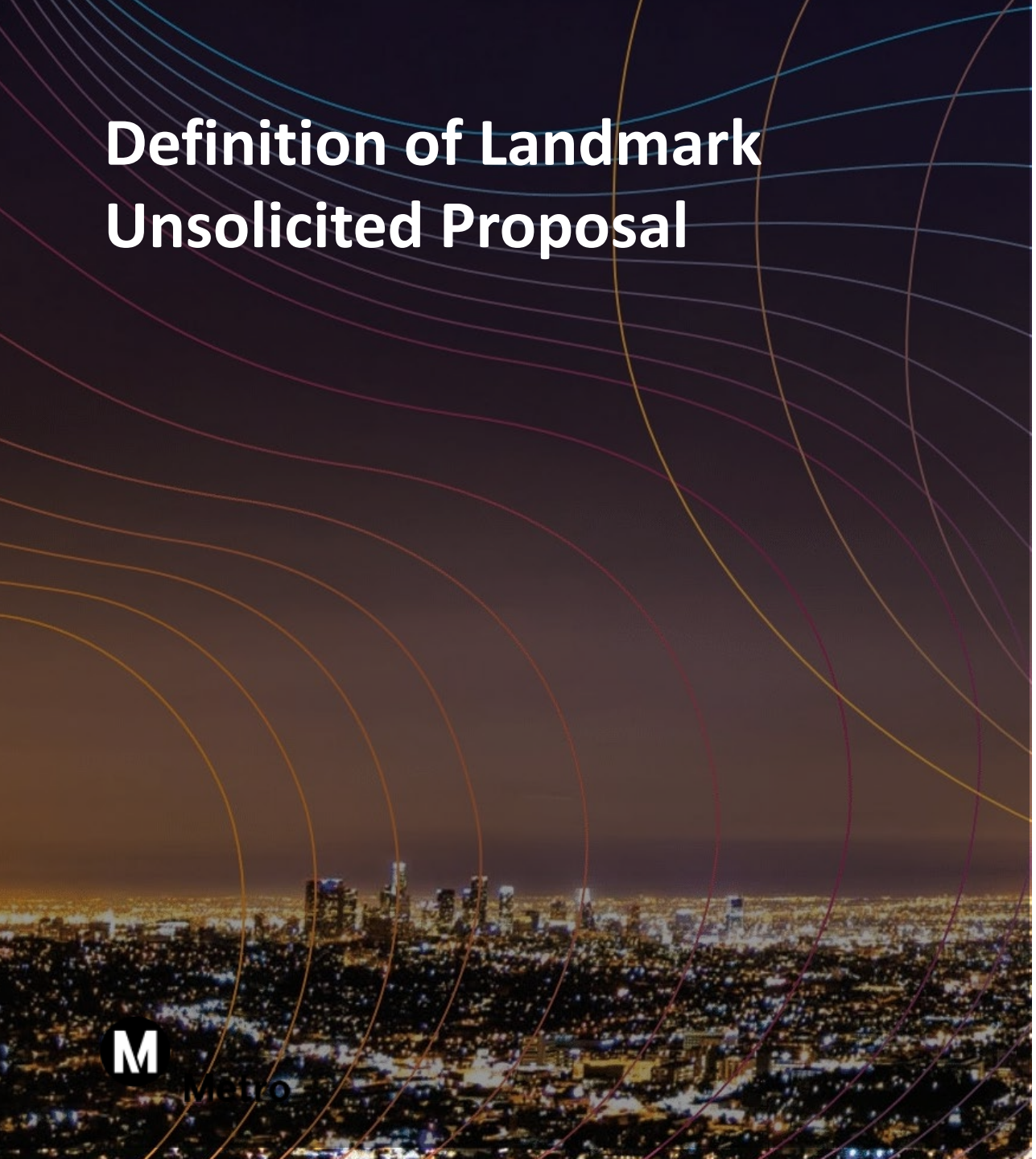
Stephanie Wiggins
Chief Executive Officer

# Landmark Unsolicited Proposal for Metro Workforce Housing

Executive Management Committee - July 17, 2025

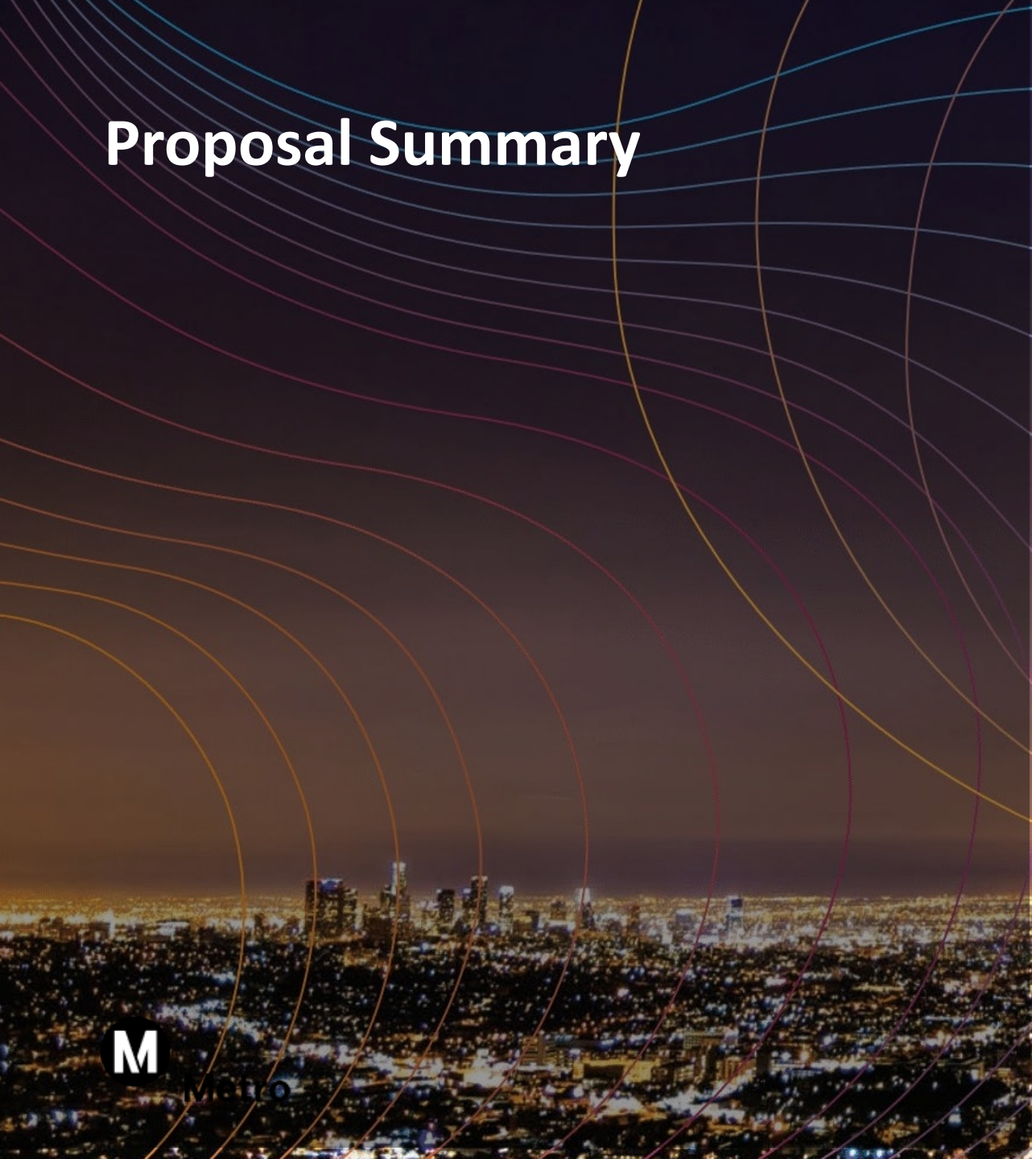
Metro

# Definition of Landmark Unsolicited Proposal



- In June 2024, Board approved establishment of “landmark” Unsolicited Proposals (UP)
- A landmark UP meets or exceeds at least one of the following:
  - Introduces a new mode of mobility and requires Metro funding, project management, and/or calls for Metro to serve as lead agency in the development of an EIR/EIS; and/or
  - Requires Metro to allocate more than $10 million to fulfill a solicitation
- Board input typically sought for landmark UPs that “advance to implementation”

# Proposal Summary



**Proposer:** Treehouse and Community Labs

**Title:** Nathaniel Metro Workforce Housing Project (4421-37 Crenshaw Blvd, Los Angeles, CA)

**Scope**

- 100 mixed-income housing units (80% affordable/20% market rate) across from Leimert Park Station
- 80 income-restricted units reserved for qualified Metro employees
- 5,000 SF commercial or cultural space

**Funding**

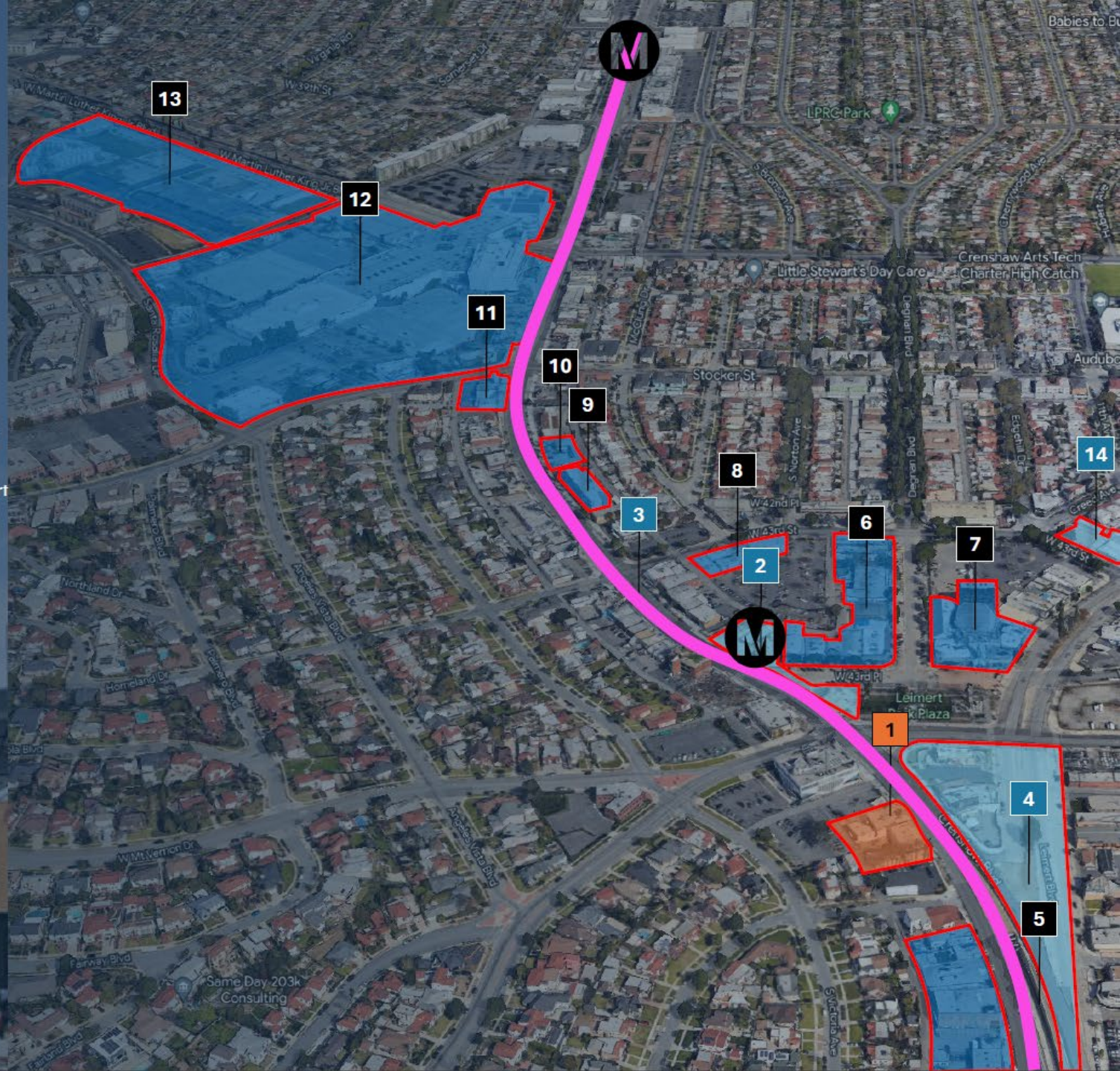
- Proposer requesting $25M Metro investment, direct and/or via bond proceeds

**Schedule**

- Anticipated start: Q1 2026
- Anticipated completion: Q1 2028

*MAP PROVIDED BY UNSOLICITED PROPOSER*

1) **The Nathaniel**
2) **Leimert Park Station.** Los Angeles Metro's newly-opened underground light rail station on the K-line, directly connecting LAX & South LA.
3) **METRO K Line.**
4) **Destination Crenshaw.** 1.3-mile open-air museum dedicated to preserving & celebrating African American culture.
5) **LA Metro Transition to Above Ground.**
6) **Leimert Park Plaza.** Redevelopment of Leimert Park's artistic & cultural hub, located in the geographic center of Los Angeles.
7) **Vision Theater.** Renovation of the historic Vision Theater, a centerpiece of the Leimert Park Village.
8) **3450 W 43rd** A 5-story mixed-use project with 56 units & 3,000 SF of ground-floor retail space.
9) **4252 Crenshaw.** A 4-story, 111-unit multifamily project, built using modular construction. (Completed)
10) **4242 Crenshaw.** A mixed-use project with 6,000 SF of commercial space & 124 residential units.
11) **3600 Stocker.** A mixed-use project with 5,000 SF of commercial space & 64 residential units.
12) **Baldwin Hills/Crenshaw Plaza.**
13) **Marlton Square.**
14) **The Garden.** A 20,000 SF commercial campus that includes a food hall, organic grocery store, and member space.



# Next Steps

- Currently in Concept Review. Upon Board approval, conduct Supplementary Review with Review Team (OSI, Finance, Joint Development, Chief People Office) and continue evaluation based on:
  - Cost
  - Benefit
  - Feasibility
  - Reception
  - Risk
  - Redundancy
  - Equity

# Thank you

Office of Strategic Innovation

Metro

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

**File #:** 2025-0269, **File Type:** Contract **Agenda Number:** 30.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES**

**ACTION: AWARD CONTRACT**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a six-year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

Discipline A: Rail
1. AtkinsRealis USA, Inc. - OP127274000
2. DB E.C.O. North America, Inc. - OP127274001
3. Hatch Associates Consultants, Inc. - OP127274002
4. Mott MacDonald Group, Inc. - OP127274003

Discipline B: Bus
1. Capitol Government Contract Specialists - OP127274004
2. Hatch Associates Consultants, Inc. - OP127274005
3. STV Incorporated - OP127274006

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

## ISSUE

A key mission of Metro's Transit Vehicle Engineering department is to maintain and enhance the safety, reliability, and availability of non-warranty rail and bus vehicle assets. To fulfill this mission, the department requires as-needed consultant services to support its Transit Vehicle Engineering and Component Overhaul projects.

The as-needed consultant services provide agility to the department by supplementing Metro personnel with subject matter experts and other technical support staff to expedite delivery of projects and maintain the bus and rail fleets in a state of good repair.

## BACKGROUND

In the past, Metro Transit Vehicle Engineering has procured technical expertise and services for rail vehicle assets and their systems under Bench Contract No. PS37755, totaling $8,027,100.00. Through this contract, five qualified consulting firms provided professional engineering and project management support, including the development of technical specifications, the preparation of independent cost estimates, and oversight of the procurement and installation of systems and equipment for Metro's rail fleet over a six year period.

The previous contract awarded the following firms with their respective task order quantities and values:

- CH2M Hill, Inc. , 3 task orders awarded for a total of $1,317,309.00
- LTK Engineering, Inc., 4 task orders awarded for a total of $2,583,726.00
- Mott MacDonald, LLP, 2 task orders awarded for a total of $930,071.00

WSP, Inc., 1 task order awarded for a total of $339,595.00

## DISCUSSION

The Bench Contract allows Metro to augment internal resources by engaging pre-qualified consulting firms with diverse and specialized expertise in engineering, technical services, and program management.

All consulting firms selected for the vehicle bench have demonstrated the technical depth, engineering experience, and capacity necessary to support Metro's anticipated tasks and projects. As specific needs arise, statements of work will be developed to outline the required scope and level of support. Consulting firms on the bench will then be invited to submit proposals, and work will be awarded to the selected firm through Task Orders.

Under Metro's direction, consultants will provide appropriate engineering, technical, and program management services to support the timely execution of deliverables related to Transit Vehicle Engineering and Component Overhaul projects.

Potential tasks under this Bench Contract include, but are not limited to:

- Development and review of technical specifications
- Condition-based assessments of existing fleets
- Failure investigations and fleet reliability studies
- Evaluation and improvement of shop maintenance practices
- Vendor site visits and audits
- Verification and validation of hardware and software modifications
- Prototype development and testing
- Assistance with the development of specifications and procedures for fleet modifications, component replacements, and system upgrades for both Bus and Rail operations.

Current and potential projects under this Bench Contract will include:

- The LRV Door Enable System Engineering Support

- The P2550/P3010 Pantograph Overhaul Program Support
- The A650/P2000 Friction Brake Overhaul Program Managment
- The ENC Bus Qualification of Alternate Transmission Manufacturer
- The Bus Midlife Engineering Support

Considerations

Metro considered the years of experience and past workload of the proposers and their staff to evaluate their qualifications and capabilities.

## DETERMINATION OF SAFETY IMPACT

There is no safety impact under this Bench contract. However, the required Consultant support services will contribute to maintaining the bus and rail system in a State of Good Repair (SGR) that is essential to provide a safe and reliable service for our riders who use the Metro transit system.

## FINANCIAL IMPACT

The funding for these services is included in the FY26 budget in various bus and rail operating and capital projects. Task Orders will be issued and funded from the associated fiscal year and Life-of-Project (LOP) budgets. The funding source differs depending on the individual project. These activities will remain within the approved LOP for each project.

Since this is a multi-year contract, the cost center manager and the respective project managers will be responsible for budgeting the cost for each fiscal year for the term of the contract.

Impact to Budget

Funding for the task orders is provided by the specific project requiring the services. The source for these funds is in line with the respective project's funding plans, and fund sources are local funds, which are eligible for Rail and Bus Capital and Operating Projects. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines.

## EQUITY PLATFORM

The Diversity & Economic Opportunity Department (DEOD) established an overall twenty-five percent (25%) Disadvantaged Business Enterprise (DBE) goal and an overall twenty-two percent (22%) Small Business Enterprise (SBE) and three percent (3%) Disabled Veteran Business Enterprise (DVBE) goal for this bench contract. Each qualified firm is committed to meeting the overall goals, as established (Attachment C).

## 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 and maintenance activities that will benefit 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. 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 supports Metro's state of good repair. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendations support strategic plan goal numbers one and two. Approval of the contract would aid in providing technical resources and support to improve safety, reliability, and availability and achieve Metro's Vision 2028 goals of, one, providing high-quality mobility options that enable people to spend less time traveling and, two, delivering outstanding trip experiences for all users of the transportation system.

## ALTERNATIVES CONSIDERED

Staff considered performing this work in-house; however, due to the limited availability and specialized skill sets of existing staff, there is a significant risk that doing so could impact the bus and rail fleets' State of Good Repair, thus adversely impacting the ability to meet service needs.

The Board may choose not to authorize the Contract award for this project; however, this alternative is not recommended as this Bench Contract is critical to facilitate the timely execution and associated deliverables of Transit Vehicle Engineering and Component Overhaul projects.

## NEXT STEPS

Upon Board approval, staff will continue to competitively award individual task orders, on an as-needed basis, for engineering, technical, and program management support services.

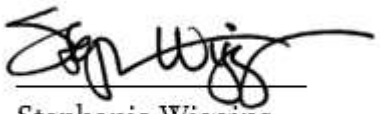
## ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Gregory Athas, Senior Manager, Transit Vehicle Engineering, (213) 617-6293

Aaron Disman, Senior Director, Transit Vehicle Engineering (213) 617-6280
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

## ROLLING STOCK CONSULTANT BENCH – RAIL AND BUS SUPPORT SERVICES/OP127274000 – OP127274006

| | | |
|---|---|---|
| **1.** | **Contract Number**: OP127274000 through OP127274006 | |
| **2.** | **Recommended Vendor**: See Attachment B | |
| **3.** | **Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E**<br>☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order** | |
| **4.** | **Procurement Dates** : | |
| | **A. Issued** : January 22, 2025 | |
| | **B. Advertised/Publicized**: February 22, 2025 | |
| | **C. Pre-Proposal Conference**: January 30, 2025 | |
| | **D. Proposals Due**: March 3, 2025 | |
| | **E. Pre-Qualification Completed**: May 13, 2025 | |
| | **F. Ethics Declaration Forms submitted to Ethics**: March 20, 2025 | |
| | **G. Protest Period End Date**: July 22, 2025 | |
| **5.** | **Solicitations Downloaded**: 48 | **Bids/Proposals Received**: 7 |
| **6.** | **Contract Administrator**:<br>Jessica Omohundro | **Telephone Number**:<br>(213) 922-4790 |
| **7.** | **Project Manager**:<br>Gregory Athas | **Telephone Number**:<br>(213) 617-6293 |

## A. Procurement Background

This Board Action is to approve Contract Nos. OP127274000 through OP127274006 for task order-based Rolling Stock Consultant Services. These bench contracts will supplement internal resources by providing access to firms with broad expertise in engineering, technical services, and program management for both bus and rail operations. Work shall be performed on an "as-needed" basis and authorized through the issuance of task orders Board approval of contract awards are subject to the resolution of any properly submitted protest(s), if any.

On January 22, 2025, Request for Proposals (RFP) No. OP127274 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The contract type is a firm fixed price. The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 22% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% and Disadvantaged Business Enterprise (DBE) goal of 25% and a Local Small Business Enterprise (LSBE) preference of 5%.

Three (3) amendments and two (2) sets of clarifications were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on February 10, 2025, revised Exhibit 3 "Evaluation Criteria" to include Local Small Business Enterprise Program (LSBE) requirement;
- Amendment No. 2, issued on February 26, 2025, extended proposal due date;

- Amendment No. 3, issued on March 7, 2025, revised Exhibit 3 “Evaluation Criteria” to clarify intent to evaluate both prime and subcontractors.

A total of forty-eight (48) firms downloaded the RFP and were included in the planholders’ list. A virtual pre-proposal conference was held on January 30, 2025, and was attended by nineteen (19) participants representing eight (8) firms. There were twelve (12) questions received for this RFP and responses were provided prior to the proposal’s due date.

A total of seven (7) proposals were received by the due date of March 3, 2025, and are listed below in alphabetical order per discipline:

**Discipline A: Rail**

1. AtkinsRealis USA, Inc.
2. DB E.C.O. North America, Inc.
3. Hatch Associates Consultants, Inc.
4. Mott MacDonald Group, Inc.

**Discipline B: Bus**

1. Capitol Government Contract Specialists
2. Hatch Associates Consultants, Inc.
3. STV Incorporated

## B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Transit Vehicle Engineering, Rail Vehicle Maintenance, and Project Management conducted a comprehensive technical evaluation of all seven (7) proposals received - four (4) for Discipline A: Rail and three (3) for Discipline B: Bus.

The proposals were evaluated based on the following evaluation criteria and weights:

- Proposer Team Qualifications and Experience 60 percent
- Experience and Qualifications of Key Personnel 30 percent
- Management Plan and Understanding of Work 10 percent
- Local Small Business Enterprise Program (LSBE) * 5 percent

The evaluation criteria are appropriate and consistent with criteria developed for similar bench procurements. Several factors were considered when developing these weights, giving the greatest importance to proposers' team qualifications and experience.

*Proposers were eligible for a 5% Local Small Business Enterprise preference if they met the requirement which granted bonus points exceeding the maximum possible evaluation criteria score.

Evaluations were conducted from March 27, 2025 to April 18, 2025. Of the seven (7) proposals received, all seven (7) were determined to be within the competitive range and determined to be responsive, responsible, and qualified to perform the services based on the RFP requirements

**Discipline A: Rail**

The four (4) firms within the competitive range are listed below in alphabetical order:

1. AtkinsRealis USA, Inc.
2. DB E.C.O. North America, Inc.
3. Hatch Associates Consultants, Inc.
4. Mott MacDonald Group, Inc.

| | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| **1** | **Mott MacDonald Group, Inc.** | | | | **1** |
| **2** | Team Qualifications and Experience | 86.67 | 60% | 52.00 | |
| **3** | Experience and Qualifications of Key Personnel | 86.67 | 30% | 26.00 | |
| **4** | Management Plan and Understanding of Work | 84.00 | 10% | 8.40 | |
| | **Total** | | 100% | 86.40 | |
| **5** | **Hatch Associates Consultants, Inc.** | | | | **2** |
| **6** | Team Qualifications and Experience | 83.33 | 60% | 50.00 | |
| **7** | Experience and Qualifications of Key Personnel | 85.56 | 30% | 25.67 | |
| **8** | Management Plan and Understanding of Work | 80.70 | 10% | 8.07 | |
| | **Total** | | 100% | 83.74 | |

| | | | | | |
|---|---|---|---|---|---|
| **9** | **DB E.CO. North America, Inc.** | | | | **3** |
| **10** | Team Qualifications and Experience | 82.22 | 60% | 49.33 | |
| **11** | Experience and Qualifications of Key Personnel | 78.80 | 30% | 23.64 | |
| **12** | Management Plan and Understanding of Work | 76.00 | 10% | 7.60 | |
| | **Total** | | 100% | 80.57 | |
| **13** | **AtkinsRealis USA, Inc.** | | | | **4** |
| 14 | Team Qualifications and Experience | 80.00 | 60% | 48.00 | |
| 15 | Experience and Qualifications and Key Personnel | 80.00 | 30% | 24.00 | |
| 16 | Management Plan and Understanding of Work | 81.30 | 10% | 8.13 | |
| | **Total** | | 100% | 80.13 | |

## Discipline B: Bus

The three (3) firms within the competitive range are listed below in alphabetical order:

1. Capitol Government Contract Specialists
2. Hatch Associates Consultants, Inc.
3. STV Incorporated

| | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| **1** | **STV Incorporated** | | | | **1** |
| **2** | Team Qualifications and Experience | 84.45 | 60% | 50.67 | |
| **3** | Experience and Qualifications of Key Personnel | 83.33 | 30% | 25.00 | |
| **4** | Management Plan and Understanding of Work | 83.30 | 10% | 8.33 | |
| | **Total** | | 100% | 84.00 | |
| **5** | **Capitol Government Contract Specialists** | | | | **2** |
| **6** | Team Qualifications and Experience | 78.88 | 60% | 47.33 | |
| **7** | Experience and Qualifications of Key Personnel | 75.57 | 30% | 22.67 | |

| | | | | | |
|---|---|---|---|---|---|
| **8** | Management Plan and Understanding of Work | 79.30 | 10% | 7.93 | |
| | **Total** | | 100% | 77.93 | |
| **9** | **Hatch Associates Consultants, Inc.** | | | | **3** |
| **10** | Team Qualifications and Experience | 76.67 | 60% | 46.00 | |
| **11** | Experience and Qualifications of Key Personnel | 75.57 | 30% | 22.67 | |
| **12** | Management Plan and Understanding of Work | 75.30 | 10% | 7.53 | |
| | **Total** | | 100% | 76.20 | |

No firms were determined to be outside the competitive range and no firms were excluded for further consideration.

Upon the completion of the evaluation process, all seven (7) firms demonstrated the necessary experience, technical capabilities, and resources to perform the scope of work to support both the Rail and Bus disciplines.

## C. Cost/Price Analysis

Work for this bench contract will be authorized through the issuance of individual task orders. Each task order will include a defined scope of services related to either the Rail or Bus disciplines. These task orders will be competed among the firms on the respective benches allowing for competitive pricing and selection based on the specific need. An analysis shall be performed at the time each task order is issued and awarded in accordance with Metro's acquisition policy.

## D. Background on Recommended Contractors

### AtkinsRealis USA, Inc.

AtkinsRealis USA, Inc., founded in 1911, is one of the world's leading engineering, design, and construction firms, with over 39,000 employees across 160+ countries. The firm is a recognized expert in consulting services for rail vehicle equipment, offering comprehensive support throughout the full life cycle of transit rail systems—including engineering, operations, maintenance, and overhaul—for both light and heavy rail vehicles. AtkinsRealis USA, Inc. is currently involved in multiple specialized rail projects with agencies such as Metro, Metrolink, Caltrans, and Metrolinx. The dedicated project manager will operate from the downtown Los Angeles office, supported by a team with extensive Metro experience and full fleet coverage.

## Capitol Government Contract Specialists

Capitol Government Contract Specialists, established in 2011 and headquartered in Irvine, California, is a small business specializing in rolling stock, transit operations, and oversight services. Since 2018, the firm has supported Metro's bus procurements through key contracts involving program management, vehicle engineering, and reliability analysis. The Capitol GCS team includes seasoned professionals with decades of experience in transit vehicle projects. Known for their accessibility and strong partnerships, Capitol GCS has over 20 years of collaborative experience on major transit initiatives in cities like Boston and Los Angeles. The firm has provided bench services for Metro with satisfactory performance.

Capitol GCS is a disadvantaged business enterprise (DBE).

## DB E.C.O. North America, Inc.

DB E.C.O. North America, Inc., established in 2017 and headquartered in Sacramento, California, is the U.S. subsidiary of the Deutsche Bahn Group. The firm offers specialized expertise tailored to North America's rail industry, drawing on decades of global experience in rail vehicle engineering, maintenance, and component overhauls. DB E.C.O. integrates international best practices with localized knowledge of regional suppliers and operational standards. Their team has supported major projects for agencies including SBCTA, Caltrans, Sound Transit, and Metro. Team of professionals with over a decade of experience in rail systems engineering consulting services.

## Hatch Associates Consultants, Inc.

Hatch Associates Consultants, Inc., founded in 1931 and headquartered in Pittsburgh, Pennsylvania, is a 100% employee-owned multidisciplinary professional services firm. The company provides a wide range of technical and strategic services across the infrastructure, metals, and energy sectors worldwide. Hatch's Transit Business Unit is recognized as one of North America's most experienced consultants in bus transit vehicles and rail systems. Organized into five specialized areas—Vehicles and Operations, Systems Engineering, Assurance and Integration, Linear Infrastructure and Facilities, and Data Analytics—the unit includes approximately 1,000 professionals. Hatch supports both rail and bus disciplines through a strong in-house team and a network of subcontractors. The firm has led or contributed to major transit projects for agencies such as TriMet, Sound Transit, MARTA, SRTD, and Metro. Hatch Associates Consultants, Inc. has provided bench services for Metro with satisfactory performance.

**Mott MacDonald Group, Inc.**

Mott MacDonald Group, Inc., established in 1989 through the merger of two legacy engineering consultant groups, is an employee-owned firm specializing in engineering, management, and development consulting services. With over 16,000 employees in 180 offices across 150 countries, the company offers global expertise with a strong focus on rail-based systems, including light rail, subway, commuter rail, and streetcar services. Mott MacDonald's core team brings deep knowledge of Metro's fleet, operations, and maintenance processes, with proven capabilities in rail vehicle engineering and program management. The firm also collaborates with a network of specialized subcontractors to broaden its technical scope. Mott MacDonald has successfully delivered projects for agencies such as SBCTA, SCRRA, Sound Transit, and Metro, and has provided services to Metro with satisfactory performance.

**STV Incorporated**

STV Incorporated, operating since 2012 with more than 60 offices nationwide, is a nationally recognized firm with over 40 years of experience supporting Metro and its predecessor agencies. Combining broad national resources with in-depth knowledge of local transit operations, STV is a trusted provider of on-call consultant services for agencies including SFMTA, NCTD, MARTA, and Metro. The firm's team is led by experienced local management and includes specialists in bus reliability, engineering, equipment, quality control, regulatory compliance, and reporting. Many staff members have over a decade of direct experience in transit and rail system operations. STV is a recognized leader in the passenger transit and rail sector and has provided services for Metro with satisfactory performance.

## DEOD SUMMARY

## ROLLING STOCK CONSULTANT BENCH - RAIL AND BUS SUPPORT SERVICES OP127274000 – OP127274006

### A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall twenty-five percent (25%) Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders and an overall twenty-five (25%) Small Business Enterprise (SBE) goal, inclusive of 22% SBE and 3% Disabled Veteran Business Enterprise (DVBE), on all state, local, and or Measure M funded task orders on this bench contract. Each firm committed to meet the overall 25% DBE and overall 25% SBE goals. Proposers were encouraged to form teams that included DBE, SBE, and DVBE firms without schedules or specific dollar commitment to designated subcontractors.

Six (6) firms were selected as prime consultants, one of which is SBE certified: AtkinsRealis USA, Inc., DB E.C.O. North America, Inc., Hatch Associates Consultants, Inc., Mott MacDonald Group, Inc., Capitol Government Contract Specialists (SBE), and STV Incorporated.

In response to a specific Task Order request with a defined scope of work, prime consultants will be required to identify DBE/SBE/DVBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE/SBE/DVBE achievement in meeting the commitments will be determined based on cumulative participation of all Task Orders awarded to each prime consultant.

**Prime: AtkinsRealis USA, Inc. (Discipline A)**

| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |
|---|---|---|---|

| | **DBE/SBE/DVBE Subcontractors** | **LSBE** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|---|
| 1. | Capitol Government Contract Services | - | TBD | TBD | - |
| 2. | MA Engineering | X | TBD | TBD | TBD |
| 3. | Raul Bravo & Associates, Inc. | - | TBD | TBD | - |
| 4. | Turner Engineering Corporation | X | - | TBD | - |

| | | | | | |
|---|---|---|---|---|---|
| 5. | Virginkar & Associates, Inc. | - | TBD | TBD | - |
| **Total Commitment** | | | **25%** | **22%** | **3%** |

**Prime: DB E.C.O. North America, Inc. (Discipline A)**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |

| | **DBE/SBE/DVBE Subcontractors** | **LSBE** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|---|
| 1. | Raul Bravo & Associates, Inc. | - | TBD | TBD | - |
| 2. | Virginkar & Associates, Inc. | - | TBD | TBD | - |
| 3. | MA Engineering | X | TBD | TBD | TBD |
| **Total Commitment** | | | **25%** | **22%** | **3%** |

**Prime: Mott MacDonald Group, Inc. (Discipline A)**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |

| | **DBE/SBE/DVBE Subcontractors** | **LSBE** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|---|
| 1. | Capitol Government Contract Services (Prime) | - | TBD | TBD | - |
| 2. | Parthenon Corporation | X | TBD | TBD | - |
| 3. | PSM Associates | - | - | TBD | TBD |
| 4. | Turner Engineering Corporation | - | - | TBD | - |
| 5. | Virginkar & Associates, Inc. | - | TBD | TBD | - |
| **Total Commitment** | | | **25%** | **22%** | **3%** |

**Prime: Hatch Associates Consultants, Inc. (Discipline A and B)**

| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |
|---|---|---|---|

| | **DBE/SBE/DVBE Subcontractors** | **LSBE** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|---|
| 1. | Virginkar & Associates, Inc. | - | TBD | TBD | - |
| 2. | Capitol Government Contract Services | - | TBD | TBD | - |
| 3. | FiveTwo Engineering Services LLC | - | - | - | DVBE |
| 4. | Ramos Consulting Services, Inc. | X | TBD | TBD | - |
| 5. | Omni Strategy, LLC | - | TBD | TBD | - |
| 6. | Turner Engineering Corporation | X | - | TBD | - |
| **Total Commitment** | | | **25%** | **22%** | **3%** |

**Prime: Capitol Government Contract Specialists (Discipline B)**

| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |
|---|---|---|---|

| | **DBE/SBE/DVBE Subcontractors** | **LSBE** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|---|
| 1. | Capitol Government Contract Services (Prime) | - | TBD | TBD | - |
| 2. | Amheart Solutions | - | TBD | TBD | TBD |
| **Total Commitment** | | | **25%** | **22%** | **3%** |

**Prime: STV Incorporated (Discipline B)**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **25% DBE<br>22% SBE<br>3% DVBE** | **Small Business Commitment** | **25% DBE<br>22% SBE<br>3% DVBE** |

| | DBE/SBE/DVBE Subcontractors | LSBE | DBE Commitment | SBE Commitment | DVBE Commitment |
|---|---|---|---|---|---|
| 1. | Amheart Solutions | - | TBD | TBD | TBD |
| 2. | Capitol Government Contract Specialists | - | TBD | TBD | - |
| 3. | Impact Sciences, Inc. | LSBE | TBD | TBD | - |
| 4. | Omni Strategy, LLC | - | TBD | TBD | - |
| 5. | Turner Engineering Corporation | LSBE | - | TBD | - |
| 6. | Virginkar & Associates, Inc. | - | TBD | TBD | - |
| 7. | Zero Emissions Transportation Partners, LLC | - | TBD | TBD | - |
| | **Total Commitment** | | **25%** | **22%** | **3%** |

## B. Local Small Business Enterprise (LSBE) Preference Program

The LSBE Preference will be applied at the task order level on task orders funded with non-federal funds. The LSBE preference is not applicable to federally funded task orders. Federal law (49 CFR § 661.21) prohibits the use of local procurement preferences on FTA-funded projects.

## C. Living Wage and Service Contract Worker Retention Policy Applicability

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

## D. Prevailing Wage Applicability

Prevailing Wage is not applicable to this contract.

## E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

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

# ROLLING STOCK CONSULTANT BENCH – RAIL AND BUS SUPPORT SERVICES

## July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

# RECOMMENDATION

A. AUTHORIZE the Chief Executive Officer to award a six year firm fixed unit rate Consultant Bench contract to six firms in an amount Not-To-Exceed (NTE) $6,886,296.00, inclusive of $5,347,296 for Discipline A (Rail) and $1,539,000 for Discipline B (Bus), subject to the resolution of properly submitted protest(s), if any; and

B. EXECUTE the Task Orders under these contracts within the NTE cumulative amount of $6,886,296.00.

Metro

# AWARDEES

Discipline A: Rail

| Firm | Contract | Score | Rank |
|---|---|---|---|
| Mott MacDonald Group, Inc. | OP127274003 | 86.40 | 1 |
| Hatch Associates Consultants, Inc. | OP127274002 | 83.74 | 2 |
| DB E.C.O. North America, Inc. | OP127274001 | 80.57 | 3 |
| AtkinsRealis USA, Inc. | OP127274000 | 80.13 | 4 |

Discipline B: Bus

| Firm | Contract | Score | Rank |
|---|---|---|---|
| STV Incorporated | OP127274006 | 84.00 | 1 |
| Capitol Government Contract Specialists | OP127274004 | 77.93 | 2 |
| Hatch Associates Consultants, Inc. | OP127274005 | 76.20 | 3 |

Metro

# NUMBER OF BIDS/PROPOSALS

Discipline A: Rail
(1) AtkinsRealis USA, Inc.
(2) DB E.C.O. North America, Inc.
(3) Hatch Associates Consultants, Inc.
(4) Mott MacDonald Group, Inc.

Discipline B: Bus
(1) Capitol Government Contract Specialists
(2) Hatch Associates Consultants, Inc.
(3) STV Incorporated

Metro

# DEOD COMMITMENT & ISSUE

## DEOD COMMITMENT

The contract's DBE goal of 25%, SBE goal of 22%, and DVBE goal of 3% will require participation by disadvantaged and small businesses to ensure a more equitable disbursement of resources. Proposers are required to comply with said requirements to be considered responsive and eligible for contract award.

## ISSUE

A key mission of Metro's Transit Vehicle Engineering department is to maintain and enhance the safety, reliability, and availability of non-warranty rail and bus vehicle assets. To fulfill this mission, the department has previously required additional resources, including specialized technical expertise and services.

Metro

# DISCUSSION

## DISCUSSION

Under Metro's direction, consultants will provide appropriate engineering, technical, and program management services to support the timely execution of Transit Vehicle Engineering and Component Overhaul projects.

The Rolling Stock Bench Contract, will allow for support in performing failure investigations, testing, software modifications, and development of technical documents and will be used on an as-needed basis to supplement resources to in-house staff.

Metro

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

**File #:** 2025-0406, **File Type:** Contract **Agenda Number:** 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: GRAFFITI ABATEMENT SERVICES**

**ACTION: AWARD CONTRACTS**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc. to provide graffiti abatement services in the Not-To-Exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option term, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any;

B. AWARD a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc. to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option term, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to the resolution of any properly submitted protest(s), if any; and

C. AWARD a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises, Inc. to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option term, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to the resolution of properly submitted protest(s), if any.

## ISSUE

The existing regional contracts providing graffiti abatement services expire on September 30, 2025. The three new contract awards are required to ensure continuity of maintenance services, effective October 1, 2025. Under these new contracts, graffiti abatement services will be performed throughout Metro's service area, restructured and split geographically into three regions, as shown within Attachment C.

## BACKGROUND

On December 18, 2024, a new solicitation to provide graffiti abatement maintenance services for the three regions was issued under the SBE Set Aside Program. On February 5, 2025, 21 proposals were received for regions 1, 2, and 3 combined; however, only five proposals for each region were deemed responsive to the SBE Set Aside Program requirements.

Regular graffiti abatement services are essential for Metro facilities to maintain a safe, clean, and pleasant environment for our patrons. Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way (ROWs), parking lots, and parcel properties. This service will continue our long-standing practice of zero tolerance for graffiti systemwide, enhance customer experience, and improve Metro facilities' overall conditions.

## DISCUSSION

Under these new graffiti abatement maintenance services contracts, the contractors are required to perform daily inspections throughout Metro's system. All accessible graffiti observed by the contractor must be removed immediately within the same day. All reported accessible graffiti must be removed within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support. Graffiti will be removed using chemical removal agents, a rag, pressurized hot water, and paint-out methods.

Under the terms of these new contracts, the number of bus and rail stations, facilities, and locations will increase from 533 to 552, including 19 additional locations for the D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

## DETERMINATION OF SAFETY IMPACT

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

## FINANCIAL IMPACT

Funding of $3,755,013 for systemwide graffiti abatement maintenance services is included in the FY26 budget under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

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

### Impact to Budget

The current source of funds for this action includes operating eligible funds, including Passenger Fares, Propositions A and C, Measures R and M sales tax revenues, State Transit Assistance (STA),

and the Transportation Development Act. These funding sources are eligible for bus and rail operations. Given approved guidelines and provisions, using these funding sources leverages maximum project fund use.

## EQUITY PLATFORM

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

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

This procurement was solicited under the Small Business (SB) Prime (Set-Aside) program. Strive Well-Being Inc., an SB Prime, made a 30% SBE commitment for Region 1, BriteWorks, Inc., an SB Prime, made a 66.03% commitment for Region 2, and Urban Graffiti Enterprises, Inc., an SB Prime, made a 100% SBE commitment for Region 3.

## VEHICLE MILES TRAVELED OUTCOME

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

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

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

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

## ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This option is not recommended as it would result in a gap in service that would impact Metro's system safety, cleanliness, operation, and customer experience.

After completing a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has conducted an initial analysis of insourcing/outsourcing options for graffiti abatement services, among other services. Based on the findings, graffiti abatement services may be considered for insourcing. Approving this recommendation for a contract award will allow staff the time during the three-year base contract term to take the necessary steps for the planning, acquisition of equipment and materials, allocation of resources, training, and implementation to bring graffiti abatement services in-house.

## NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP91160(3)001R1 for Region 1 with Strive Well-Being, Inc., Contract No. OP91160(3)002R2 for Region 2 with BriteWorks, Inc., and Contract No. OP91160(3)003R3 with Urban Graffiti Enterprises, Inc., for Region 3, to provide graffiti abatement services, effective October 1, 2025.

## ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary
Attachment C - Three Regions' Maps

Prepared by:

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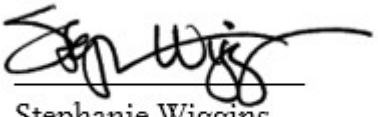
Carolina Coppolo, Deputy Chief Vendor/Contract Management Officer, (213) 922-4471

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



Stephanie Wiggins
Chief Executive Officer

# PROCUREMENT SUMMARY

## GRAFFITI ABATEMENT SERVICES FOR REGIONS 1, 2, AND 3 / OP91160(3)001R1, OP91160(3)002R2, OP91160(3)003R3

| | | |
|---|---|---|
| **1.** | **Contract Number**: OP91160(3)001R1 (Region 1)<br>OP91160(3)002R2 (Region 2)<br>OP91160(3)003R3 (Region 3) | |
| **2.** | **Recommended Vendor**: Strive Well-Being, Inc. (Region 1)<br>Briteworks, Inc. (Region 2)<br>Urban Graffiti Enterprises, Inc. (Region 3) | |
| **3.** | **Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E**<br>☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order** | |
| **4.** | **Procurement Dates**: | |
| | **A. Issued**: December 18, 2024 | |
| | **B. Advertised/Publicized**: December 18, 2024 | |
| | **C. Pre-Proposal Conference**: January 2, 2025 | |
| | **D. Proposals Due**: February 5, 2025 | |
| | **E. Pre-Qualification Completed**: May 9, 2025 | |
| | **F. Ethics Declaration Forms submitted to Ethics**: February 11, 2025 | |
| | **G. Protest Period End Date**: July 22, 2025 | |
| **5.** | **Solicitations Downloaded**:<br>26 | **Bids/Proposals Received**:<br>7 (Region 1)<br>7 (Region 2)<br>7 (Region 3) |
| **6.** | **Contract Administrator**:<br>Annie Duong | **Telephone Number**:<br>213-418-3048 |
| **7.** | **Project Manager**:<br>Ruben Cardenas | **Telephone Number**:<br>213-922-5932 |

## A. Procurement Background

This Board Action is to approve Contract Nos. OP91160(3)001R1 (Region 1) to Strive Well-Being, Inc., OP91160(3)002R2 (Region 2) to Briteworks, Inc., and OP91160(3)003R3 (Region 3) to Urban Graffiti Enterprises, Inc., to provide graffiti abatement services throughout Metro bus and rail facilities, active and inactive rights of way (IROW), Metro Park & Ride (P&R) Lots and Caltrans P&R Lots. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

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

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

On December 18, 2024, RFP No. OP91160(3) was issued as a competitive procurement in accordance with Metro's Acquisition Policy, and the contract type is firm fixed unit rate. The

RFP was issued as a Small Business Prime Set-Aside solicitation and contract award was limited to one region per firm.

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

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

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

A total of 21 proposals were received by the proposal due date of February 5, 2025, and are listed below in alphabetical order by region:

**Region 1**

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

**Region 2**

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

**Region 3**

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

## B. Evaluation of Proposals

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

Of the 21 proposals received, Far East Landscaping and Maintenance, Inc. and US National Corp dba Jimenez Painting Company proposed on regions 1, 2 and 3 and were determined by Metro's Diversity and Economic Opportunity Department (DEOD) to be non-responsive for failing to meet the Small Business Prime Set-Aside (SBE) requirements for the solicitation. Hence, both firms were excluded from further evaluation.

From February 28, 2025, through May 20, 2025, the PET independently evaluated the remaining 15 proposals based on the following evaluation criteria:

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

1. Prime Contractor's project manager managing and/or performing the work, must each have three years of related skill and experience in performing comprehensive graffiti removal services when the proposal is submitted. Proposer must provide resumes or a list of projects, including duties and responsibilities that demonstrate the identified/named manager's three years of experience.

2. Proposer must submit completed reference information forms as follows:
   - Pro Form 055, List of Completed Projects – Last Five Years
   - Pro Form 054, List of Current Projects (backlog), and
   - Supplemental list of Current Projects form

3. Contractor shall compile and submit a report listing all safety training the Project Manager/Supervisor has received within the past three (3) years. The information shall include the following: date of training, type and/or course title, duration/hours, and company/school that provided the training.

4. Contractor and/or Subcontractor performing the work must hold a valid, current, and good standing State of California C-33 License for Painting and C61/D-38 Specialty License for Sand and Water Blasting.

5. Proposers and their subcontractors must be registered with the Department of Industrial Relations to be eligible to propose and work on public works projects in accordance with California Labor Code §1725.5.

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

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

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

The PET independently evaluated and scored the technical proposals in accordance with the evaluation criteria. In consideration of the RFP cap, which limits the number of contracts that may be awarded to a proposer to a single contract, the following firms are being recommended for award:

| Region | Recommended Firm |
|---|---|
| 1 | Strive Well-Being, Inc. |
| 2 | BriteWorks, Inc. |
| 3 | Urban Graffiti Enterprises, Inc. |

Urban Graffiti was the top-ranked firm for all three regions and is recommended for contract award for Region 3, the largest region in terms of size and number of locations covered. For Regions 1 and 2, contract award is being recommended to Strive Well-Being and BriteWorks, respectively, the second-ranked firms.

**Qualification Summary of Firms:**

**ACME Manpower, Inc.**

ACME Manpower, Inc. (ACME), located in Lancaster, CA, has been in business since 2017. It currently provides graffiti removal, landscaping and irrigation maintenance, trash, vegetation removal and herbicide application services to Metro as a subcontractor. Other clients include Los Angeles City Medians Landscaping, Los Angeles City Tree Trimming, and Veterans Administration Hospital. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance, and landscaping services to Metro since 2001, and performance has been satisfactory.

**Bread & Water Landscape, LLC**

Bread & Water Landscape, LLC (Bread & Water), located in Pacoima, CA, has been in business since 2019. It caters to both commercial and residential clients providing landscaping and weed abatement removal services, trash removal, illegal dumping cleanups, and graffiti removal. It currently provides landscaping and maintenance services to Metro as a subcontractor. Public agency clients include the Los Angeles Parks and Recreation, California Department of Transportation and the Los Angeles County Development Authority. Its subcontractor, Woods Maintenance Services, Inc., located in North Hollywood, CA, has been providing graffiti abatement, graffiti paint out, trash and vegetation maintenance, and landscaping services to Metro since 2001, and performance has been satisfactory.

**BriteWorks, Inc.**

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

**Strive Well-Being, Inc.**

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

**Urban Graffiti Enterprises, Inc.**

Urban Graffiti Enterprises, Inc. (Urban Graffiti), headquartered in Azusa, CA, has been in business for over 20 years. It currently provides graffiti removal, anti-graffiti coating, steam cleaning, pressure washing and trash collection services to Metrolink, City of San Fernando, City of Burbank, City of West Hollywood, City of Covina, Compton, Arcadia, and various municipalities in Orange and Riverside Counties. It has been providing services to Metro since 2014.

The following is a summary of the PET scores:

**Region 1**

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

| 1 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 2 | **Urban Graffiti Enterprises, Inc.** | | | | |
| 3 | Qualifications of the Firm/Team | 81.33 | 15.00% | 12.20 | |
| 4 | Qualifications and Experience of Key Personnel | 85.00 | 20.00% | 17.00 | |
| 5 | Work Plan/Approach | 88.00 | 35.00% | 30.80 | |
| 6 | Price | 94.47 | 30.00% | 28.34 | |
| 7 | **Total** | | **100.00%** | **88.34** | **1** |
| | | | | | |

| 8 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 9 | **Strive Well-Being, Inc.** | | | | |
| 10 | Qualifications of the Firm/Team | 72.00 | 15.00% | 10.80 | |
| 11 | Qualifications and Experience of Key Personnel | 79.15 | 20.00% | 15.83 | |
| 12 | Work Plan/Approach | 82.00 | 35.00% | 28.70 | |
| 13 | Price | 100.00 | 30.00% | 30.00 | |
| 14 | **Total** | | **100.00%** | **85.33** | **2** |
| 15 | **BriteWorks, Inc.** | | | | |
| 16 | Qualifications of the Firm/Team | 76.67 | 15.00% | 11.50 | |
| 17 | Qualifications and Experience of Key Personnel | 78.35 | 20.00% | 15.67 | |
| 18 | Work Plan/Approach | 79.34 | 35.00% | 27.77 | |
| 19 | Price | 99.13 | 30.00% | 29.74 | |
| 20 | **Total** | | **100.00%** | **84.68** | **3** |
| 21 | **Bread & Water Landscape, LLC** | | | | |
| 22 | Qualifications of the Firm/Team | 68.67 | 15.00% | 10.30 | |
| 23 | Qualifications and Experience of Key Personnel | 80.85 | 20.00% | 16.17 | |
| 24 | Work Plan/Approach | 85.34 | 35.00% | 29.87 | |
| 25 | Price | 83.67 | 30.00% | 25.10 | |
| 26 | **Total** | | **100.00%** | **81.44** | **4** |
| 27 | **ACME Manpower, Inc.** | | | | |
| 28 | Qualifications of the Firm/Team | 71.33 | 15.00% | 10.70 | |
| 29 | Qualifications and Experience of Key Personnel | 85.85 | 20.00% | 17.17 | |
| 30 | Work Plan/Approach | 77.34 | 35.00% | 27.07 | |
| 31 | Price | 83.67 | 30.00% | 25.10 | |
| 32 | **Total** | | **100.00%** | **80.04** | **5** |

**Region 2**

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

| 1 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 2 | **Urban Graffiti Enterprises, Inc.** | | | | |
| 3 | Qualifications of the Firm/Team | 81.33 | 15.00% | 12.20 | |
| 4 | Qualifications and Experience of Key Personnel | 85.00 | 20.00% | 17.00 | |
| 5 | Work Plan/Approach | 88.00 | 35.00% | 30.80 | |
| 6 | Price | 91.33 | 30.00% | 27.40 | |
| 7 | **Total** | | **100.00%** | **87.40** | **1** |

| 8 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 9 | **BriteWorks, Inc.** | | | | |
| 10 | Qualifications of the Firm/Team | 76.67 | 15.00% | 11.50 | |
| 11 | Qualifications and Experience of Key Personnel | 78.35 | 20.00% | 15.67 | |
| 12 | Work Plan/Approach | 79.34 | 35.00% | 27.77 | |
| 13 | Price | 98.60 | 30.00% | 29.58 | |
| 14 | **Total** | | **100.00%** | **84.52** | **2** |
| 15 | **Strive Well-Being, Inc.** | | | | |
| 16 | Qualifications of the Firm/Team | 45.33 | 15.00% | 6.80 | |
| 17 | Qualifications and Experience of Key Personnel | 79.15 | 20.00% | 15.83 | |
| 18 | Work Plan/Approach | 82.00 | 35.00% | 28.70 | |
| 19 | Price | 100.00 | 30.00% | 30.00 | |
| 20 | **Total** | | **100.00%** | **81.33** | **3** |
| 21 | **ACME Manpower, Inc.** | | | | |
| 22 | Qualifications of the Firm/Team | 70.67 | 15.00% | 10.60 | |
| 23 | Qualifications and Experience of Key Personnel | 85.85 | 20.00% | 17.17 | |
| 24 | Work Plan/Approach | 77.34 | 35.00% | 27.07 | |
| 25 | Price | 86.87 | 30.00% | 26.06 | |
| 26 | **Total** | | **100.00%** | **80.90** | **4** |
| 27 | **Bread & Water Landscape, LLC** | | | | |
| 28 | Qualifications of the Firm/Team | 46.00 | 15.00% | 6.90 | |
| 29 | Qualifications and Experience of Key Personnel | 80.00 | 20.00% | 16.00 | |
| 30 | Work Plan/Approach | 85.34 | 35.00% | 29.87 | |
| 31 | Price | 88.87 | 30.00% | 26.66 | |
| 32 | **Total** | | **100.00%** | **79.43** | **5** |

**Region 3**

| 1 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 2 | **Urban Graffiti Enterprise, Inc.** | | | | |
| 3 | Qualifications of the Firm/Team | 81.33 | 15.00% | 12.20 | |
| 4 | Qualifications and Experience of Key Personnel | 85.00 | 20.00% | 17.00 | |
| 5 | Work Plan/Approach | 88.00 | 35.00% | 30.80 | |
| 6 | Price | 95.27 | 30.00% | 28.58 | |
| 7 | **Total** | | **100.00%** | **88.58** | **1** |
| 8 | **BriteWorks, Inc.** | | | | |
| 9 | Qualifications of the Firm/Team | 76.67 | 15.00% | 11.50 | |
| 10 | Qualifications and Experience of Key Personnel | 76.65 | 20.00% | 15.33 | |
| 11 | Work Plan/Approach | 79.34 | 35.00% | 27.77 | |

| | | | | | |
|---|---|---|---|---|---|
| 12 | Price | 100.00 | 30.00% | 30.00 | |
| 13 | **Total** | | **100.00%** | **84.60** | **2** |
| 14 | **Bread & Water Landscape, Inc.** | | | | |
| 15 | Qualifications of the Firm/Team | 68.67 | 15.00% | 10.30 | |
| 16 | Qualifications and Experience of Key Personnel | 80.85 | 20.00% | 16.17 | |
| 17 | Work Plan/Approach | 85.34 | 35.00% | 29.87 | |
| 18 | Price | 84.37 | 30.00% | 25.31 | |
| 19 | **Total** | | **100.00%** | **81.65** | **3** |
| 20 | **ACME Manpower, Inc.** | | | | |
| 21 | Qualifications of the Firm/Team | 72.00 | 15.00% | 10.80 | |
| 22 | Qualifications and Experience of Key Personnel | 85.85 | 20.00% | 17.17 | |
| 23 | Work Plan/Approach | 77.34 | 35.00% | 27.07 | |
| 24 | Price | 84.37 | 30.00% | 25.31 | |
| 25 | **Total** | | **100.00%** | **80.35** | **4** |
| 26 | **Strive Well-Being, Inc.** | | | | |
| 27 | Qualifications of the Firm/Team | 71.33 | 15.00% | 10.70 | |
| 28 | Qualifications and Experience of Key Personnel | 79.15 | 20.00% | 15.83 | |
| 29 | Work Plan/Approach | 54.66 | 35.00% | 19.13 | |
| 30 | Price | 98.97 | 30.00% | 29.69 | |
| 31 | **Total** | | **100.00%** | **75.35** | **5** |

## C. Price Analysis

### Region 1

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

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

### Region 2

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

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

**Region 3**

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

| | Proposer Name | Proposal Amount | Metro ICE | Recommended Amount |
|---|---|---|---|---|
| 1 | Urban Graffiti Enterprises, Inc. | $8,337,225 | $8,384,640 | $8,337,225 |
| 2 | BriteWorks, Inc. | $7,748,304 | | |
| 3 | Bread & Water Landscape, LLC | $8,565,960 | | |
| 4 | ACME Manpower, Inc. | $8,764,860 | | |
| 5 | Strive Well Being, Inc. | $7,549,260 | | |

## D. Background on Recommended Contractors

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

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

**Urban Graffiti Enterprise, Inc.**
Urban Graffiti Enterprise, Inc. (Urban Graffiti), established in 2000, is a graffiti removal services company, including site cleanups, nuisance abatement, trash and debris collection under various public and private sectors. Other services Urban Graffiti provides include steam cleaning, pressure washing, trash collection, etched window repair, and protective film installation. Urban Graffiti has been providing various facility services to Metro since 2014, and performance has been satisfactory.

## DEOD SUMMARY

## GRAFFITI ABATEMENT SERVICES FOR REGIONS 1, 2 AND 3 / OP91160(3)001R1, OP91160(3)002R2, and OP91160(3)003R3

### A. Small Business Participation

This solicitation was subject to the Small Business Set-Aside program and open to certified Small Business Enterprise (SBE) firms only. All recommended awardees are SB primes and have committed to self-performing at least thirty percent or higher with their own workforce.

**Region 1:**

Strive Well-Being, Inc., an SB Prime, made a 30% SBE commitment and listed one non-certified subcontractor to perform on this contract.

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

**Region 2:**

BriteWorks, Inc., an SB Prime, made a 66.03% SBE commitment and listed one non-certified subcontractor to perform on this contract.

| | SBE Prime Contractor | SBE % Committed |
|---|---|---|
| 1. | BriteWorks, Inc. (Prime) | 66.03% |
| | **Total Commitment** | 66.03% |

**Region 3:**

Urban Graffiti Enterprises, Inc., a Small Business (SB) Prime, made a 100% SBE commitment performing 100% of the work with its own workforce.

| | SBE Prime Contractor | SBE % Committed |
|---|---|---|
| 1. | Urban Graffiti Enterprises, Inc. (Prime) | 100% |
| | **Total Commitment** | 100% |

## B. Living Wage and Service Contract Worker Retention Policy Applicability

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

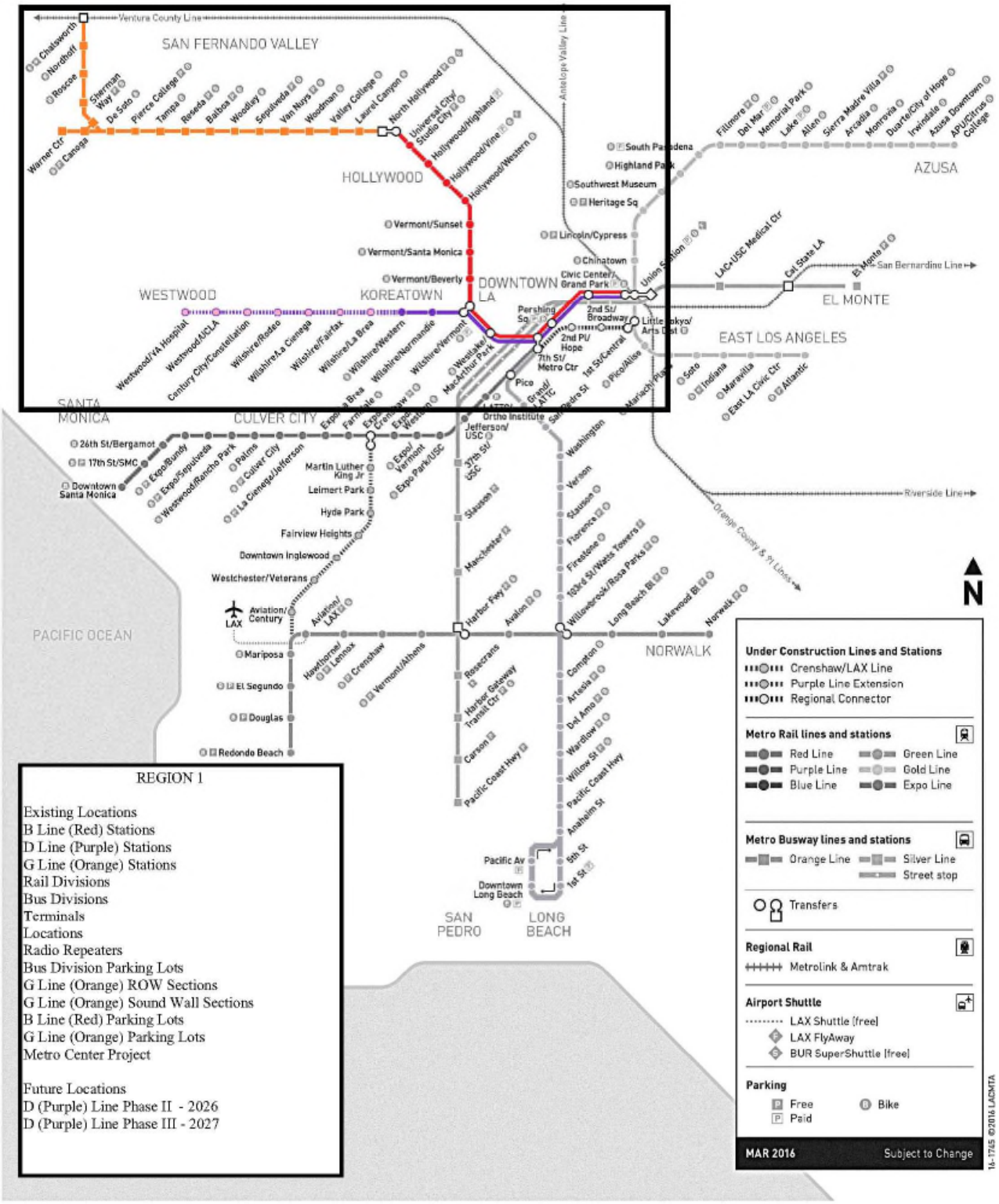
## C. Prevailing Wage Applicability

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

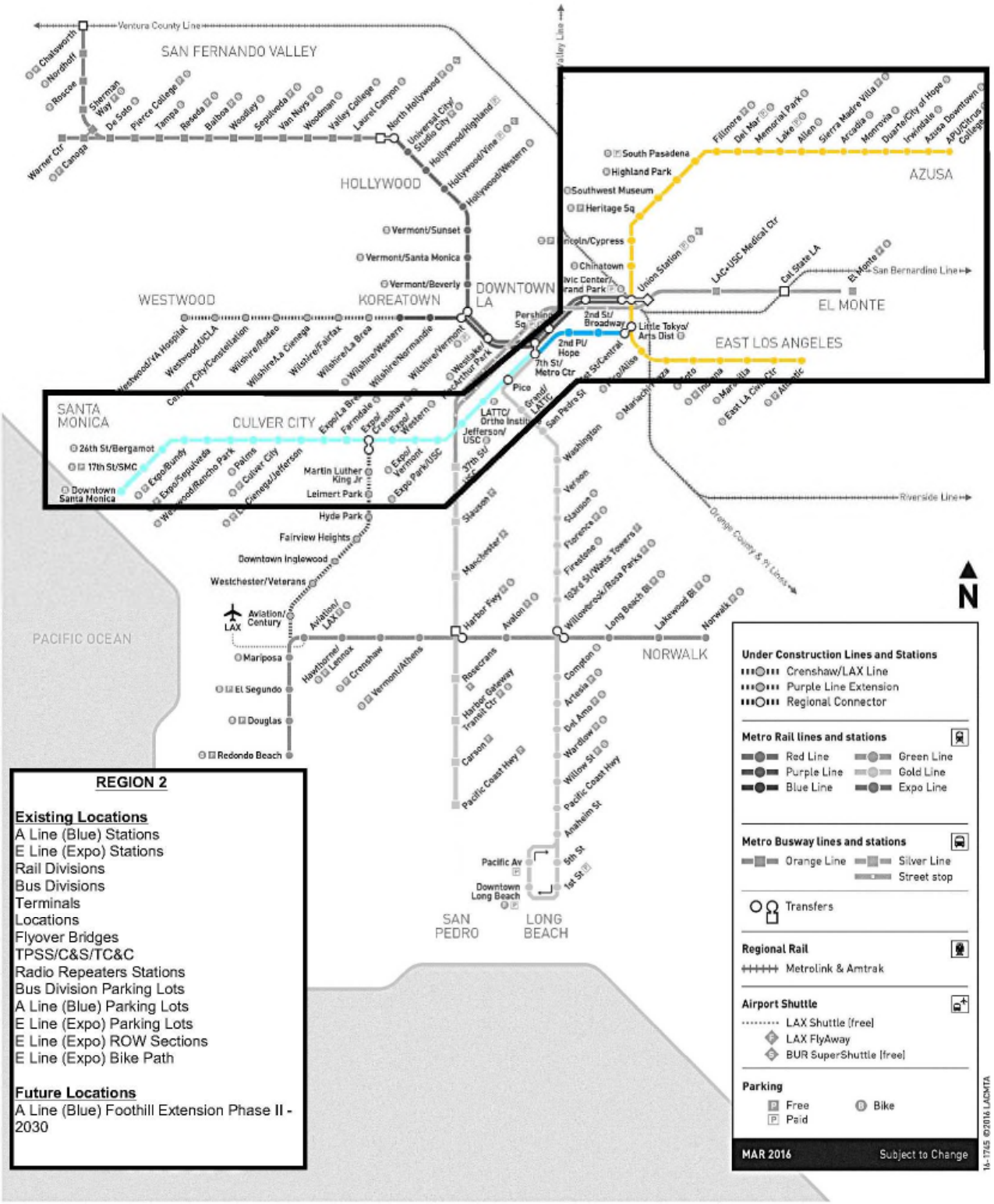
## D. Project Labor Agreement/Construction Careers Policy

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

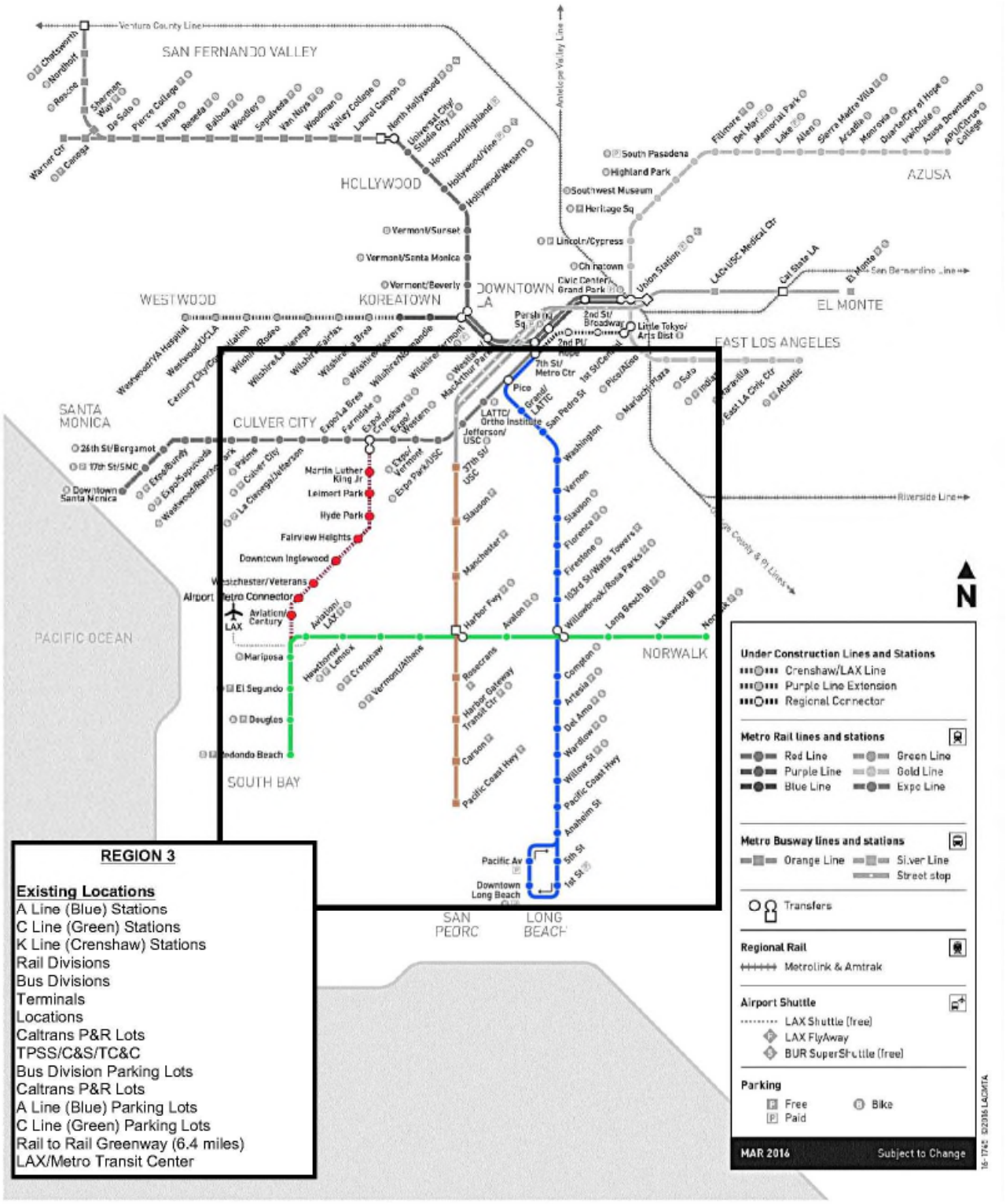
# ATTACHMENT C
# THREE REGIONS' MAPS
# GRAFFITI ABATEMENT SERVICES
# REGION 1



# ATTACHMENT C
# THREE REGIONS' MAPS
# GRAFFITI ABATEMENT SERVICES
# REGION 2



# ATTACHMENT C
# THREE REGIONS' MAPS
# GRAFFITI ABATEMENT SERVICES
# REGION 3



Shared Mobility - Facilities Contracted Maintenance Services

# GRAFFITI ABATEMENT SERVICES – #2025-0406

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. Award a firm fixed unit rate Contract No. OP91160(3)001R1 for Region 1 to Strive Well-Being, Inc., to provide graffiti abatement services in the not-to-exceed (NTE) amount of $2,683,930 for the three-year base period, and $1,991,400 for the one, two-year option, for a combined NTE amount of $4,675,330, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any; and

B. Award a firm fixed unit rate Contract No. OP91160(3)002R2 for Region 2 to BriteWorks, Inc., to provide graffiti abatement services in the NTE amount of $3,436,171 for the three-year base period, and $2,458,952 for the one, two-year option, for a combined NTE amount of $5,895,123, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any; and

C. Award a firm fixed unit rate Contract No. OP91160(3)003R3 for Region 3 to Urban Graffiti Enterprises Inc., to provide graffiti abatement services in the NTE amount of $5,002,335 for the three-year base period, and $3,334,890 for the one, two-year option, for a combined NTE amount of $8,337,225, effective October 1, 2025, subject to resolution of properly submitted protest(s), if any.

Metro

# ISSUE & DISCUSSION

**AWARDEE**

- Region 1 - Strive Well-Being, Inc. (Second ranked firm due to the RFP Cap)
- Region 2 - BriteWorks, Inc. (Second ranked firm due to the RFP Cap)
- Region 3 - Urban Graffiti Enterprises Inc.

| **NUMBER OF PROPOSALS – 21 (7 per Region)** | Region 1 | Region 2 | Region 3 |
|---|---|---|---|
| • ACME Manpower, Inc. | 80.04% | 80.90% | 80.35% |
| • Bread & Water Landscape, LLC | 81.44% | 79.43% | 81.65% |
| • BriteWorks Inc. | 84.68% | **84.52%** | 84.60% |
| • Far East Landscape & Maintenance, Inc. | (Non-Responsive) | | |
| • Strive Well-Being, Inc. | **85.33%** | 81.33% | 75.35% |
| • Urban Graffiti Enterprises, Inc. | 88.34% | 87.40% | **88.58%** |
| • US National Corp. | (Non-Responsive) | | |

**DEOD COMMITMENT**

Small Business (SB) Prime (Set-Aside)

Metro

# ISSUE & DISCUSSION

**ISSUE**

The existing regional contracts providing graffiti abatement services expire on September 30, 2025. The three (3) new contract awards are required to ensure continuity of maintenance services, effective October 1, 2025.

**DISCUSSION**

Under these new graffiti abatement maintenance services contracts, the contractors are required to:

- Perform daily inspections throughout Metro's system.
- Remove all accessible graffiti observed by the contractor within the same day.
- Remove all reported accessible graffiti within 48 hours, and reported non-accessible graffiti must be removed expeditiously upon securing approved track allocation and support.
- Graffiti will be removed using chemical removal agents, a rag, pressurized hot water, and paint-out methods.

Metro

# ISSUE & DISCUSSION

**DISCUSSION (Continued…)**

- Regular graffiti abatement services are essential for Metro facilities to maintain a safe and clean environment.
- Approximately 4,000 graffiti tags are removed monthly from Metro facilities, Rights-Of-Way (ROWs), parking lots, and parcel properties, continuing our long-standing practice of zero tolerance for graffiti systemwide to enhance customer experience and improve Metro facilities' overall conditions.
- Under the terms of these new contracts, the number of Metro bus and rail stations, facilities, and locations will increase from 533 to 552, including 19 additional locations for the D line (Purple) Westside Extensions, and A Line (Blue) Foothill Extension Phase 2B system expansion projects as they become operational.

Metro

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

**File #:** 2025-0460, **File Type:** Policy **Agenda Number:** 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JULY 17, 2025**

**SUBJECT: D LINE SUBWAY EXTENSION PROJECT SECTIONS 1, 2, AND 3 SERVICE PLAN TITLE VI SERVICE AND FARE EQUITY ANALYSIS**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

## ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Metro, as a recipient of federal funding, is required to ensure its programs and activities are conducted consistent with the intent of Title VI. The D Line Subway Extension Project is a new rail alignment involving federal funding that is expected to begin operation in Winter 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a Service and Fare Equity (SAFE) Analysis of the impacts of this new line’s service on minority populations (American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander, as defined in Federal Title VI Circular 4702.1B) is required prior to the start of revenue service.

## BACKGROUND

D Line Subway Extension Project

This extension will expand the current D Line from its current terminus, Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. Existing D Line heavy rail (subway) service would continue to operate between Union Station and Wilshire/Western Station, then continue west to serve:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations in Winter 2025

- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027

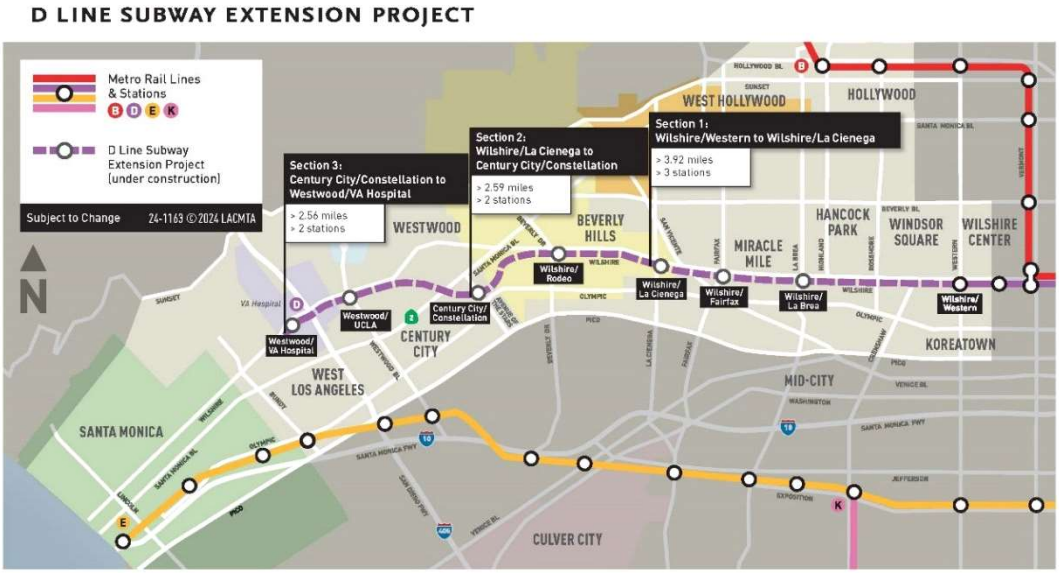



**Figure 1 - D Line Subway Extension Project**

The segment from the current terminus, Wilshire/Western Station, and the terminus station of each stage will have the same levels of service as the rest of the D Line: 5-minute peak service weekdays, 10-minute off-peak weekday and daytime weekend service, and 20-minute evening/late-night service. These service levels would meet expected passenger demand.

Summary:

There is no loss of rail service levels with the new D Line Subway Extension rail service. Fares for the reconfigured subway rail service will be the same as for other Metro rail and bus services.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service on weekdays as outlined in the NextGen Bus Plan. This is based on the expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between D Line stations between Downtown LA, Westwood, and Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations.

Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified. These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

## DISCUSSION

Metro's Title VI Program, which was most recently updated and approved by the Board in September 2022, requires two analyses to be completed for each new rail line.

Disparate Impact

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

Disproportionate Burden

Metro defines low-income riders at $69,350 or less household income, which represents the threshold for "very low income" for a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

A finding of a disparate impact on a minority community requires Metro to evaluate alternatives and mitigate burdens where practicable.

D Line Subway Extension Rail Service Plan Title VI Service and Fare Equity Analysis:

As required under Title VI, Metro has reviewed the minority and low-income populations that will be served by the new D Line Subway Extension rail line based on 0.5-mile catchments around the new line.

As Lines 20 and 720 are also being impacted, data for their catchment area is also included. Their catchment area is defined as 0.25 miles of corresponding bus service.* The relevant data is shown in Table 1 below. There is no demographic ridership data to analyze for rail service along this alignment, as the line is not yet in operation.

*A buffer of 0.25 miles is used since the average rider tends to walk only 0.25 miles for bus service as opposed to 0.5 for rail service.

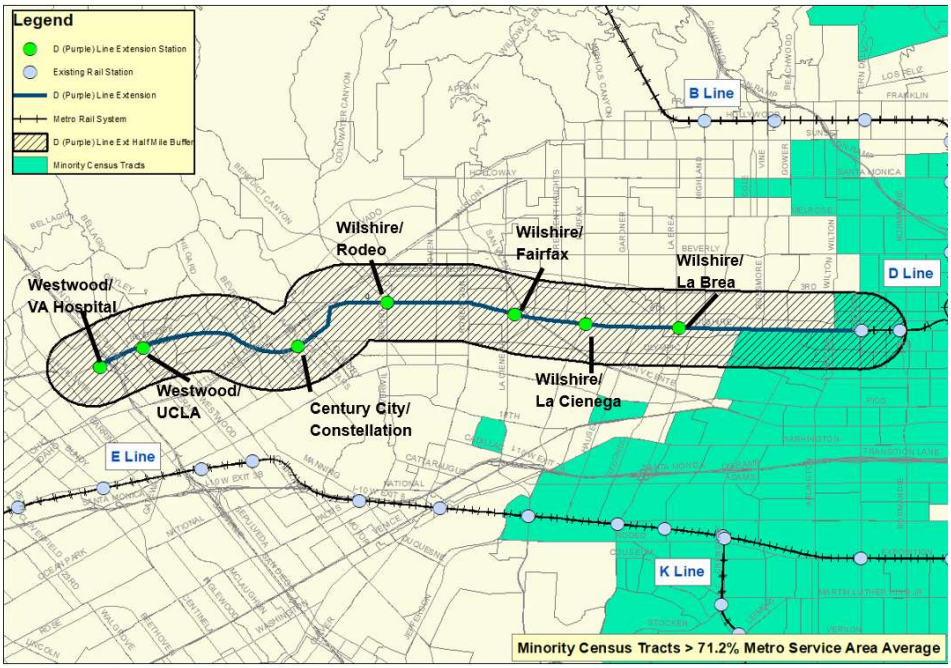
## Table 1

| Comparison | Population | Minority Population | Minority Percentage |
|---|---|---|---|
| **D Line Extension** | 252,075 | 116,799 | 46.3% |
| **Line 720 Deletion** | -353,403 | -202,304 | 57.2% |
| **Line 20 Service Increase** | 351,868 | 201,699 | 57.3% |
| **D Line Extension Impact Corridor** | 250,540 | 116,594 | 46.4% |
| **Metro Service Area** | 7,580,839 | 5,397,073 | 71.2% |
| | | **Difference Comparison** | -24.8% |

Note: Data source is the 2023 American Community Survey.

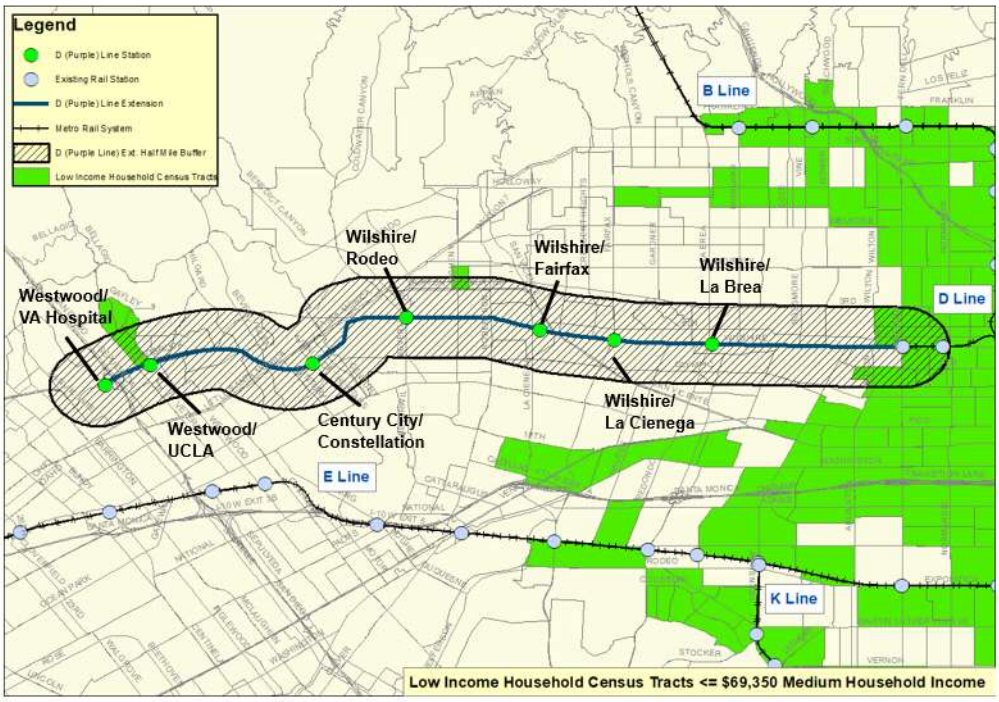
The minority population that will be served by the D Line Subway Extension Subway Project Impact Corridor (see Figure 2, 0.5-mile catchment) comprises 46.4% of the overall population; the new line catchment will serve a minority population that is 24.8% lower than the 71.2% average for Metro's overall service area. It should also be noted that the minority population riding the existing D Line service is 81.5%, which is larger than the system average minority population. This constitutes a disparate impact to the minority population under Title VI. However, since the project is a benefit to both the corridor and the minority population the new line will serve, adding new rail service and discontinuing Line 720 will be offset by increasing service on Line 20. Thus, the disparate impact is positive for the minority population under Title VI and does not require any review of alternative options for mitigation.

**Figure 2 - D Line Subway Extension - Minority Population**




The low-income households that will be served by the D Line Subway Extension Project Impact Corridor (see Figure 3, 0.5-mile catchment with 0.25-mile catchment for Lines 20 and 720) comprise 46.4% of the households.

**Figure 3 - D Line Subway Extension - Low-Income Population**




This is 1.2% higher than the Metro Service Area average of 45.2% for low-income households. Since this is within the 5% threshold, there is no disproportionate burden on low-income households. The project is a benefit to both the corridor and the low-income households the line will serve by adding a new rail service, with associated adjustments to Metro bus services. The service plan does not require any review of alternative options for mitigation.

**Table 2**

| | Number of Households | Number of Low-Income Households | Low-Income Household Percentage |
|---|---|---|---|
| **D Line Extension** | 112,666 | 47,193 | 41.9% |
| **Line 720 deletion** | -172,562 | -86,021 | 49.8% |
| **Line 20 service increase** | 171,551 | 85,793 | 50.0% |
| **D Line Extension Impact Corridor** | 111,665 | 85,783 | 42.1% |
| **Metro Service Area** | 2,663,368 | 1,205,146 | 45.2% |
| | | **Difference Comparison** | -3.1% |

*Note: Data source is the 2023 American Community Survey.*

Conclusion:

The Service Equity Analysis shows that only the minority population, and not the low-income population, exceeds Metro's threshold of at least 5%, with a resulting disparate impact for the minority population. However, the new D Line Subway Extension rail service provides new high-quality mobility options and benefits to minority populations and low-income households that will be served by this new corridor. Minorities and low-income riders will be the primary beneficiaries of this project. As a result, Metro concludes the disparate impact under Title VI will not require mitigation.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

1) Metro has a substantial legitimate justification for the proposed service changes as it works to expand access to high-quality rail service and facilities across the Metro service area; and
2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of the D Line Subway Extension rail service.

Given these findings, staff therefore request that the Metro Board adopt this analysis in support of the impending introduction of the D Line Subway Extension rail service.

Metro's Westside Central Service Council conducted a public hearing at 5:30 p.m. on Wednesday, June 11, to present the Title VI Service and Fare Equity Analysis and receive public comment.

The notice of intent to hold this public hearing was published in the following publications and languages:

- Asbarez Armenian Daily News (Armenian)
- Asian Journal (Tagalog)
- Brentwood News (English)
- Korea Times (Korean)
- La Opinión (Spanish)
- Los Angeles Daily News (English)
- Los Angeles Sentinel (English)
- Panorama (Russian)
- Rafu Shimpo (Japanese)
- Southwest Wave (English)
- World Journal (Chinese Daily News)

Information regarding the proceedings was also shared via public announcements at the February and May Metro Westside Central Service Council meetings, posts on Nextdoor and Metro's blog, The Source, eblasts to Westside and Central Los Angeles stakeholders and project stakeholders, and take one brochures distributed at customer information centers and on board Metro buses serving the area near the extension.

A total of 27 members of the public participated virtually in the hearing. A summary of comments received is included as Attachment B to this report. Comments focused primarily on the late evening proposed frequency of D Line rail service, which is based on a policy level across all rail lines.

## DETERMINATION OF SAFETY IMPACT

There is no safety impact as the results of this Title VI analysis for the D Line Subway Extension rail service plan do not alter any element of this project in terms of facilities or services planned to

operate when revenue service begins.

## FINANCIAL IMPACT

The results of this Title VI analysis for the D Line Subway Extension rail service plan do not alter any element of this project in terms of facilities or services planned to operate when revenue service begins.

Impact to Budget

There is no impact to the approved Metro FY26 budget. The introduction of revenue service on this new rail line extension is included in the Metro FY26 budget, and that budget will not change as a result of this analysis.

## EQUITY PLATFORM

The Title VI Service and Fare Equity Analysis is a formal consideration of the impact on minority and low-income communities of the service plan for the D Line Subway Extension rail line that is expected to open for service in 2025.

The analysis concludes that while there are disparate impacts under Title VI, this project will provide new high quality mobility options for the communities it will serve. Minority and low-income riders will be beneficiaries of this project.

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

Metro conducted a preliminary analysis to show that the net effect of this multi-modal item is to decrease VMT. Impacts on VMT for the D Line Subway Extension Sections 1, 2, and 3 were analyzed through the Environmental Impact Report process. The result of this analysis was a reduction of 276,261 VMT per day in the study area under existing conditions of 2011 with the Locally Preferred Alternative project, and increasing to a reduction of 318,000 VMT per day for the region for

the build condition (2035) as compared to the no-build option for this project. This impact conclusion is based on the FEIR for the project published in August 2011 (see Addendum to the Transportation Impacts Technical Report, Part 3 of 3 <https://www.dropbox.com/scl/fo/eeodzazmpjuygejcez9i2/AC5ydKRIraI9TEnD7JxDT4c/Reports%20and%20Info/Final%20EIS-EIR/FEIS-FEIR%20Report%3A%20March%202012/35.%20Addendum%20to%20the%20Transportation%20Impacts%20Technical%20Report%20-%20Part%203%20of%203.pdf?rlkey=hss2wux7jv5lejqiat4nb1oc0&e=1&dl=0>, Table 5-8 Year 2035 Performance Measures for Project Alternatives). This and all files for this project can be found at the D Line Subway Extension Project website (metro.net/projects/westside/).

While this item does not directly encourage transit use, sharing a ride, or use of active transportation, it is an important step in publicly disclosing Metro service levels planned for this new rail alignment that will offer an alternative to private vehicle usage, hence reducing vehicle miles traveled. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high-quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

## ALTERNATIVES CONSIDERED

The alternative to the recommendation would be not to approve the Title VI analysis for the D Line Subway Extension. This would delay the opening of the line for revenue service, as it is a federal requirement prior to opening the project for revenue service.

## NEXT STEPS

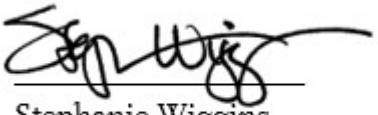
Once adopted, this analysis completes the requirement for a Title VI Service and Fare Equity Analysis in advance of revenue service commencing for the D Line Subway Extension.

## ATTACHMENTS

Attachment A -D Line Subway Extension Sections 1, 2, and 3 Operating Plan Title VI Service and Fare Equity Analysis
Attachment B - Public Hearing Comments

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

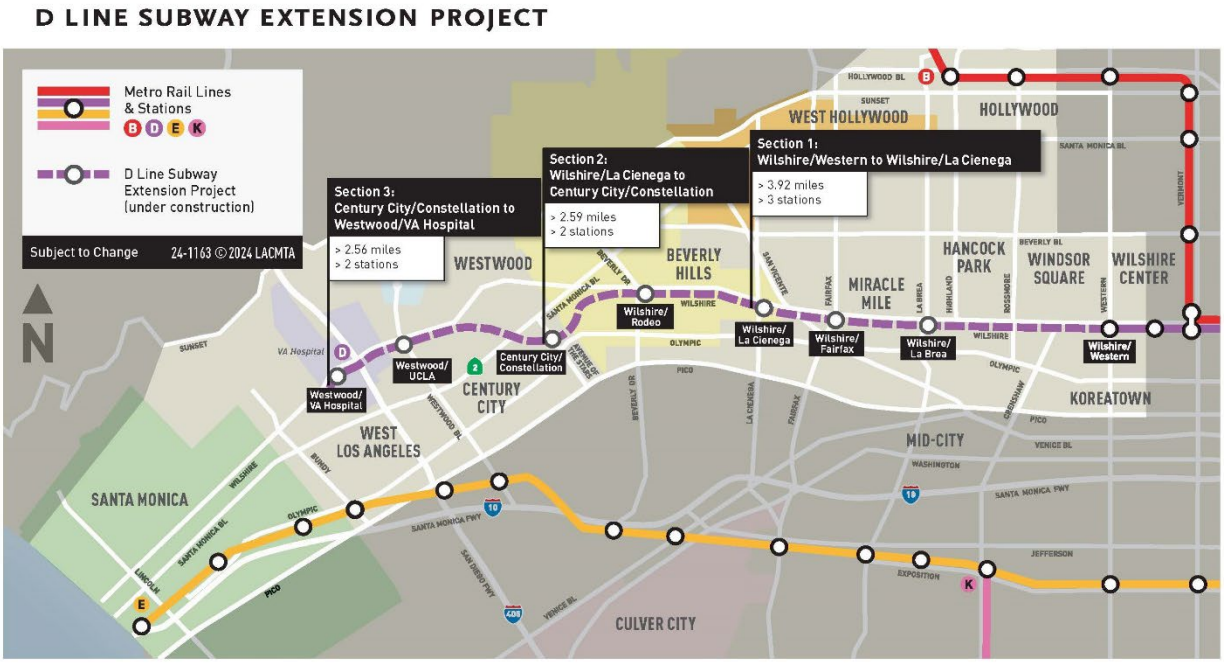
Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034



Stephanie Wiggins
Chief Executive Officer

**ATTACHMENT A**

# Metro – D Line Subway Extension Project
# Sections I, 2, and 3
# Title VI Service and Fare Equity Analysis




Prepared by Los Angeles Metro Operations Department, June 2025
Agency Recipient ID 5566
Agency Contact: Joanna Lemus, Senior Manager, Civil Rights Programs (Title VI),
Office of Civil Rights & Inclusion
(Phone 213.922.4067; lemusj@metro.net)

## Introduction

Section 601 of Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

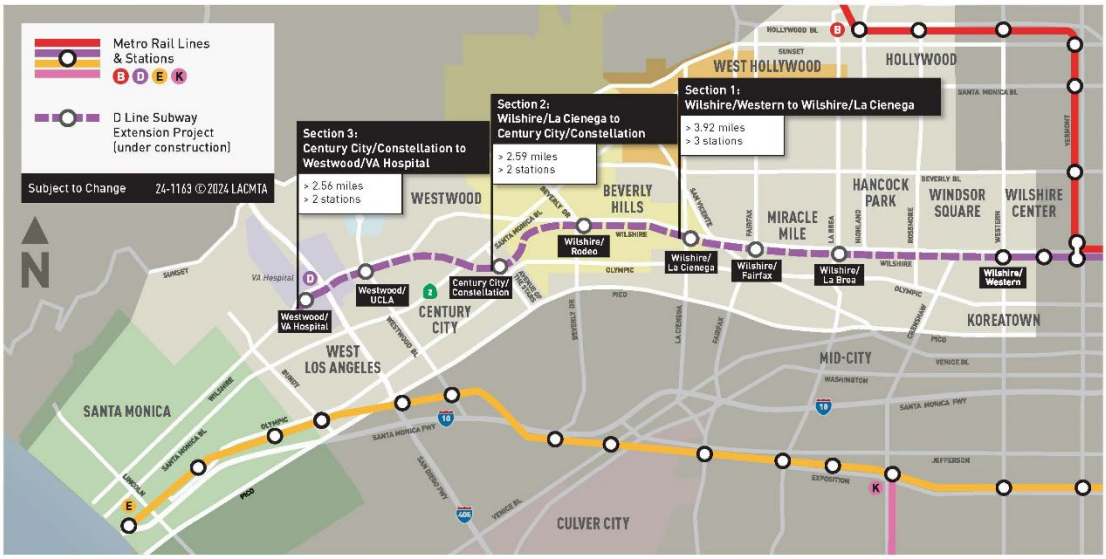
As a recipient of federal funding, LA Metro is required to ensure its programs and activities align with the principles of Title VI. The D Line Subway Extension Project is a western extension of the D Line from the Wilshire/Western Station to Westwood and is set to begin revenue service later in 2025. In accordance with Federal Transit Administration Title VI guidelines and Metro's Title VI Plan a Service and Fare Equity (SAFE) Analysis is required to assess the impact of this new service on minority populations.

## Background

The D Line Subway Extension Project will continue from the current D Line terminus at the Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. The extension is being constructed and will open service in three sections. Existing D Line heavy rail (subway) service would continue to operate between Union Station and Wilshire/Western Station, then continue west to serve:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations later in 2025;
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026;
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027.

**Figure 1 – D Line Subway Extension**



## Analysis - Metro's Title VI Policies

**Major Service Change Policy**
Metro's Major Service Change Policy requires this Title VI Analysis be completed six months before the opening of the new fixed guideway project (e.g., D Line Subway Extension). This requirement applies irrespective of whether the service changes meet the thresholds outlined in other subsections of the policy.

- Disparate Impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects based on race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts on minority populations and/or riders. For major service changes, a disparate impact will be deemed to have occurred **if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minority riders is at least 5%.**
- Disproportionate Burden refers to a neutral policy or practice that disproportionately affects low-income riders more than non-low-income populations and/or riders. Metro defines low-income as $69,350 for a four-member household which represents the median income of a four-member household in Los Angeles County. The finding of a disproportionate burden for major service changes requires Metro to evaluate alternatives and mitigate burdens where practicable. For major service changes, a disproportionate burden will be deemed to exist **if an absolute difference between the percentage of low-income people adversely affected by the service change and the overall percentage of low-income people is at least 5%**

The definitions of disparate impact and disproportionate burden were adopted in Metro's Title VI Program which was updated and approved by Metro's Board in October 2022. The threshold referenced is taken from the California Department of Housing and Community Developments 2024 State income Housing Limits; this amount is being referenced as the updated threshold and will be included in the 2025 Title VI update that will be brought to the Metro Board for adoption later this year.

**Disparate Impact Analysis Methodology**
To assess whether the change will have a disparate impact on minority riders, the ethnicity demographic data of the community this new rail alignment will serve is analyzed. The data is then compared to the ethnicity demographic data of Metro's Service Area. If the absolute difference between the minority percentage along the alternatives and the Metro Service Area percentage is at least 5%, an impact is deemed to have occurred.

**Service and Fare Impacts**
Revenue service hours will be added to the existing transit service with the opening of each section as follows:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega projected opening in mid to late 2025. Approximately 113,000 annual rail revenue hours will be added to the existing transit service on the corridor.
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening end of 2026. Approximately 28,810 annual revenue hours will be added to the existing transit service on the corridor.
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027. Approximately 36,640 annual revenue hours will be added to the existing transit service on the corridor.

As outlined above, the segment from the current terminus Wilshire/Western Station and the terminus station with the opening of each section will have the same levels of service as the rest of the D Line: 5-minute peak service weekdays, 10-minute off peak weekday and daytime weekend service, and 20-minute evening/late night service.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service weekdays as outlined in NextGen Bus Plan. This is based on expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between the D Line stations between Downtown LA, Westwood, and to Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations. Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified.

These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

The fares for the new D Line Extension will be the same as for other Metro rail and bus services and are integrated with the fares for these other services.

**Minority and Low-Income Populations Served by New D Line Subway Extension Sections 1, 2, and 3**

As required under Title VI, Metro has analyzed the minority and low-income populations that will be served by the new D Line Subway Extension rail service based on being within 0.5 miles of the alignment. As Lines 20 and 720 are also being impacted, data for their catchment area is also included. Their catchment area is defined as 0.25 miles of corresponding bus service.[1] The

[1] A buffer of 0.25 miles is used since the average rider tends to walk only 0.25 miles for bus service as opposed to 0.5 for rail service.

relevant data is shown in Table 1 below. There is no demographic ridership data to analyze for rail service along this alignment as the line is not yet in operation.

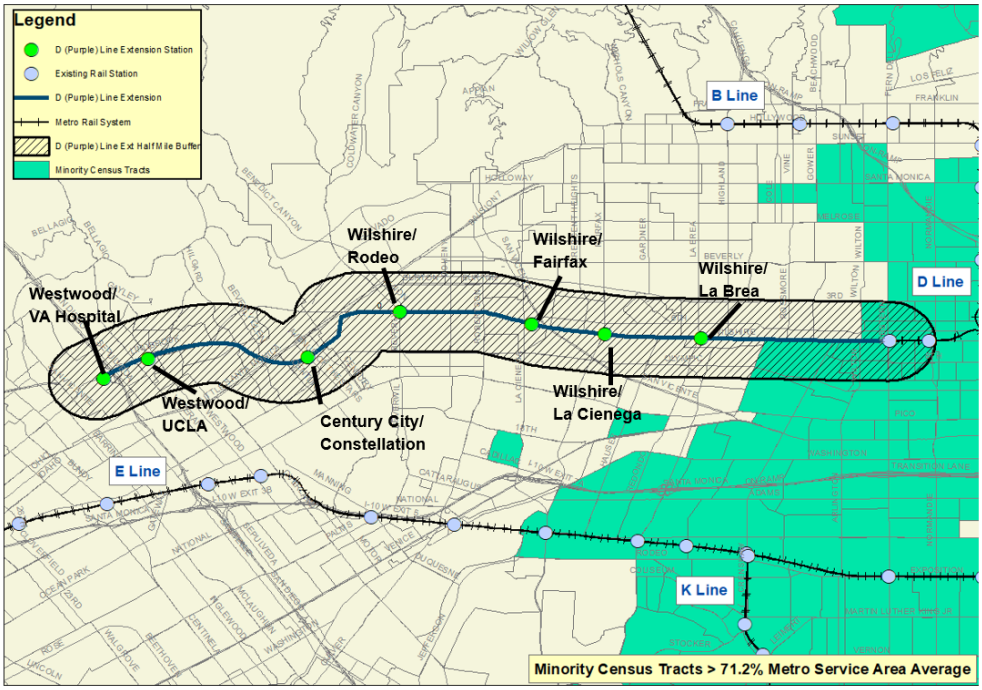
**Table 1**

| Comparison | Population | Minority Population | Minority Percentage |
|---|---|---|---|
| **D Line Extension** | 252,075 | 116,799 | 46.3% |
| **Line 720 Deletion** | -353,403 | -202,304 | 57.2% |
| **Line 20 Service Increase** | 351,868 | 201,699 | 57.3% |
| **D Line Extension Impact Corridor** | 250,540 | 116,594 | 46.4% |
| **Metro Service Area** | 7,580,839 | 5,397,073 | 71.2% |
| | | **Difference Comparison** | -24.8% |

*Note: Data source is the 2023 American Community Survey.*

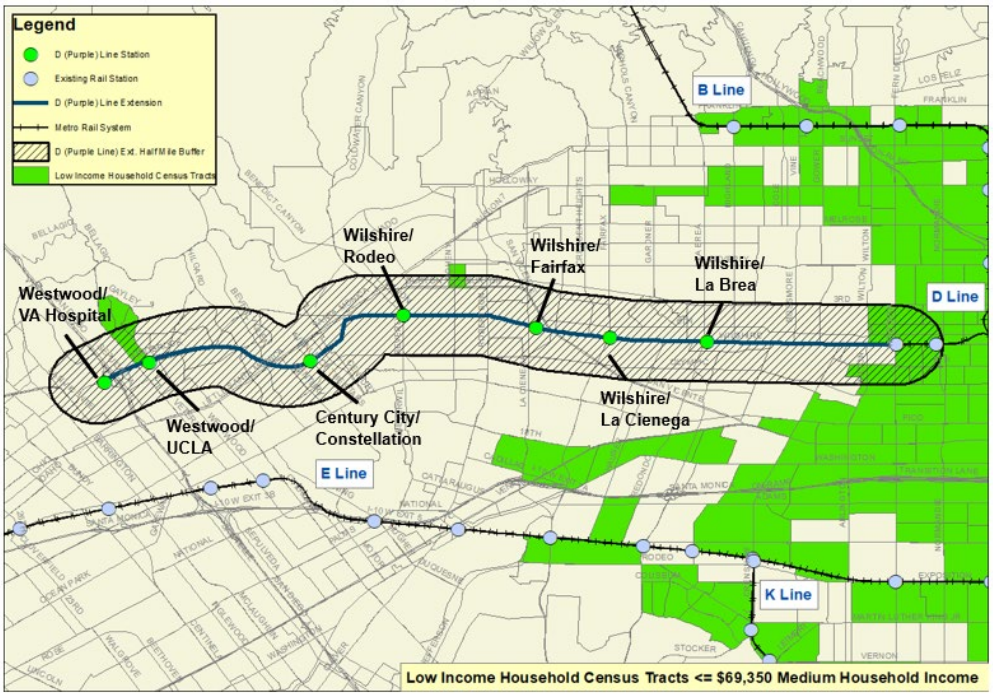
The minority population that will be served by the D Line Subway Extension Subway Project Impact Corridor (see Figure 2, 0.5-mile catchment) comprises 84.4% of the overall population; the new line will serve a minority population 24.8% lower than the 71.2% average for Metro's overall service area. This constitutes a disparate impact to the minority population under Title VI. However, since the project is a benefit to both the corridor and the minority population the new line will serve, the adding of new rail service and discontinuing Line 720 will be offset by increasing service on Line 20. Thus, the disparate impact is positive for the minority population under Title VI and does not require any review of alternative options for mitigation.

**Figure 2 – D Line Subway Extension – Minority Population**



The low-income households that will be served by the D Line Subway Extension Project Impact Corridor (see Figure 3, 0.5-mile catchment with 0.25 catchment for Lines 20 and 720) comprise 46.4% of the households.

**Figure 3 – D Line Subway Extension – Low-Income Population**




This is 1.2% higher than the Metro Service Area average of 45.2% for low-income households. Since this is within the 5% threshold, there is no disproportionate burden on low-income households. Consequently, this would normally represent a disproportionate burden for the low-income households the new line will serve. However, since the project is a benefit to both the corridor and the low-income households the line will serve by adding a new rail service and not reducing associated Metro bus services, the disproportionate burden is positive for the low-income population under Title VI and does not require any review of alternative options for mitigation. Reference Table 2 for analysis.

**Table 2**

| | Number of Households | Number of Low-Income Households | Low-Income Household Percentage |
|---|---|---|---|
| **D Line Extension** | 112,666 | 47,193 | 41.9% |
| **Line 720 deletion** | -172,562 | -86,021 | 49.8% |
| **Line 20 service increase** | 171,551 | 85,793 | 50.0% |
| **D Line Extension Impact Corridor** | 111,665 | 85,783 | 42.1% |
| **Metro Service Area** | 2,663,368 | 1,205,146 | 45.2% |
| | | **Difference Comparison** | -3.1% |

*Note: Data source is the 2023 American Community Survey.*

## Outreach

The D Line Subway Extension project was approved by the Metro Board of Directors on April 26, 2012. The service plan was approved by the FTA on March 28, 2023. Throughout the project approval, environmental review process, planning, and construction of the D Line Subway Extension project, Metro's Community Relations Department conducted an extensive outreach and communications program. This included key stakeholder group briefings and presentations, distribution of construction notices, e-notifications, and press releases. Fact sheets containing the project's hotline number, website, and email address was widely distributed and posted on the project website.

Project staff also provided periodic in person and virtual updates via community meetings and through Metro's Westside Central Service Council on the various aspects of the project, including construction impacts, station naming, and overall construction progress. Metro Service Councils are advisory bodies composed of transit advocates, municipal operator representatives, and riders. Council meetings are held at locations within their respective service regions, and serve as one of Metro's many venues for community engagement. A summary of community meetings is provided in Attachment A.

As project construction is completed and each segment approved for Metro to begin pre-revenue service testing, outreach will focus on informing the community of the start date for this new service as opening dates are scheduled for each section.

## Conclusion

The D Line Subway Extension Sections 1, 2, and 3 will extend the D Line rail service from its current terminus at Wilshire/Western nearly nine miles west to Westwood, enhancing transit accessibility for minority populations and low-income households along the new rail corridor. This extension has been evaluated under Title VI and determined to not impose disparate impacts or disproportionate burdens, thus eliminating the need for mitigation. The D Line rail extension will deliver high-quality mobility options to the community, aligning with the overarching objective of improving public transit services by expanding rail coverage throughout the Los Angeles region. Minority and low-income riders will significantly benefit from this subway extension.

Metro followed the requirements of FTA Circular 4702.1B and met the legal test for disparate impact as follows:

(1) *Metro has a substantial legitimate justification for the proposed service change as it works to expand access to high-quality rail service and facilities across the Metro service area;*

*(2) Metro has no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals with the opening of D Line Subway Extension Sections 1, 2, and 3.*

Staff therefore requests that the Metro Board adopt this analysis in support of the impending extension of the D Line service.

ATTACHMENT A

**Metro – D Line Subway Extension Project Sections I, 2, and 3**
**Title VI Service and Fare Equity Analysis**
**Outreach Summary**

List of meetings, with the name/focus, and invitees since 2017

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| 5.13.09<br>PLE Draft EIS EIR | Westside Central Service Council | Release of project Draft EIS EIR and public comment process | Westside Central Service Council and public |
| 10.19.11<br>Century City Station | Westside Central Service Council | Century City Station Options Geological Survey | Westside Central Service Council and public |
| 8.13.14<br>Utility Relocation | Westside Central Service Council | Utility Relocation | Westside Central Service Council and public |
| Initiated Fall 2014 | Pre-construction and construction update | project team provided construction updates, including station progress, a construction schedule of what to expect that include impacts related to noise and vibration, and updated fact sheets for reference<br><br>Meetings held periodically throughout all Section 1 activity. | Business organizations, chambers of commerce, business improvement districts, neighborhood councils, community councils, homeowners and residents associations, arts organizations, and elected officials representing the project area |
| 5.5.16 | Westside Central Service Council | La Brea Decking | Westside Central Service Council and public |
| 6/16 to present | Construction Update Meeting | Construction progress is always discussed, as is the project's effect on the local communities. These meetings are a key channel for distributing Construction Notices and other project information. Held via Zoom and in-person | Wilshire Center Koreatown, , Mid City West, Greater Wilshire Neighborhood Council members and the public.. |
| 11.9.16 | Westside Central Service Council | Purple Line Extension Update | Westside Central Service Council and public |
| Every Friday<br>PLE 3 | Greater Los Angeles Veterans Administration | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | GLAVA Operations and Facilities Management |
| 2.2.17, 4.25.17<br>9.28.17<br>PLE 2 | Pre Construction AUR Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Community Residents and Stakeholders from Beverly Hills and Century City |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| 6.8.17, 8.17.17<br>11.29.17<br>PLE 2 | Century City Building Managers Briefings | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Property Managers and Staff |
| 6.27.17<br>PLE 2 | BH Sunrise Senior Residential | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Facility Manager and Staff |
| 7.25.17<br>PLE 2 | Beverly Hills/ Spago Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Restaurant owners and mgmt. |
| 9.13.17, 10.11.17<br>11.8.17, 12.13.17<br>1.10.18, 2.7.18<br>3.7.18, 4.4.18<br>5.2.18, 6.6.18<br>7.11.18, 8.1.18<br>9.5.18, 10.3.18<br>11.7.18, 12.12.18<br>Sections 1 & 2 | Beverly Hills Stations Community Meetings | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents |
| 1.22.18<br>PLE 2 | LA/BH Realtors | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Licensed Brokers and Real Estate Agents |
| 2.8.18, 4.12.18<br>PLE 2 | Beverly Hills Chamber Presentation | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | BH Chamber Board of Directors |
| 2.21.18, 4.25.19<br>4.25.19, 1.30.25<br>PLE 2 | Century City BID | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Century City BID Board of Directors |
| 2.22.18, 5.24.18<br>8.23.18, 11.13.18<br>2.21.19, 5.16.19<br>8.15.19, 11.12.19<br>PLE 2 | Beverly Hills and Century City Stakeholders | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents |
| 3.7.18<br>PLE 2 | Watt Plaza Tenant Lunch & Learn | Project overview and details of Constellation full closure | Watt Plaza tenants |
| 3.23.18<br>PLE 2 | Century City Arts Council | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Arts Council Board of Directors |
| 4.10.18<br>PLE 2 | Century Glen HOA meeting | Update on construction status, milestones reached, look ahead | Members of the HOA |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| | | schedule, construction mitigation programs address public's questions. | |
| 5.2.18<br>PLE 2 | Century City Chamber | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Century City Chamber Board of Directors |
| 6.5.18<br>PLE 2 | Century City Community Meeting Lunch & Learn | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents |
| 7.19.18<br>PLE 2 | 211 S Spalding HOA Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | HOA Members |
| 9.15.18<br>PLE 2 | CIM Group 9460 Wilshire | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Property management Team |
| 3.21.19, 6.11.19<br>6.20.19, 9.19.19<br>6.18.20, 2.25.25<br>5.13.25, 11.12.24<br>PLE 3 | Webinar Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment and LA County residents |
| 4.4.19, 6.6.19<br>8.1.19, 10.13.19<br>4.4.19, 6.6.19<br>8.1.19, 10.13.19<br>PLE 2 | Century City CBRE Tenants Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | CBRE Tenants |
| 4.23.19<br>PLE 2 | Waldorf Astoria | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs, answer questions. | Management |
| 6.10.19<br>PLE 2 | 10000 Santa Monica Bl | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Residential Property Management |
| 8.7.19<br>PLE 2 | Rodeo Drive Committee Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Board of Directors for the Rodeo Drive Committee |
| 9.11.19<br>PLE 1 | Westside Central Service Council | Purple Line Extension Update | Westside Central Service Council and public |
| 9.11.19, 1.8.19<br>2.5.19, 3.5.19 | Wilshire Rodeo Stakeholders | Update on construction status, milestones reached, look ahead | Beverly Hills Business Owners within the |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| 4.2.19, 5.1.19<br>6.4.19, 7.17.19<br>8.14.19, 10.15.19<br>11.13.19, 1.9.18<br>11.14.18,<br>12.13.18<br>PLE 2 | Briefing | schedule, construction mitigation programs address public's questions. | vicinity of the Wilshire Rodeo Station construction zone |
| 11.13.19, 2.26.20<br>PLE 3 | Westwood Hills Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment and LA County residents |
| 1.8.20, 2.5.20<br>3.4.20, 4.8.20<br>5.6.20, 6.3.20<br>7.1.20, 12.9.20<br>5.1.19, 8.14.19<br>10.15.19<br>PLE 2 | Beverly Hills Wilshire Rodeo Stakeholder Briefing | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs and address public questions. | Beverly Hills Business Owners within the vicinity of the Wilshire Rodeo Station construction zone |
| 1.8.20, 4.1.20<br>5.6.20, 8.5.20<br>7.14.21, 8.4.21<br>11.3.21, 2.2.22<br>5.4.22, 8.3.22<br>11.2.22, 2.1.23<br>5.3.23, 8.2.23<br>11.1.23, 2.7.24<br>5.1.24, 8.7.24<br>10.9.24, 1.8.25<br>4.2.25, 5.3.25<br>All Sections | Webinar Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment in the City of Beverly Hills and LA County residents |
| 2.5.20<br>PLE 3 | National Home for Disabled Volunteer Soldiers | Businesses, residents and stakeholders along the project alignment and LA County residents Project Update | Veterans and interest groups |
| 2.20.20, 5.21.20<br>Section 2 | Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents |
| 3.19.20, 11.12.20<br>11.14.19<br>PLE 3 | Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment and LA County residents |
| 3.31.20<br>PLE 2 &3 | Elected Officials Briefing | Update on the status of the project and look ahead schedule | Elected offices within project's limits. |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| 4.14.21<br>PLE 1 & 2 | Westside Central Service Council | Sections 1 and 2 Update | Westside Central Service Council and public |
| 3.9.22<br>PLE 3 | Westside Central Service Council | Section 3 Update | Westside Central Service Council and public |
| 9.1.23<br>PLE 2 | Westside Central Service Council | Section 2 Station Names | Westside Central Service Council and public |
| 7.6.22, 9.7.22<br>10.12.22, 12.7.22<br>3.1.23, 6.7.23<br>7.12.23, 9.6.23<br>10.4.23, 12.3.23<br>3.6.24, 6.5.24<br>9.18.24, 12.4.24<br>7.10.24, 3.12.25<br>1.10.25, 7.1.20<br>1.13.21, 6.2.21<br>9.1.21, 10.6.21<br>12.1.21, 1.5.22<br>3.9.22, 4.6.22<br>6.1.22, 1.4.23<br>4.12.23, 4.3.24<br>11.6.24, 2.5.25<br>5.7.25, 2.5.20<br>PLE 2 | City of Beverly Hills Stations Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders in the City of Beverly Hills and LA County residents |
| 2.8.24 | Westside Central Service Council | Purple Line Extension Update | Westside Central Service Council and public |
| 3.1.24 PLE 1 | Variety of Meetings; Construction Relations team publicized work that closes Wilshire Bl by: notifying the City of LA Board of Public Works, distributing thousands of door-to-door by vendors Online presentations given to stakeholder. | Removal of Temporary Decking in Wilshire/Western Intersection<br><br>Construction Notices (including detours and maps describing the work area) | Council Districts, Neighborhood Councils, local elected officials, neighbors, transit riders, and drivers, neighboring stakeholders within one-half mile of the affected intersection. |
| 3.11.24 | VA Construction | C1152 VA Construction Oversight Tour | Section 3 VA Station |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| PLE 3 | Coordination | - Park and Walk with VA | Lead, VA Operations |
| 3.26.24<br>PLE 3 | VA Construction Coordination | Future VA Station Construction: Plaza and Pedestrian Bridge | VA Station Leads, Bus Operations |
| 4.3.24<br>PLE 3 | VA Construction Coordination | Dowlen Drive Pre-Construction Site Walk | VA Station Project Leads, VA Operations Director |
| 4.3.24<br>PLE 3 | Westwood Village Improvements Association | Construction mitigation and promotion of project's benefits with Delivery of pre-loaded TAP to Westwood Village Improvement Association | To Westwood Village Improvement Association members |
| 4.11.24<br>PLE 3 | VA Station Pedestrian Bridge/Plaza VA Construction Coordination | Briefing on the decommissioning of the VA mural wall to accommodate PLE station construction. | VA management |
| 4.23.24, 8.13.24<br>PLE 3 | Construction Update Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment and LA County residents |
| 4.26.24<br>PLE 3 | VA Hospital Director | How to better support stakeholder needs in weekly alerts, mitigations applied to current and future issues, enhance understanding of stakeholder's project perspective and experience. | Deputy Executive Officer and VA Director |
| 4.29.24<br>PLE 3 | VA Station North Plaza/Pedestrian Bridge Construction | Plans for beginning construction of the VA Station's North Plaza and Pedestrian Bridge, confirm demolition plans | Metro Art, New Media Team |
| 5.2.24<br>PLE 3 | Construction Coordination: Hammer Museum's Gala in the Garden | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Project Execs, Station Leads, Hammer Museum Director |
| 5.3.24<br>PLE 3 | VA Station Pedestrian Bridge/Plaza/Veterans Mural | Discuss plans to hold a private (non-media) ceremony West LA VA Medical Center campus for decommissioning part of the Veteran's Mural. Outline mitigation plans for addressing anticipated opposition from some Veterans groups who have expressed concerns about project construction impact on the mural. | Community Relations |
| 5.6.24<br>PLE 3 | VA Lot 43 Construction | Meeting to discuss upcoming work for Parking Lot 43N | VA Facilities Director |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| | Coordination & Phasing | | |
| 5.7.24<br>PLE 3 | Santa Monica Big Blue Bus Access Coordination | Discuss issue of Santa Monica Big Blue Buses not being able to turn left into the VA campus when heading Westbound coming from the 405 | Bus Operations, Santa Monica Big Blue Bus, Community Relations |
| 5.8.24<br>PLE 3 | Banner Request-VA Art Wall Demolition Event | Discuss the outcome of the 5/6 meeting to determine the necessary next steps for banner production for the VA art wall demolition. | Metro Art, Community Relations |
| 5.10.24<br>PLE 3 | VA Memorial Mural Coordination | Memorialization of existing Veteran's artwork | Veterans Community |
| 5.13.24<br>PLE 3 | VA Artwork Coordination | VA Hospital Station North Plaza Artwork Redesign | Metro Art, Community Relations |
| 5.20.24<br>PLE 3 | Westwood Village Improvement Association | Further discuss the Metro's commitment to Westwood Village for FY 24/25. | Westwood Village Improvement Association |
| 5.30.24<br>PLE 3 | Century City Mall Construction Coordination | Discuss potential impacts the cone penetration testing closures will have on the driveways of the Westfield Century City Mall. | Contractor, Property Manager of Century City Mall |
| 6.26.24<br>PLE 3 | Veterans Community Oversight and Engagement Board Meeting | Coordination on Art Department activities | VCOEB, Metro Art, Project Execs |
| 7.3.24, 8.6.24<br>PLE 3 | VA Campus Construction Coordination | This meeting is to help coordinate rerouting and relocation of impacted bus lines due to work on the VA campus. | SMBBB, Metro Bus Operations, Third Party, Contractor |
| 7.16.24<br>PLE 3 | 10900 Wilshire Bl Construction Coordination | Briefing on arrangements being made and current status on behalf of Tishman Speyer to enable removal and Storage to be completed | 10900 Property Manager, Project Execs |
| 7.17.24<br>PLE 3 | Veterans Advisory Commission Meeting | Metro Art update on the Westwood/VA Hospital Station Art Program. | Metro Art, Community Relations |
| 8.15.24<br>PLE 3 | Century City Farmers Market 20th Anniversary | Public outreach on the project's benefits and current status, sign up for updates. | Century City residents. |
| 9.17.24<br>PLE 3 | CPT Testing On Wilshire Bl. Near Veteran Av. | This is a meeting to discuss the extent of the CPT testing closure and an overview on what CPT testing entails. | Federal Rep for GSA, Contractor |
| 10.3.24<br>PLE 3 | UCLA Sustainable Transportation Fair | Update on construction status, milestones reached, look ahead schedule, construction mitigation | Open to members only. |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| | | programs, address questions from the public, signup to receive project updates. | |
| 10.21.24<br>PLE 3 | AARP event planning session | Prep of outreach at Veteran/AARP event, to promote the project's benefits, provide an overview on the status of the project, and answer questions from attendees. | Streets for All, AARP, WWVIA |
| 10.28.24<br>PLE 3 | CD11 Holiday Moratorium Exemption Review | Review Holiday Moratorium Exemption for CD11 | CD11, Contractor |
| 12.19.24<br>PLE 3 | Westwood Improvement Association | Tour of Westwood Broxton Plaza to discuss potential operational conflicts with construction, project benefits and timeline. | Westwood Improvement Association management |
| 1.10.25<br>PLE 3 | LA Fire Coordination with VA | Emergency coordination for VA Evacuation from Palisades Fire | VA management |
| 1.30.25<br>PLE 3 | Hammer Museum 2/8 Exhibition TC Discussion | Discussion to coordinate local closures with access to event | Contractor, Station leads |
| 2.5.25<br>All 3 Sections | Lunch and Learn Community Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Businesses, residents and stakeholders along the project alignment and LA County residents. |
| 2.11.25, 3.5.25<br>PLE 3 | City of LA Board of Public Works | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs, outreach & engagement efforts and address questions. | Public and constituents of the City of Los Angeles |
| 2.20.25<br>PLE 3 | Westwood Village Improvement Association Board of Directors Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | WVIA members |
| 3.4.25<br>PLE 2 | Century Plaza Towers Tenant Mtg | Provided update on current and upcoming Construction in Century City | Tenants at 2029/2049 Century Park East |
| 3.5.25<br>PLE 3 | North Westwood Neighborhood Council Meeting | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs and address questions. | Board members and public. |
| 3.27.25<br>PLE 3 | Upcoming Work in Century City | Review upcoming work activities by PLE3 in the Century City area. Traffic control plans will be reviewed. | Contractor, Century City Mall Property Manager |
| 4.2.25 | CD11 City of LA for | Update on construction status, | CD11, Contractor |

| Dates & Sections | Meeting Name | Meeting Topic | Invitees |
|---|---|---|---|
| PLE 3 | Peak Hour Exemption | milestones reached, look ahead schedule, construction mitigation, and why extended work hours are necessary. | |
| 4.10.25<br>PLE 3 | VA Construction coordination | Spill reported by VA at TTES, coordination of field activities | Tunnels, VA staff |
| 4.11.25<br>PLE 3 | VA Construction Mitigation coordination | Review of VA Hospital Shuttle Map | VA staff, Metro Art and Design |
| 4.15.25, 2.19.19<br>5.1.19, 7.30.19<br>11.14.19, 2.21.18<br>4.26.18, 8.15.18<br>11.14.18, 2.19.19<br>5.1.19, 7.30.19<br>11.14.19, 3.26.24<br>PLE 2 | Century City Property Managers Construction Briefing | Update on construction status, milestones reached, look ahead schedule, construction mitigation programs address public's questions. | Property Managers and Staff |
| 5.1.25<br>PLE 3 | UCLA First Thursdays | Share information on the benefits of the project and status of construction, answered questions and signed up the public to receive project updates. | UCLA students and administration, members of the public |
| 5.6.25<br>PLE 3 | NDVets Resource Fair | Share information on the benefits of the project and status of construction, answered questions and signed up the public to receive project updates. | Veteran's community, members of the public |
| 8.29.25, 9.12.24<br>PLE 3 | UCLA Construction Coordination | Discussion Regarding Adjusted Closure Schedules for UCLA Move In | UCLA, Project Execs |
| 9.24.25<br>PLE 3 | Bus Route coordination with Santa Monica Big Blue Bus | Discussion regarding N. Plaza Drilling Work Closures Impacting Bus Line | SMBBB, Third Party, Contractor |

**ATTACHMENT B**

# D LINE (PURPLE) EXTENSION SECTIONS 1, 2, AND 3 HEAVY RAIL PROJECT SERVICE PLAN
# TITLE VI PUBLIC HEARING COMMENTS

| # | Commenter Name | Date Received | Method Submitted | Comment | Position Summary | Agency Response |
|---|---|---|---|---|---|---|
| 1 | Random Rider | 6/6/2025 | Agenda eComment | I suggest the route for Line 610 should be; Starting at Hollywood/Vine (southbound); travel straight Vine, left Melrose, right Larchmont, right 3rd, and right La Brea to serve the new Wilshire/La Brea Station (northbound same but opposite direction). I would also consider extending Line 610 via La Brea and Pico to end at Pico/ Rimpau to reduce the number of transfers and increase connectivity. Thank you. | Reroute and extend Metro Bus Line 610 | NextGen Bus Plan for Line 610 was based on Rossmore Av, based on the original Line 210. |
| 2 | North Westwood Neighborhood Council | 6/9/2025 | Agenda eComment | The plan's unacceptably low service frequencies risk deterring riders. On behalf of the tens of thousands of stakeholders we were elected to represent, the North Westwood Neighborhood Council urges Metro to improve frequencies at off-peak, weekend, and evening hours on the D Line. Off-peak and evening riders, including UCLA students (many of whom do not own a car) and healthcare workers who travel outside of 9-to-5, would experience degraded service. This disproportionately impacts transit-dependent communities. Long waits create safety concerns that can be alleviated by increasing frequencies. Full statement: https://clkrep.lacity.org/onlinedocs/2005/05-0209-S1_cis_05-25-2025.pdf#page=3 | Improve evening and off-peak D Line frequencies | 5 min for Line 20 weekdays, 6 min weekends, with 10 min weekday peaks for Line 720 was what NextGen contained. This is subject to review based on how ridership responds to the D Line Extension. |
| 3 | Kevin Dedicatoria | 6/9/2025 | Agenda eComment | How often will buses operate on Metro Line 20 after each D Line extension opens and Line 720 becomes a peak period service? | Question re: Metro Bus Lines 20 and 720 | NextGen Bus Plan has 5-minute weekday and 6-min weekend service on Line 20. This is subject to review based on how ridership responds to the D Line Extension. |
| 4 | Lawrence Tran | 6/10/2025 | Agenda eComment | Off-peak frequencies need to be higher. The D Line will still be very much in-use heading into the evening hours, as there will be a great amount of leisure travel by students from Westwood to popular destinations on the Wilshire corridor. Most students will not use the D Line on a 9-5 basis. They will be going out late at night to Ktown; they should have the right to reliable and accessible transportation back home in Westwood. 20 minutes is fairly terrible frequency for those purposes. Since 5-minute frequencies are possible, at least 10 minute evening frequencies should be doable if Metro bears staffing costs. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part, it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the upcoming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 5 | Peter O'Neill | 6/10/2025 | Agenda eComment | I am a student of USC who doesn't own a car and who plans to frequently use the D Line extension. Reasonable frequencies are a huge factor in developing a transit system that people are willing and comfortable using. 20 minute evening frequencies are not reasonable. Along one of LA's biggest corridors, why should frequencies ever dip below those of commuter trains? People who don't have a car by choice or by necessity deserve to be able to get around reliably. LA cannot become a less car-centric city while treating its subway system like it's only for 9-5 commuters. Off-peak transit hour trips have been increasingly since the pandemic. 10 min headways max! | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part, it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the upcoming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 6 | Auguste Miller | 6/10/2025 | Agenda eComment | We need much shorter travel times! 20 mins wait between trains is unheard of in a world class city | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 7 | Karen Canady | 6/10/2025 | Agenda eComment | As a resident who lives a mile from the Wilshire/Western D Line station, I write in support of this project. However, I'm concerned that the proposed frequency of 20 minutes for evening service will significantly discourage ridership. My experience with trying to take Metro home from Downtown in the evenings has been dismal. One time I gave up and called an Uber because after waiting 20 minutes, a further delay was announced. It was getting late to be a woman downtown alone at night. 20 minutes is too long to wait and would make women seek alternative means of transport. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 8 | Colin Warn | 6/10/2025 | Agenda eComment | I would like to see 10 minute intervals for the D Line at midnight. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 9 | Mark Bisaha | 6/10/2025 | servicecouncils@metro.net | I find the idea of 20-minute headways at night unacceptable. I often work until 9-10p. I have reasonably convenient access to the E Line, which has better service frequency. However, I have to transfer at Metro Center. The one time I tried Metro (as opposed to my own vehicle) I ended up cooling my heels at 7th Street for about 18 minutes before my train arrived. Needless to say, I have never again attempted to use Metro to get to/from work. B and D should have at least 12-minute frequencies into the night to accommodate workers and those going out for the night. Would you want to wait 20 minutes for a train at 10p? If you want riders, offer a compelling service! As it is, I'll stick to my motorcycle, thank you. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 10 | Andrew NA | 6/10/2025 | Agenda eComment | We need MUCH more frequency for the line, including at night. 20 minute headways at any time of day are unacceptable, especially for such a high-capacity line. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 11 | Leo Shahbazian | 6/10/2025 | Agenda eComment | As a user of the Metro network, I strongly urge that no frequency should ever be longer than 10 minutes. 20 minutes is far too long to be waiting, ESPECIALLY in the evening and at night, and will discourage use of transit during this critical time of day. I suggest 10 minute max frequencies on both B and D lines for evening service. Peak should be 5 minutes or faster, and off-peak (and weekends) should ideally be 8 minutes or faster. Thank you. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 12 | Michael Karric | 6/11/2025 | Agenda eComment | I am a huge advocate of the Purple Line, despite being a Beverly Hills resident. It is hard for me to advocate for a line that will have 20 minute headways during off peak hours. This is simply unacceptable if you are trying to change the hearts and minds of a city trying to change the narrative around the Metro. Simply put, perceived and real safety concerns will start to arise if you have such long headways and many people will have a poor experience with the Metro. With this extension we have the opportunity to change the trajectory of traffic in this city in a significant way and 20 minute off peak headways will just be another "why can't we have a functioning metro" moment. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 13 | Noel Graham | 6/11/2025 | Agenda eComment | I completely disagree with the 20 minute evening frequencies as proposed for the evening D Line extension. This is a major throughway that should be accessible at least every 10 minutes to encourage higher usage. Many areas off the Purple Line have limited parking and high traffic, why not alleviate this by offering a timely and frequent alternative option? | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 14 | Dustin Shahan | 6/11/2025 | Agenda eComment | The proposed service frequency are inadequate for a decades long project costing $10 billion. We need higher frequency: ● Peak: every 2-3 minutes ● Off-peak daytime and weekends: every 4-5 minutes ● Evenings: every 10 minutes | Improve evening and off-peak D Line frequencies | Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the extension is open. In part, 20-minute frequency in evenings after 9 pm relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 15 | Irvin Samuel | 6/11/2025 | Agenda eComment | I urge the council to strongly reconsider 20 min headways on the D Line extension. As one of the most important transit projects in the county's history, it deserves to be useful to all Angelenos at all hours of the day. Reducing frequency by a factor of 4 from peak hours will strongly deter potential riders and inconvenience many who will rely on this line as their primary mode of transit. As someone who lives along the A line and has loved ones along the D line extension, being able to visit them or frequent area businesses without having to meticulously plan to not miss my train would be much better. If we can do 5 min peak then 10 min night frequency at least. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 16 | Nolan Thomas | | | Please ensure that off peak frequencies, especially on weekends, are worthy of a brand new world class subway line. This line has the potential to redefine LA public transit, but bad weekend frequencies would seriously hurt. As Metro's data shows, weekend ridership is increasing faster than weekday ridership and has exceeded pre-pandemic numbers. Metro should lean into that on a line that will serve lots of tourists and residents exploring town on the weekend. 20 minutes on a Saturday night is brutal. People will just uber instead. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 17 | Kevin Fulton | 6/11/2025 | Agenda eComment | 20 minute headways for non peak evening hours are unacceptable for any major city's transit lines, much less the one that goes through the most densely populated area in the city/region. This is NOT how you grow ridership. Get it down to 15 at least. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 18 | Julia Griffin | 6/11/2025 | Agenda eComment | The D Line needs better headways to compete with traffic. 20 minute headways are a very long time to wait and as a long time Metro user and commuter, these kinds of things can be the difference between making your transfer on time, making it to work on time and ordering an Uber or not, putting one more car on the street. Please consider improving these headways for the good of traffic and the people of Los Angeles. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 19 | Erik Larsen | 6/11/2025 | servicecouncils@metro.net | Please stop treating metro like something people only use to get to and from a traditional 9-5 job. The D line extension represents a long overdue investment in transit through one of the densest part of the city and can do so much to get people out of their cars. However, the proposed 20 minute headways in the evenings severely undermines this. Evening trips unrelated to work are and can continue to be a huge driver of increased ridership. Events and meeting friends/family in places where parking is scarce and/or expensive, such as where the D line extension will be, are the easiest way to get people to try metro out. However if they have to wait 20 MINUTES for a train, the odds of actually converting them to regular metro users drops significantly and will put them right back into cars. Beyond that, it ignores people who work later, or have late classes and tells them they are less important. The D line extension provides one of the best opportunities ever to actually get people out of their cars, provided we don't blow it by offering abysmal headways. Please, do the right thing and decrease evening headways so more people can use the system. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 20 | Lindsey Larsen | 6/11/2025 | servicecouncils@metro.net | The main driver of increased ridership is train frequency and the current D Line proposal is more likely to disincentivize ridership than encourage it. We need to increase the frequency of service if we want to get people actually using the metro. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 21 | Max Rico | 6/11/2025 | Agenda eComment | 20 minute headways is completely unacceptable for a line that will be this busy along such a dense corridor. Better headways: 4-6 mins peak, 8 mins off peak, 10-12 mins after 10 PM | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 22 | Sean Fox | 6/11/2025 | Agenda eComment | With an investment of time and financing on the extension to the D line, a 20 minute interval on the line is a contradictory to Metro's goals. With ridership numbers still in recovery, and other lines running at shorten interval times, it is clear the running stock is available to keep intervals to 10 minutes or less on peak travel hours and off-hours. Casual riders hoping to take Metro more, are off put by long waits at stops, with almost 50 years in the making the intervals being 10 minute maximums is a must. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 23 | Bandon Taraku | 6/11/2025 | Agenda eComment | Please increase train frequency. 20 minute intervals between trains will limit usability of transit. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 24 | Nick CronDeVico | 6/11/2025 | Agenda eComment | If Metro doesn’t improve off-peak D Line service, the $10 Billion investment risks falling short. Infrequent trains deter riders—especially students, healthcare workers, and transit-dependent communities—undermining goals of equity and ridership growth. Without strong all-day service, the line may become a commuter-only route instead of a vital transit backbone. Cities with far fewer resources run trains more often; LA must do the same to realize the D Line’s full potential. | Improve evening and off-peak D Line frequencies | Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the system is open. 20-minute service after 9 pm was set in part as it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 25 | Rehan Khan | 6/11/2025 | Agenda eComment | Hello, I am commenting to say that the 20 minute off peak headways proposed for the D line extension are INSUFFICIENT and should be heavily reduced. This project will become a jewel in the crown piece of LA's Metro system and we should absolutely expect it to be treated as such! It will be a game changer for our city, and a proposed 20 minute headway feels like an intentional hit job to hamstring its success and ability to serve the people. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 26 | Noah Mercer | 6/11/2025 | Agenda eComment | Please run the trains more frequently during evening hours. This line will serve students, doctors, nurses, EMTs, techs and others at UCLA who don't work a 9-5 M-F schedule. It's hard to grow ridership if you don't operate when they need it, and if you can run every 10 minutes during off-peak times then presumably it's just a matter of staffing (not more trains) that keeps you from running that often in the evenings. Let's make this a line that people want to use. It only takes one or two occasions where you have to wait 19 minutes on a spooky deserted platform for the next train before you give up on it. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 27 | Wesley Chuang | 6/11/2025 | Agenda eComment | I support North Westwood Neighborhood Council's position on lowering off-peak frequency for the D Line. The 20 minute off-peak frequency does not serve me and my community well. I can tolerate at most 15 minute when I'm trying to go to and from DTLA in the evenings. The D Line will be our most important transit investment when it opens on par with the LAX station, so we have to make it the fastest travel option for all stakeholders. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 28 | Landon Wilson | 6/11/2025 | Agenda eComment | I would like to support higher frequency headway for off peak and weekend times. 10 minutes or less would be ideal but 15 would be better than 20. Thank you. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

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| 29 | Nadia A. | 6/11/2025 | servicechanges@metro.net | I work at Cedars Sinai, live in Koreatown, and commute on Line 720 or 16 bus, completing the rest of the journey by bicycle depending on which bus I take. The journey takes around 45/50 min door to door. Along with many people on those buses, my hours don't necessarily fall within regular peak time/daytime service. Buses, especially the 16, are often packed at 8 or 9pm with people leaving work at Cedars and at the Grove (closes at 9pm).Many that ride the buses are minorities that rely on timely service to get home after a long day. I count myself in that group as a black woman. After a long day of work, we would love to get home earlier and taking this train would in theory cut down significantly on the time travelled. If it meant getting home earlier, it would be worth to walk or bike from 3rd to Wilshire (if safe to do so). But I would only take the train if the commute time is reduced in practice. Waiting for 20 min for the next train to come would erase all the time benefits the train is promised to provide. Especially if you add the time going up and down to the platform that you don't have in a bus. If I have to wait 20 min for the next train, I'll take the bus instead. I urge you to reconsider the 20 min headways in the evenings. For the sake of equity, don't punish people that are working all day to benefit only office workers and tourists that would take the train during the peak hours/daytime. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 30 | Arjun Kallapur | 6/11/2025 | servicechanges@metro.net | I am a resident of Westwood. I worry that the proposed frequency of 20 minutes during evenings/ late nights is insufficient, and will lead to lower ridership than more frequent services at those hours. As a resident of the Westside who lives near the proposed Wilshire/ Westwood UCLA station, I love to go to museums near Wilshire/ La Brea, shopping near Westwood/ Constellation Century City, and restaurants and bars near Wilshire/ Western. All these activities often have me out during the evening and at night. Although all these activities are near future or current D line stations, the 20 minute frequency during evenings and nights would lead to me not taking the metro. I strongly believe that improving evening and late night frequency will lead to whole new groups of people taking metro, and is worth the additional cost and effort. Thank you for your consideration of my comment. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |

| # | Commenter Name | Date Received | Method Submitted | Comment | Position Summary | Agency Response |
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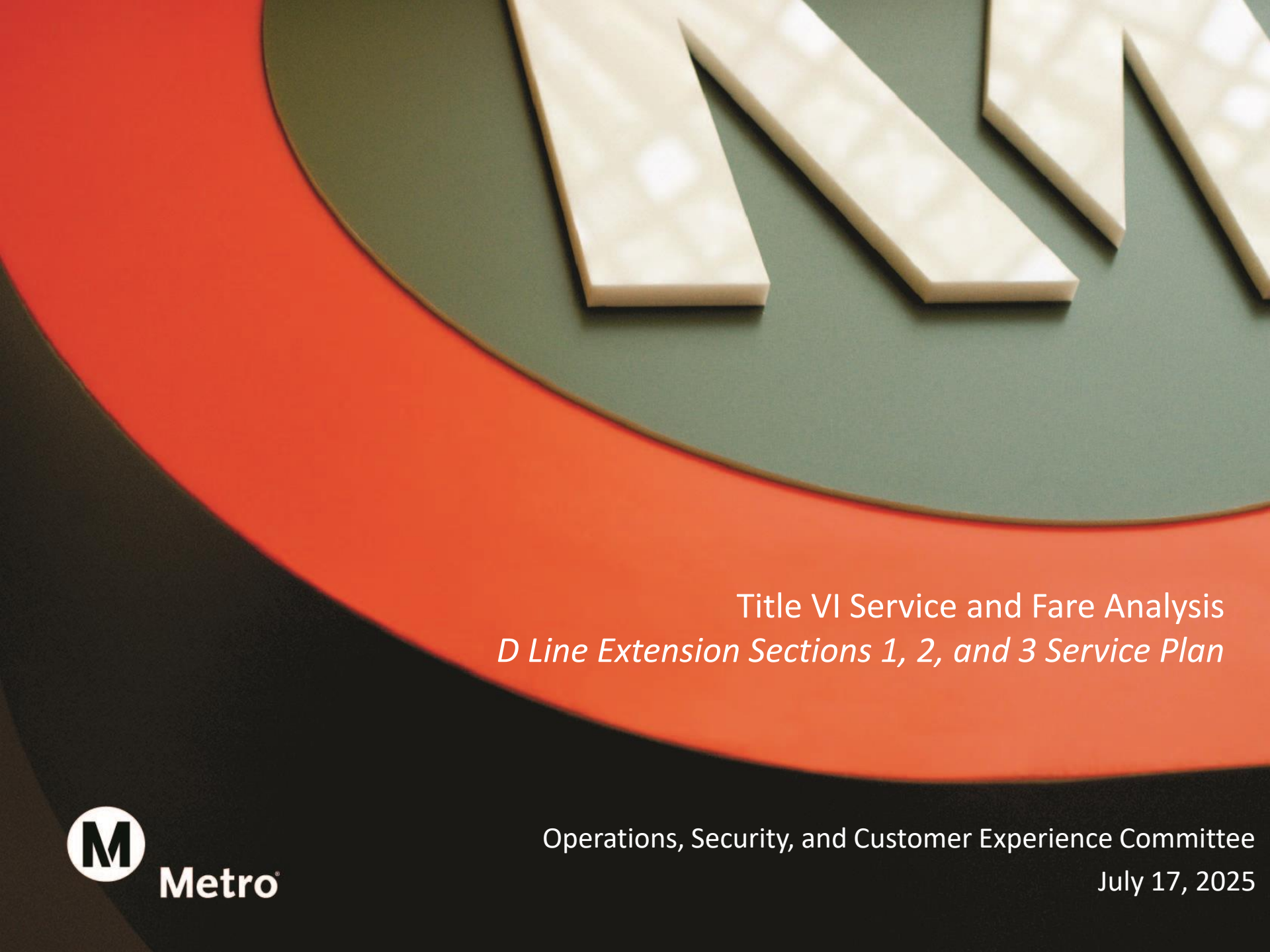
| 31 | Daniel Gottesman | | servicechanges@metro.net | I'd like to voice my support for headways shorter than 10-20 minutes on the new D-line extension. Frequent, reliable service will increase ridership. | Improve evening and off-peak D Line frequencies | 20-minute service is a rail systemwide policy after 9 pm. In part it relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 32 | Sophia Wang | | servicechanges@metro.net | I am a student at UCLA and excited about the D Line subway extension coming soon, particularly the 2027 phase reaching Westwood/UCLA. The decisions you make today regarding train frequencies will critically shape how effectively this project serves our community for decades. While the planned peak frequency of every 5 minutes is commendable, the proposed off-peak daytime (10 minutes) and evening (20 minutes) frequencies fall significantly short of the needs of riders along this dense, vibrant corridor. Destinations such as UCLA, LACMA, Little Ethiopia, Rodeo Drive, and Century City Mall require reliable and frequent service throughout the day, evenings, and weekends. Limited frequencies during these periods disproportionately impact transit-dependent communities and discourage widespread adoption of public transit. With a $10 billion investment into this project, it is essential that Metro leverages existing equipment and operations effectively to provide frequent, reliable service all day long. Addressing frequency now sets a robust foundation for future service levels and ensures maximum return on public investment. I respectfully urge Metro to revisit and improve the planned frequencies, providing the frequent all-day service essential to support vibrant communities and equitable transportation access across our city. Thank you for your consideration. | Improve evening and off-peak D Line frequencies | Peak frequency is set based on ridership projections. Off peak 10-minute and 20-minute service is a rail systemwide policy. Each are subject to review based on actual ridership once the system is open. 20-minute service after 9 pm in part relates to maintenance access as well as ridership levels. Staff will review service options that reflect the various markets for riders travelling in the evening/late nights for work and leisure, especially important with the up and coming major events to be held in LA. A revised policy will need to address maintaining a sustainable rail system in a state of good repair while addressing the market opportunities for evening/late night rail travel. |
| 33 | Eugene Salinsky | 6/11/2025 | Public hearing comment | Not opposed to rerouting 210 to La Brea. He is against splitting Line 210. He thinks it should operate with through service from Crenshaw to Hollywood/Vine. Thinks that Service Development should do a study of how many people transfer from Metro Bus Lines 20 and 720 at Wilshire/Vermont and Wilshire/Western. He thinks if not done right, people may just stay on the bus rather than transferring to the subway. | Concerned about bus service around D Line Extension | NextGen Bus Plan for Line 610 was based on Rossmore Av, based on the original Line 210 north end, as ridership was much less north of Wilshire Bl for Line 210. |
| 34 | Hiram | 6/11/2025 | Public hearing comment | Rides 720 bus along Wilshire. During peak hours, it's packed. If to rely solely on the D Line and it goes down, need to have an alternative such as 20 or 720 so people can get to their destinations | Concerned about bus service around D Line Extension | Line 20 will offer 5-minute service as well as the peak period 10-minute Line 720 service. |

| # | Commenter Name | Date Received | Method Submitted | Comment | Position Summary | Agency Response |
|---|---|---|---|---|---|---|
| 35 | Catherine Gabster | 6/11/2025 | Public hearing comment | It would help to understand how Metro came to the decisions on frequency. She assumes they will be tracked over time to ensure that they are sufficient for amount of ridership. | | Peak period estimated ridership demand forecast by forecast modeling. Off peak frequencies are set by policy. Each are subject to review based on actual ridership once the extension is open. |



# Title VI Service and Fare Analysis

## *D Line Extension Sections 1, 2, and 3 Service Plan*

Operations, Security, and Customer Experience Committee

July 17, 2025

Metro

# Recommendation and Issue

## RECOMMENDATION

APPROVE the D Line Subway Extension Project Sections 1, 2, and 3 Title VI Service and Fare Equity Analysis (Attachment A).

## ISSUE

Section 601 of Title VI of the Civil Rights Act of 1964 states “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

As a recipient of federal funding, LA Metro is required to ensure its programs and activities are conducted consistent with the intent of Title VI.

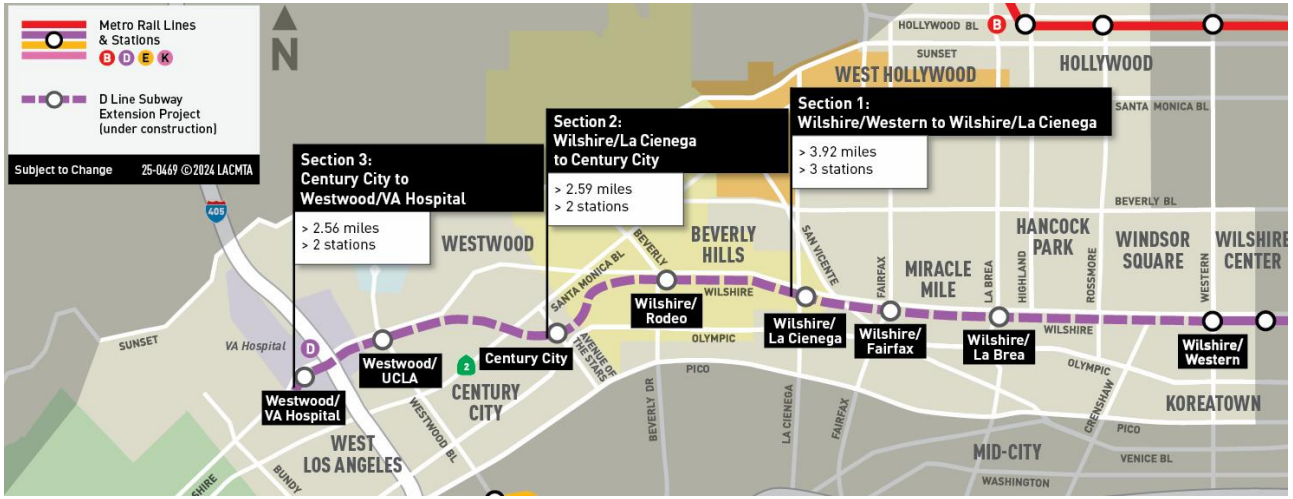
The D Line (Purple) Extension Sections 1,2, and 3 Heavy Rail Project is a new rail alignment involving federal funding that is expected to begin operation in 2025. Consistent with Federal Transit Administration Title VI guidelines and Metro’s Title VI Plan, a SAFE Analysis of the impacts of the new service plans for these lines on minority populations is required at least six months prior to start of revenue service. The minority populations as identified in Metro’s Title VI Plan (2022) are Black/African American, American Indian/Alaskan Native, Asian/Pacific Islander, and Latino/Hispanic.

Metro

# Background

The D Line Subway Extension Project will continue from the current D Line terminus at the Wilshire/Western Station, extending westward for nearly nine miles along Wilshire Bl, and will add seven new stations. The extension is being constructed and will open in three sections:

- New Section 1 Stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega Stations later in 2025
- New Section 2 Stations: Wilshire/Rodeo (construction name) and Century City Stations, projected opening Summer 2026
- New Section 3 Stations: Westwood/UCLA and Westwood/VA Hospital, projected opening Summer 2027




Metro

# D Line Subway Extension Rail Service Plan

The D Line would operate the following service frequencies with each section opening:

- 5-minute peak service weekdays
- 10-minute off peak weekday and daytime weekend service
- 20-minute late evening/night service
- Metro B Line would operate 10-minute daytime, 20-minute evening/late night service, coordinated with D Line to maximize service between Wilshire/Vermont-Union Station.

Potential Metro Bus service changes include:

- Line 720 will be gradually modified to become a peak period only service weekdays as outlined in NextGen Bus Plan. This is based on expected movement of passengers from this service to the D Line as it extends. Line 20 service will be increased to ensure a good quality local bus service between D Line stations between Downtown LA, Westwood, and to Santa Monica.
- There is also an approved change for a new Line 610 between Wilshire/La Brea D Line and Hollywood/Vine B Line Stations, replacing the north end of Line 210. Line 210 northern terminus would become Wilshire/La Brea D Line Station instead of Wilshire/Western D Line and Hollywood/Vine B Line Stations.

Evolving ridership patterns will be monitored as each phase of the D Line extensions opens, and changes planned for the above bus services may be modified. These changes aim to enhance connectivity, expand transit options, and improve the overall passenger experience for residents throughout the Greater West Los Angeles region.

Metro

# Discussion

Metro's Title VI Program, which was most recently updated and approved by Metro's Board in September 2022, requires two analyses to be completed for each new rail line.

**DISPARATE IMPACT**

A disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority population served by the new lines and the overall percentage of minority riders in the Metro service area is at least 5%.

**DISPROPORTIONATE BURDEN**

Metro defines low-income riders at $69,350 or less for their household income, which represents the median income of a four-person household in Los Angeles County (California Department of Housing and Community Development's 2024 State Income Housing Limits). A disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income population served by the new lines and the overall percentage of low-income persons in the Metro service area is at least 5%.

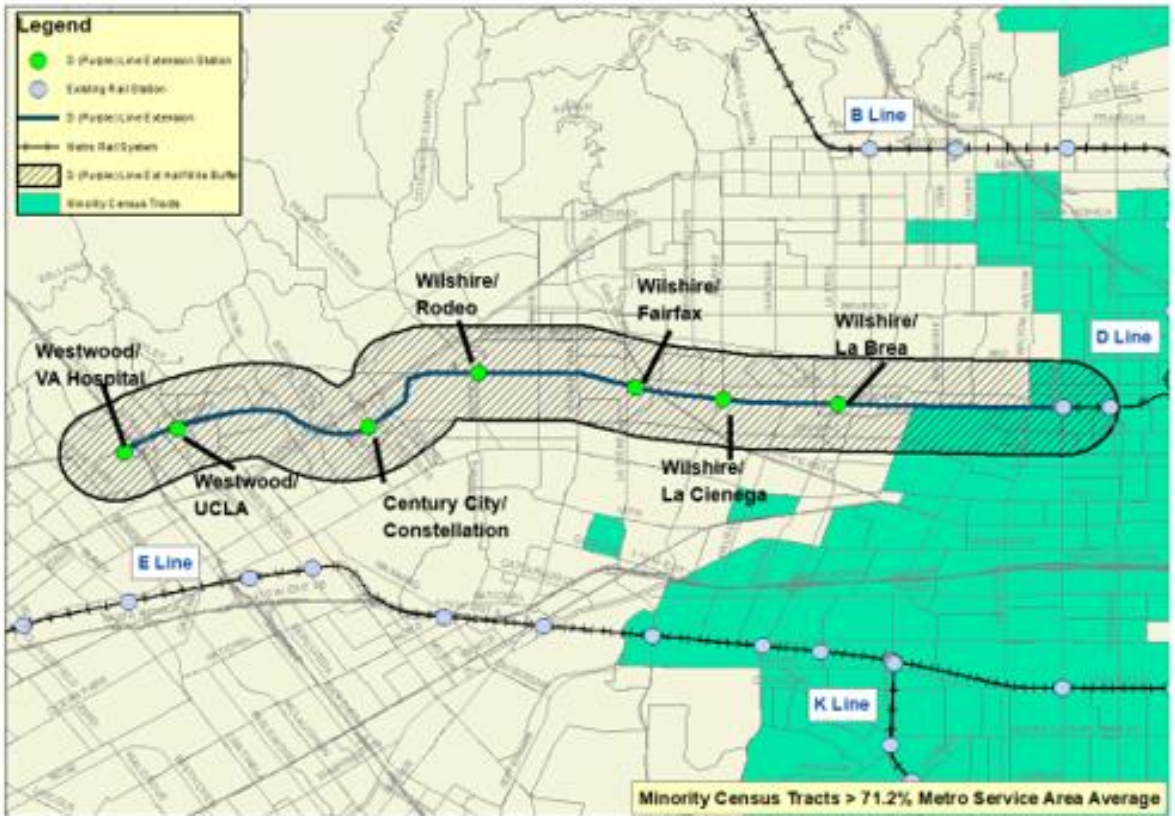
Metro

# Discussion

| Comparison | Population | Minority Population | Minority Percentage |
|---|---|---|---|
| D Line Extension | 252,075 | 116,799 | 46.3% |
| Line 720 Deletion | -353,403 | -202,304 | 57.2% |
| Line 20 Service Increase | 351,868 | 201,699 | 57.3% |
| D Line Extension Impact Corridor | 250,540 | 116,594 | 46.4% |
| Metro Service Area | 7,580,839 | 5,397,073 | 71.2% |
| | | Difference Comparison | -24.8% |

*Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line*

The service change is positive, providing a benefit to both the corridor and the minority population. Therefore, while a disparate impact exists, it does not require mitigation.




Metro

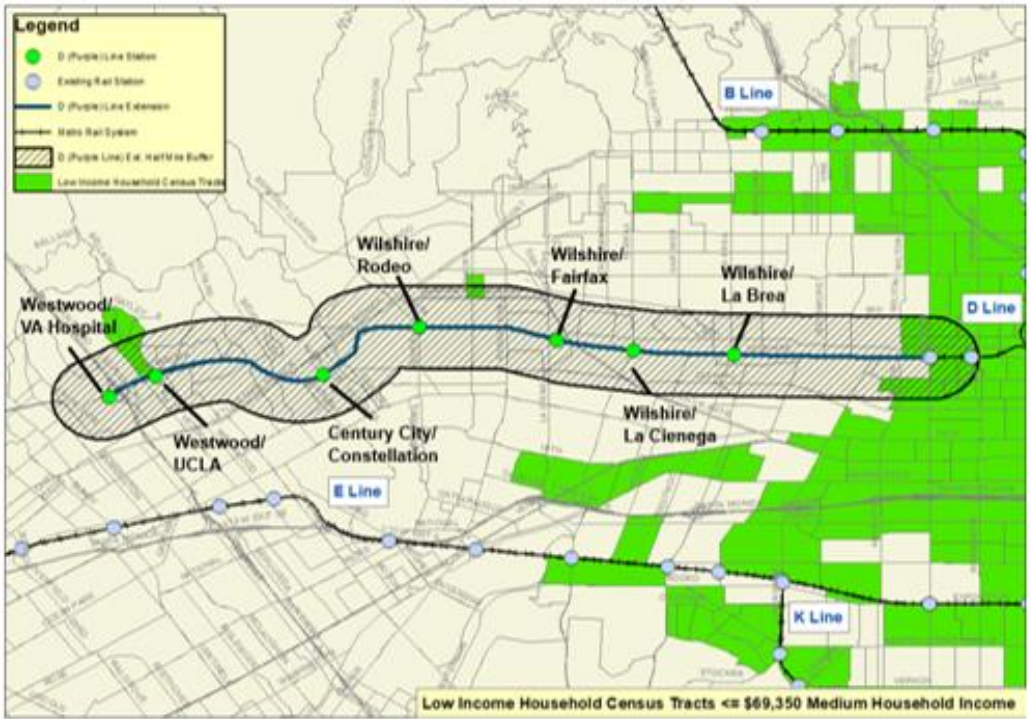
# Discussion

| | Number of Households | Number of Low-Income Households | Low-Income Household Percentage |
|---|---|---|---|
| D Line Extension | 112,666 | 47,193 | 41.9% |
| Line 720 deletion | -172,562 | -86,021 | 49.8% |
| Line 20 service increase | 171,551 | 85,793 | 50.0% |
| D Line Extension Impact Corridor | 111,665 | 85,783 | 42.1% |
| Metro Service Area | 2,663,368 | 1,205,146 | 45.2% |
| | | Difference Comparison | -3.1% |

*Note: Data source is the 2023 American Community Survey for a 0.5 mile catchment area around new rail line.*

Based on the demographic data on low-income households, there is no disproportionate burden.

The service change is positive, benefitting the corridor and the low-income households.




Metro

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

**File #:** 2025-0506, **File Type:** Contract **Agenda Number:** 33.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025, to June 30, 2026; and

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

## ISSUE

This Contract provides the agency with program and technical consultant support for the P2000 LRV Modernization Contract that is set to expire on December 31, 2025. Due to the newly identified obsolete components, unforeseen technical issues and systems impacting performance and the global pandemic recovery, which continue to impact the supply chain, availability of resources, inspections, and test activities, the project schedule continues to be affected with the Final Acceptance of all existing P2000 LRVs (52 LRVs total) deferred to June 2026.

## BACKGROUND

The P2000 LRV Midlife Modernization Project permits Metro to maintain the P2000 LRV fleet in a State of Good Repair (SGR). At its March 2017 meeting, the Board approved Contract No. PS20113000, a cost plus, fixed fee contract to CH2M Hill, Inc., in the amount of $5,829,626 (base contract) for technical and program management services in support of the P2000 LRV Modernization Project. The base contract duration was five years. A no-cost contract modification was issued in February 2022, extending the base contract from March 2022 through September 2022.

At its September 2022 meeting, the Board approved an extension of project support activities for the additional amount of $1,231,187.71, from October 1, 2022, through June 30, 2023. This contract modification was issued through June 2023 to align with anticipated project activities and Metro's fiscal year for project budgeting purposes.

At its May 2023 meeting, the Board once again approved an extension of project support activities through June 30, 2024, for an additional $1,861,372.68, with subsequent contract modifications within staff authority, issued to extend the period of performance up to December 31, 2025, per Attachment B.

CH2M Hill Inc. currently provides staff support in the following disciplines, as directed by Metro:

- Project Management
- Systems Engineering
- Systems Integration
- Inspection & Testing Activities at LRV Production/Modernization Site
- LRV Commissioning and acceptance Activities
- Quality Assurance
- Document Control

All work and assignments are on an as-needed basis and directed by the Metro P2000 Project Team through issued Task Orders using fixed labor rates. The Consulting staff is managed daily by Metro's P2000 Project Manager.

## DISCUSSION

Since the subject contract was awarded in March 2017, CH2M Hill, Inc. has provided Metro's Project Team with technical and program management support, including review of all technical documents, oversight of system and combined-system level integration efforts, witnessing verification and validation tests, and inspection of workmanship at the production/modernization site. The Project is now concluding the Conditional Acceptance phase, which enables the Modernized LRVs to enter revenue service. The next phases include the LRV's Reliability Demonstration, which measures the performance of the Conditionally Accepted LRVs in revenue service against contractual reliability targets, LRV Final Acceptance, and Warranty.

The Project schedule continues to be impacted by the remaining effects of the pandemic. Examples of the effects include supply chain disruptions, which delayed the start and completion of manufacturing, assembly, inspection, and test activities.

Approval of the recommendation modifies Contract No. PS20113000 to allow for the continuation of technical and program management support for the P2000 LRV Modernization Project. Metro staff requires this Project support to help navigate and mitigate the remaining technical issues to achieve final delivery and acceptance of the 52 modernized P2000 LRVs. The final delivery and acceptance is forecasted to complete by June 2026.

This is an existing professional services support contract required to ensure continuity, seamless project execution, and completion of the LRV Modernization project. Approving the recommendation ensures the successful completion of the Overhaul/Midlife Modernization Project, which provides accessible and affordable transportation for all who ride Metro's light rail system.

## DETERMINATION OF SAFETY IMPACT

The approval of the additional NTE funds for the consultant services will ensure team continuity and maintain overall system safety, service quality, system reliability, maintainability, and customer satisfaction.

## FINANCIAL IMPACT

The requested new NTE contract price of $11,012,090.20 is within the overall Board-approved LOP budget of $180.9 million for project 206044, P2000 LRV Overhaul Program.

The Contract Price increase of $1,448,394.00 has been included in Cost Center 3043, Rail Vehicle Acquisition, under project number CP 206044, P2000 LRV Overhaul Program.

Since multi-year projects are funding this recommendation, the Chief Operations Officer, Chief Program Management Officer, and respective Project Managers will be responsible for future fiscal year budgeting.

Impact to Budget

The current budget for this action includes Proposition A, Measure M, and Federal 5337. These funds are eligible for rail operating and capital projects. Using these funding sources maximizes the allocation intent given the fund guidelines and provisions.

## EQUITY PLATFORM

The P2000 LRV Modernization Project enables the successful delivery of these vehicles for use on Metro's existing LRV lines, such as the A and E lines. These lines serve Equity Focus Communities (EFCs) across LA County, in areas such as Downtown LA, Chinatown, Long Beach, and others. Having safe, reliable LRVs provides transit options to our majority low-income and BIPOC customer base, which often relies on public transit to seamlessly commute to work, school, and other opportunities.

CH2M Hill, Inc. (CH2M) made an overall 24.81% Disadvantaged Business Enterprise (DBE) commitment, and the current DBE participation is 21.13%, representing a 3.68% shortfall. CH2M's efforts to mitigate the shortfall can be found in Attachment C - DEOD Summary.

## VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends

due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

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

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan Goal #1.2 - Optimize the speed, reliability, and performance of the existing system by revitalizing and upgrading Metro's transit assets. The completion and rollout of the P2000 LRVs are state-of-the-art assets that will significantly improve the integrity of Metro's overall transit network.

## ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation for increasing the contract amount. This is not recommended as critical project activities currently supported by consulting staff will be interrupted, with direct impacts on the overall project schedule. These activities include, but are not limited to: witnessing commissioning tests, reviewing test reports, reviewing the Project Schedule, and providing LRV commissioning acceptance, LRV reliability, and LRV warranty support. The Metro Project Team does not have the in-house resources to undertake all the necessary Project tasks as described.

Not approving the recommendation will also adversely impact the P2000 LRV Modernization Project completion due to the loss of the required technical expertise and manpower provided through this Consultant Support Services contract. The potential adverse impacts may include compromised quality and SGR of the Modernized LRVs, and a reduction in available LRVs for rollout to meet the evolving passenger demands that continue to inch towards pre-pandemic levels.

## NEXT STEPS

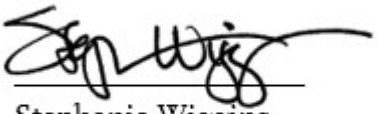
Upon Board approval, staff will execute Contract Modification No. 31 to increase the contract NTE amount by $1,448,394.00 with CH2M Hill, Inc. for the continuation of services.

## ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification Log
Attachment C - DEOD Summary

Prepared by: Eduardo Maycotte, Senior Manager, Project Control, (213) 922-3376
Jason Yaw, Senior Director, Rail Vehicle Acquisition (213) 922-3325
Annie Yang, Deputy Executive Officer, Rail Vehicle Acquisition (213) 922-3284
Jesus Montes, Senior Executive Officer, Rail Vehicle Acquisition (213) 418-3277
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

## P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES / CONTRACT NO. PS20113000

| | | | | |
|---|---|---|---|---|
| **1.** | **Contract Number**: PS20113000 | | | |
| **2.** | **Contractor**: CH2M Hill, Inc. | | | |
| **3.** | **Mod. Work Description**: Increase the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20. | | | |
| **4.** | **Contract Work Description**: Provide technical and program management support to Metro Project Team managing the existing P2000 Light Rail Vehicle (LRVs) Midlife Modernization Project to ensure timely modernization work and successful delivery of the modernized P2000 LRVs and the associated deliverables. | | | |
| **5.** | **The following data is current as of**: June 6, 2025 | | | |
| **6.** | **Contract Completion Status** | | **Financial Status** | |
| | | | | |
| | **Contract Awarded:** | 04/17/17 | **Original Not-to-Exceed Contract Award Amount:** | $5,829,626.00 |
| | **Notice to Proceed (NTP):** | N/A | **Total of Modifications Approved:** | 30 |
| | **Original Complete Date:** | 12/31/21 | **Pending Modifications (including this action):** | 1 |
| | **Current Est. Complete Date:** | 6/30/26 | **Current Contract Value (with this action):** | $11,012,090.20 |
| | | | | |
| **7.** | **Contract Administrator**: Mildred Martinez | | **Telephone Number**: 213-922-4753 | |
| **8.** | **Project Manager**: Jason Yaw | | **Telephone Number**: 213-922-3325 | |

## A. Procurement Background

This Board Action is to approve Contract Modification No. 31 to increase the total authorized funding for Contract No. PS20113000, to CH2M Hill, Inc. for technical and program management support to Metro's P2000 Project Team on the P2000 LRV Midlife Modernization Project, in the Not-To-Exceed (NTE) amount of $1,448,394.00, increasing the Contract total from an NTE amount of $9,563,696.20, to an NTE amount of $11,012,090.20.

This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is a cost plus fixed-fee.

On April 17, 2017, the Board awarded Contract No. PS20113000 to CH2M Hill, Inc.

for technical and program management support to Metro's P2000 Project Team on the P2000 LRV Midlife Modernization Project, in the total NTE amount of $5,829,626.00.

Contract Modification Nos. 1 through 30 were issued with staff delegated authority.

(Refer to Attachment B – Contract Modification/Change Order Log)

## B. Cost/Price Analysis

A Request for Proposal was issued to CH2M on March 11, 2025. Metro received a proposal on April 28, 2025. Staff completed negotiations on May 16, 2025. The recommended price has been determined to be fair and reasonable based upon an Independent Cost Estimate (ICE), negotiations, and a technical evaluation. The negotiation of the NTE amount comprised validation of CH2M and its subcontractor's current labor rates, audited labor overhead, travel and other direct costs, and a negotiated fixed fee for this cost plus fixed-fee contract type. The approved labor rate for each consultant is based on a cost analysis, which has resulted in a fair and reasonable price determination. The factors affecting the NTE amount were anticipated level of effort, travel and other direct costs, which have been reviewed and negotiated by the Contracting Officer to align with the P2000 LRV Modernization Program's extended project schedule.

| Proposal Amount | Metro ICE | Negotiated Amount |
|---|---|---|
| $1,558,829.96 | $1,449,268.40 | $1,448,394.00 |

## C. Contractor Information

CH2M is an engineering company that provides consulting, design, construction, and operation services for corporations and governments across the world. In 2017, it was acquired by Jacobs Engineering Group but kept its name for existing contracts. Under this Contract, they requested to keep CH2M. For Systems and Rolling Stock, they support bus and rail system projects with a focus on requirements definition, procurement, technical advisory services, modification designs, performance simulations, testing and commissioning efforts, condition assessments, manufacturer audits, maintenance optimization, and major overhaul and modification programs.

In addition to providing technical and program management support for the P2000 LRV Modernization Project, CH2M currently provides program management support for the P3010 LRV Project and is also one of the qualified consulting firms on the Rail Vehicle Bench.

**ATTACHMENT B**

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES/ CONTRACT NO. PS20113000

| Mod. No. | Description | Status (approved or pending) | Date | $Amount |
|---|---|---|---|---|
| 1 | Administrative Changes | Approved | 11.16.17 | $0.00 |
| 2 | Update Exhibit 1 with Exhibit 1.1 to add new staff | Approved | 12.21.17 | $0.00 |
| 3 | Update Exhibit 1.1 with Exhibit 1.2 to add new staff | Approved | 07.11.22 | $0.00 |
| 4 | Update Exhibit 1.2 with Exhibit 1.3 to add new staff | Approved | 04.18.18 | $0.00 |
| 5 | Update Exhibit 1.3 with Exhibit 1.4 to add new staff | Approved | 08.16.18 | $0.00 |
| 6 | Update Exhibit 1.4 with Exhibit 1.5 to add new staff | Approved | 04.12.19 | $0.00 |
| 7 | Update Exhibit 1.5 with Exhibit 1.6 to add new staff | Approved | 04.16.19 | $0.00 |
| 8 | Update Exhibit 1.6 with Exhibit 1.7 to add new staff | Approved | 07.24.19 | $0.00 |
| 9 | Update Exhibit 1.7 with Exhibit 1.8 to add new staff | Approved | 09.05.19 | $0.00 |
| 10 | Update Exhibit 1.8 with Exhibit 1.9 to add new staff | Approved | 11.13.19 | $0.00 |
| 11 | Update Exhibit 1.9 with Exhibit 1.10 to add new staff | Approved | 03.13.20 | $0.00 |
| 12 | Update Exhibit 1.10 with Exhibit 1.11 to add new staff | Approved | 03.20.20 | $0.00 |
| 13 | Update Exhibit 1.11 with Exhibit 1.12 to add new staff | Approved | 09.09.20 | $0.00 |
| 14 | Update Exhibit 1.12 with Exhibit 1.13 to add new staff | Approved | 11.03.20 | $0.00 |
| 15 | Update Exhibit 1.13 with Exhibit 1.14 to add new staff and Extend the Period of Performance through December 31, 2023. | Approved | 07.12.21 | $0.00 |

| | | | | |
|---|---|---|---|---|
| 16 | Update Exhibit 1.14 with Exhibit 1.15 to add new staff | Approved | 02.15.22 | $0.00 |
| 17 | Update Exhibit 1.15 with Exhibit 1.16 to add new staff | Approved | 05.11.22 | $0.00 |
| 18 | Update Exhibit 1.16 with Exhibit 1.17 to add new staff | Approved | 07.06.22 | $0.00 |
| 19 | Increase $1,231,187.71 to the Not-to-Exceed Contract Price. Update Exhibit 1.17 with Exhibit 1.18 with increase Not-to-Exceed Contract Price | Approved | 09.27.22 | $1,231,187.71 |
| 20 | Update Exhibit 1.18 with Exhibit 1.19 to add new staff | Approved | 09.27.22 | $0.00 |
| 21 | Update Exhibit 1.19 with Exhibit 1.20 to add new staff | Approved | 11.16.22 | $0.00 |
| 22 | Update Exhibit 1.20 with Exhibit 1.21 with years 8 and 9 labor rates | Approved | 02.28.23 | $0.00 |
| 23 | Extended the Period of Performance through December 31, 2025. | Approved | 04.05.23 | $0.00 |
| 24 | Increase $1,861,372.68 to the Not-to-Exceed Contract Price | Approved | 06.27.23 | $1,861,372.68 |
| 25 | Update Exhibit 1.22 to add new staff | Approved | 08.23.23 | $0.00 |
| 26 | Update Exhibit 1.22 to add new staff | Approved | 04.23.24 | $0.00 |
| 27 | Update Exhibit 1.22 with Exhibit 1.23 to add new staff | Approved | 05.31.24 | $0.00 |
| 28 | Update Exhibit 1.23 to add new staff | Approved | 09.06.24 | $0.00 |
| 29 | Update Exhibit 1.23 to add new staff | Approved | 06.13.25 | $0.00 |
| 30 | Increase the Not-to-Exceed Contract Price by adding the CMA limit | Approved | 06.13.25 | $641,509.81 |
| **31** | **Increase $1,448,394.00 to the Not-to-Exceed Contract Price and extend the Period of Performance to June 30, 2026** | **Pending** | **Pending** | **$1,448,394.00** |
| | **Modification Total:** | | | **$5,182,464.20** |
| | **Original Contract:** | | | **$5,829,626.00** |
| | **Total:** | | | **$11,012.090.20** |

## DEOD SUMMARY

## P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES / PS20113000

### A. Small Business Participation

CH2M Hill, Inc. (CH2M) made an overall 24.81% Disadvantaged Business Enterprise (DBE) commitment under this Task Order-based contract. To date, CH2M has been awarded eight (8) Task Orders. Based on payments the overall contract is 48% complete and the current DBE participation is 21.13%, representing a 3.68% shortfall.

CH2M has a shortfall mitigation plan on file and contends that the shortfall is due to the delay in the railcar builder's production schedule impacting the ability of DBE subcontractor, Virginkar & Associates Inc., to perform inspections, as confirmed by Metro's project manager. CH2M demonstrated an increase in the utilization of Virginkar by 2.96%, since the last report to the board. CH2M reported it anticipates to mitigate the shortfall by or before June 2026.

| **Small Business Commitment** | **24.81% DBE** | **Small Business Participation** | **21.13% DBE** |
|---|---|---|---|

| | **DBE Subcontractors** | **% Committed** | **Current Participation[1]** |
|---|---|---|---|
| 1. | Parthenon Corporation | 6.00% | 7.17% |
| 2. | Virginkar & Associates Inc. | 18.36% | 4.81% |
| 4. | Omni Strategy LLC | Added | 0.53% |
| 5. | Railcar Quality Services, Inc. | Added | 8.62% |
| | **Total** | **24.81%** | **21.13%** |

*[1]Current Participation = Total Actual amount Paid-to-Date to DBE 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 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.

# P2000 LIGHT RAIL VEHICLE (LRV) OVERHAUL PROGRAM CONSULTANT SUPPORT SERVICES CONTRACT PS20113000

## July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Modification No. 31 to Contract No PS20113000, a cost plus fixed-fee contract with CH2M Hill, Inc. for the P2000 Light Rail Vehicle (LRV) Overhaul Program Consultant Support Services, increasing the Not-To-Exceed (NTE) contract price by $1,448,394.00 from $9,563,696.20 to $11,012,090.20, and extending the period of performance from December 31, 2025 to June 30, 2026.

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

Metro

# ISSUE & DISCUSSION

**PROJECT:** P2000 Light Rail Vehicle Overhaul Program Consultant Support Services

**AWARDEE :** CH2M Hill, Inc. (JACOBS)

**DEOD COMMITMENT:** DBE Participation is 24.81%. CH2M Hill is expected to meet and comply to this requirement.

Metro

# ISSUE & DISCUSSION

**ISSUE**

The P2000 LRV Modernization Project continues to experience unanticipated delays due to obsolete components, technical challenges, and supply chain disruptions. This existing consulting support services contract is required to ensure continuity, seamless project execution, and completion of the LRV Modernization project.

The Metro Project Team does not have the in-house resources to undertake the described support.

Metro

# ISSUE & DISCUSSION

**DISCUSSION**

This existing professional service support provides Metro the technical and program management support during the Project's remaining phases, including Conditional Acceptance of remaining three LRVs, fleet Reliability Demonstration, Final Acceptance and concluding contract Warranty.

Approval of the recommendation modifies Contract No. PS20113000 to allow continuation of technical and program management support for the P2000 LRV Modernization Project. Metro staff requires this Project support to navigate and mitigate the remaining technical issues to achieve final delivery and acceptance of the fifty-two (total) modernized P2000 LRVs.

Metro

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

**File #:** 2025-0482, **File Type:** Contract **Agenda Number:** 34.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: METRO BIKE SHARE**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468.

## ISSUE

The Board approved Motion #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 August 31, 2025, and this contract modification is needed to ensure uninterrupted service until the award of the new multi-year contract, which is currently an active procurement.

The authority to execute future modifications is needed in the event that additional time is required to secure and complete the transition of operations to the new contract.

## 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 Downtown Los Angeles, Central Los Angeles (including

South Los Angeles), Hollywood, Westside, and North Hollywood areas. To date, over 2.7 million trips have been taken, 9.5 million miles have been traveled, and 9.1 million pounds of CO2 have been averted.

The program continues to see improvements overall. More than 519,000 rides were recorded in 2024, the highest annual ridership to date. During 2024, 30-Day and 365-Day passholders increased by 14%. During the last year, the number of pass holders with reduced fare passes increased by 39%. 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. The number of trips taken per bike each day, an industry metric used to measure the effectiveness of bike share, continues to increase, especially for pedal-assisted electric bikes (e-bikes). In April 2025, regular "classic" bikes reported 0.51 trips/bike/day, while e-bikes reported 4.77 trips/bike/day.

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. In April 2023 an RFP was issued to secure a new contract. This RFP was cancelled and a new solicitation was issued in July 2024.

## DISCUSSION

Based on the Board-approved model, the procurement is currently underway and subject to a communications blackout. Staff is requesting an extension of the current contract, via the Board approved options, to allow for the completion of the procurement process and award of the new contract. The current contract expires August 31, 2025. If the Board approves the contract modification, the contract will end on November 30, 2025.

Due to the unique circumstances associated with the current procurement, it is uncertain as to when the new contract will be awarded; therefore, a recommendation to authorize the CEO to execute future modifications in an amount not-to-exceed $7.5 million is included in this Board action. The authority will provide the ability to extend this contract on a month-to-month basis for up to 6 months to support any additional time needed to secure a new contract.

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 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 MBS program.

## FINANCIAL IMPACT

The cost of the extended contract is included in the FY26 Budget in Account 50316, Project 308010, and Cost Center 4540.

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 (including South Los Angeles), Westside, and North Hollywood. Currently, 48% 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, the number of passholders with Reduced Fare passes increased in 2024 and now represents 39% of 30-Day and 365-Day pass holders. Participants with eligibility through California EBT represent 54% of all Reduced Fare passes, while students (16 years and over) represent 30%.

As part of the annual survey conducted by MBS, demographic data is collected. In 2024, and consistent with previous surveys, respondents to the survey were mostly male (61%) and Caucasian (44%), and most were younger than 50 years old (79%). However, one change observed was that just over half (52%) had incomes less than $75K. This is an increase in individuals with lower incomes and is consistent with the growth observed in reduced fare passes.

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 98% complete, and the current DBE participation is 27.02%, exceeding the commitment by 4.65%.

## 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 9.1 million miles have been traveled by MBS users, which represents a minimum reduction of approximately 1.9 million Vehicle Miles Traveled since the

2024 MBS survey results show that 22% 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.

* 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 August 31, 2025.

## NEXT STEPS

Upon Board approval, staff will execute Modification No. 19 to Contract No. PS272680011357 with BTS to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, 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:

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Shahrzad Amiri, Deputy Chief Operations Officer - Shared Mobility, (213) 922-3061
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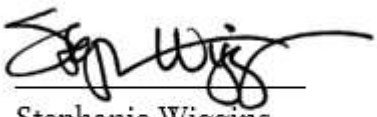
Reviewed by:

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



Stephanie Wiggins
Chief Executive Officer

**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 three, one-month options each separately as needed from September 1, 2025 to November 30, 2025 to continue Metro Bike Share (MBS) program services. | | | |
| **4.** | **Contract Work Description**: Metro Bike Share Program | | | |
| **5.** | **The following data is current as of**: 06/02/25 | | | |
| **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:** | $109,956,784 |
| | **Original Complete Date:** | 07/29/22 | **Pending Modifications (including this action):** | $3,627,011 |
| | **Current Est. Complete Date:** | 11/30/25 | **Current Contract Value (with this action):** | $124,649,468 |
| | | | | |
| **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. 19 to exercise up to three, one-month options each separately as needed from September 1, 2025 to November 30, 2025 to continue Metro Bike Share (MBS) program services through November 30, 2025.

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 price Contract No. PS272680011357 with Bicycle Transit Systems (BTS), 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.

Eighteen modifications have been 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 the existing rates established in the contract, a reduction in profit, and technical analysis.

| Proposal Amount | Metro ICE | Recommended Amount |
|---|---|---|
| $3,627,011 | $3,735,821 | $3,627,011 |

The variance between the ICE and recommended amount is due to BTS proposing a reduction in profit.

## 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 by 5 months 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 as needed. | **Pending** | **Pending** | **$3,627,011** |
| | **Modification Total:** | | | **$113,583,795** |
| | **Original Contract:** | | **06/25/15** | **$11,065,673** |
| | **Total:** | | | **$124,649,468** |

## DEOD SUMMARY

## METRO BIKE SHARE/PS272680011357

### A. Small Business Participation

Bicycle Transit Systems, Inc. (BTS) made a 22.37% Disadvantaged Business Enterprise (DBE) commitment. Based on payments, the project is 98% complete and the current DBE participation is 27.02%, exceeding the commitment by 4.65%.

| Small Business Commitment | 22.37% DBE | Small Business Participation | 27.02% DBE |
|---|---|---|---|

| | DBE Subcontractors | Ethnicity | % Committed | Current Participation[1] |
|---|---|---|---|---|
| 1. | Accel Employment Services | Asian-Pacific American | 15.28% | 11.15% |
| 2. | Bike Hub | Asian-Pacific American | 5.48% | 14.87% |
| 3. | Say Cargo Express | Hispanic American | 0.68% | 0.22% |
| 4. | Toole Design Group, LLC | Non-Minority Female | 0.93% | 0.78% |
| | | **Total** | **22.37%** | **27.02%** |

*[1]Current Participation = Total Actual amount Paid-to-Date to DBE 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.

Shared Mobility

# METRO BIKE SHARE

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

# 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 - 22.37%

**ISSUE**

The current MBS contract expires August 31, 2025, and this modification is needed to ensure uninterrupted service until the award of the new multi-year contract.

**DISCUSSION**

The recommendation authorizes the execution of the three Board approved one-month options to extend the contract to November 30, 2025. Authority to allow the CEO to execute future modifications in an amount not-to-exceed $7.5M is also recommended to provide to support additional contract extensions, as needed, until a new contract is awarded.

Metro

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer (CEO) to:

A. EXECUTE Modification No. 19 to Contract No. PS272680011357 with Bicycle Transit Systems, Inc. (BTS) to exercise up to three, one-month options each separately as needed from September 1, 2025, to November 30, 2025, to continue Metro Bike Share (MBS) program services in an amount not to exceed $3,627,011, increasing the total contract value from $121,022,457 to $124,649,468; and

B. EXECUTE future Modifications to Contract No. PS272680011357 with BTS to extend the period of performance for up to six additional one-month options, each separately as needed, from December 1, 2025 to May 31, 2026, to continue MBS program services in an amount not to exceed $7,500,000 increasing the total contract value from $124,649,468 to $132,149,468

Metro

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

**File #:** 2025-0304, **File Type:** Policy **Agenda Number:** 37.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: METRO 2025 TRANSIT SERVICE POLICY**

**ACTION: APPROVE RECOMMENDATION**

## RECOMMENDATION

ADOPT the 2025 Transit Service Policy (Attachment A).

## ISSUE

Metro's Transit Service Policy (TSP) is a fundamental guide for bus route design, scheduling, implementation, and evaluation for Metro transit service changes. The document reflects the policy framework for how the agency meets existing and anticipated challenges with providing high-quality transit service. This policy is required as part of Federal Title VI compliance, and the plan is usually updated every three years as the Metro Title VI Plan is updated, which will occur in 2025. Changes to the Metro TSP were last adopted by the Metro Board in June 2022, reflecting the newly implemented framework of the NextGen Bus Plan focused on providing a fast, frequent, and reliable bus network.

Since that time, the majority of the NextGen Bus Plan has been implemented. This 2025 update for the TSP refines the text while making updates for new rail cars entering service and the Metro Micro pilot program.

## BACKGROUND

TSP establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board, including a formal process for evaluating services, service design guidelines, and a process for implementing service changes.

## DISCUSSION

This 2025 update of the Transit Service Policy incorporates the following changes:

- Updated for the opening of K Line and the Regional Connector
- Addition of new HR4000 rail car fleet details for maximum load calculations
- Updated the existing light and heavy rail car details to reflect changes in seating configurations and revised the standard to one based on seating plus square foot of floor space rather than a

ratio of load to number of seats
- Established a separate chapter for Metro Micro Pilot Program outlining the framework and standards for this service model
- Updated language to reflect the 0.3 mile maximum spacing between bus stops
- Reduced the standard for pass-ups of customers who use wheelchairs or other mobility devices from an average of no more than 6% to an average of no more than 5% for regular operating bus service based on existing performance
- Revisions to the order of information to improve the flow of the document

The 2025 Transit Service Policy updates were taken to the June round of Metro Service Council meetings for feedback. Overall, there were few questions from the Councils and members of the public, mostly regarding average stop spacing and how it applies to different types of services and stop relocations during detours.

The Westside Central Service Council also had questions as to what would need to occur in order for the evening/late night rail frequencies to be shortened to a maximum of 10 to 15 minutes rather than the existing 20-minute standard frequency for this time period. This item was a common comment that the Westside Service Council recently heard from the public during the Title VI Public Hearing this Council held for the D (Purple) Line Extension Service Plan and Fare Equity Analysis held in June. Staff informed the Council of the timeline for adoption of the Transit Service Policy update to remain in compliance with Federal Title VI requirements and that discussions with Rail Infrastructure Maintenance, the Office of Management and Budget, and other departments would need to occur prior to making that policy change.

The Council approved a motion for the Council to submit a letter to the Board to advocate for the revision of the evening/late night standard rail frequency to a maximum of 15 minutes instead of 20 minutes for all rail lines, and that Metro also consider feasibility of any funding measures and external funding sources that could support increased rail frequency such as tying fares to major special events, in hope of spurring the initiation of those discussions with all affected departments. Staff will give this motion consideration and can bring any future updates to the TSP forward for approval.

## DETERMINATION OF SAFETY IMPACT

This Transit Service Policy and all recommendations identified will be implemented with full adherence to established safety policies and procedures.

## FINANCIAL IMPACT

Implementation of any of the recommendations, elements, and principles established in the policy document would be reflected in the annual Metro Operating and Capital budgets brought to the Board for approval. The adoption of this updated TSP document does not directly impact the budget. The NextGen Bus Plan’s 7 million revenue service hours of bus service, new service hours for rail service expansion, and new funding for the NextGen Bus Speed and Reliability program are included in the FY26 Operating and Capital Budgets approved by the Metro Board in May 2025.

## EQUITY PLATFORM

This 2025 update of the TSP incorporates Metro's most recent Title VI Service and Fare Equity Analysis policies, which provide for formal consideration of the impact on minority and low-income communities of Metro service changes. The TSP incorporates the required definition of "minority persons" outlined in FTA Circular 4702.1b, which includes American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

The TSP continues to reflect the NextGen principles of all-day frequent service based on a set of frequency tiers, focusing more service resources in Equity Focus Communities (EFCs), where the need to use the Metro bus system is greatest. The TSP also continues to include the NextGen Bus Speed and Reliability program, that will also further improve the rider experience in EFCs where the most frequent bus services are concentrated.

## VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it provides the policy framework for the design of and ongoing monitoring and updating of Metro's transit services to maximize their effectiveness in serving LA County. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendation supports strategic plan goal #1: Provide high-quality mobility options that enable people to spend less time traveling. This update to the TSP also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

## ALTERNATIVES CONSIDERED

The TSP that was adopted in June 2022 has been updated in this new 2025 version, reflecting the continued operation of the NextGen Bus Plan, while reflecting new rail fleet deliveries and additional information on the Metro Micro program. This update is timed to be incorporated into the agency's

2025 Title VI Plan update. The Board could elect not to update the policy, but this is not a suitable alternative as this is a living document that requires periodic updates to reflect necessary changes in transit service policy that guide staff in planning and evaluating Metro's transit service. This update is timed to be incorporated into the agency's federally required 2025 Title VI Plan update.

## NEXT STEPS

With the adoption of the 2025 Metro Transit Service Policy, staff will continue to work towards full implementation of the NextGen Bus Plan, ongoing improvements to Metro Micro, and the expansion of the Metro Rail system. Lessons learned from these processes will be included in future updates for the Transit Service Policy.

## ATTACHMENTS

Attachment A - 2025 Metro Transit Service Policies and Standards (Redlined)
Attachment B - 2025 Metro Transit Service Policies and Standards

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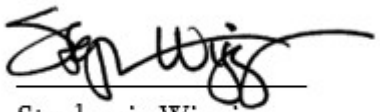

Stephanie Wiggins
Chief Executive Officer

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## EXECUTIVE SUMMARY

Los Angeles County Metropolitan Transportation Authority (Metro) serves as transportation planner, coordinator, designer, builder and operator for Los Angeles County. More than 9.2~~10.3~~ million people live, work, and play within its 1,~~469~~447-square-mile service area.[1]

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors, including a formal process for evaluating services, service design guidelines, and a process for approving and implementing service changes.

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County to ~~. These goals will~~ help Metro ensure that our customers feel safe when riding, that they do so in clean equipment, service is reliable and on-time, and our staff provides service in a courteous manner.

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

**Goal 2:** Deliver outstanding trip experiences for all users of the transportation system

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

**Goal 4:** Transform LA County through regional collaboration and national leadership

**Goal 5:** Provide responsive, accountable, and trustworthy governance within the Metro organization

Also in 2018, Metro began the NextGen Bus Study to review and update the Metro bus system to ensure it provides a competitive transit service to meet the travel needs of LA County residents and visitors. The NextGen Bus Study included a comprehensive look at both Metro bus service performance and the overall travel market in LA County to determine where Metro bus service could be more useful. ~~.~~ The study included significant input from riders and stakeholders to help develop a framework of guiding principles for positioning Metro's bus services to be more competitive in the overall travel market and to serve Equity Focus Communities most effectively, where the need for high quality transit is greatest.

In early 2020, the Metro Board approved the release of a draft NextGen Bus Plan for public review. Significant public input gathered in the first half of 2020 was incorporated into ~~resulted in~~ a revised draft NextGen Bus Plan ~~being~~ released in July 2020 ahead of public hearings (August 2020), Service Council approvals (September 2020), and Board adoption of this plan in October 2020. Phased implementation of the Reconnect Phase of NextGen Bus Plan with a set of frequency tiers and a simplified route structure focused on fast, frequent,

[1] Represents all people living in the Census Tracts within ~~covered by~~ Metro's service area per the ~~2020~~ 2023 American Community ~~Census~~ Survey Data. Service area is calculated from taking 0.75 mile buffer around all Metro bus line and rail stations.

and reliable service ~~occurred~~ began~~inning~~ in December 2020, with additional phases in June and September/December-2021. Implementations of k~~K~~ey NextGen Bus Plan bus speed and reliability elements ~~of the NextGen Bus Plan~~, including ~~a set of~~ new bus priority lanes ~~frequency tiers~~ and other bus speed and reliability tools such as transit signal priority and bus stop optimization began ~~implementation~~ at the same time and continue to be implemented as of 2025. This phase of NextGen is known as Transit First. The NextGen elements ~~, a~~are all reflected in this update of the Transit Service Policy, and the NextGen Bus Plan remains the guiding principle~~s~~ for the Metro bus network.~~.~~

# SECTION 1: INTRODUCTION, PURPOSE & BACKGROUND

Metro first adopted a Transit Service Policy (TSP) in 1986. It is a required component of Metro's Title VI Plan and ~~.~~ ~~The TSP~~ is reviewed on at least a triannual basis as part of the Title VI Plan Update. It is~~and~~ updated as needed to better reflect agency goals and objectives, major service initiatives and policy changes, and changes in local, state, and federal regulations and funding. ~~It is a required component of Metro's Title VI Plan.~~ This document updates the most recent version adopted by the Board as part of the NextGen Bus Plan adoption in November ~~October~~ 202~~0~~2[2]. This document sets forth the policies, principles, and service guidelines that are used by Metro staff in the design or modification of the bus network to better serve customers and make more beneficial use of available operating resources. The TSP outlines the service change process that provides the quantitative tools to evaluate the system, identifies the process required to seek public input ~~on~~ and approvals for major service changes ~~to the system~~, and ensures the regional transit system is adjusted according to the service goals and objectives approved by the Metro Board.

Metro operates a comprehensive bus and rail network that complements Metrolink regional rail and municipal operator services across LA County. Determining the most appropriate transit service on a corridor depends on several factors such as demand, resource availability, site and corridor characteristics, environmental considerations, and community acceptance. The characteristics that determine which type of service is most appropriate are summarized in Table 1.1.

## 1.1 Metro Bus

As of December ~~2021~~2024, Metro operates 11~~7~~9 bus routes. Metro's bus operations consist of directly operated and contract operated services: 10~~7~~3 routes are directly operated by Metro, and 1~~0~~6 routes are operated by contractors. Metro serves around ~~over~~ 12,~~0~~200 bus stops, including station stops on the G ~~Line (Orange)~~ and J Line ~~(Silver)~~ BRT systems. On weekdays, Metro operates a fleet of over 1,6~~0~~0 buses during peak service hours. Metro operates the largest portion of all bus services provided in the region. Municipal and Local Return operators provide additional public bus and paratransit services in areas of the region where Metro provides limited or no service. Metro relies on Access Services for provision of ADA paratransit service in the Metro service area.

As developed in the NextGen Bus Study, Metro classifies its bus services into tiers stratified by the frequency of service. The tiers are assigned to individual routes in accordance with demand and propensity for future growth. These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[3] where the need for high-quality transit is greatest.

[2] https://boardagendas.metro.net/board-report/2022-0262/ ~~boardagendas.metro.net/board-report/2020-0617/~~

[3] In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to identify where transportation needs are greatest. As of 2022, EFCs are defined as areas with higher concentrations of resident and household demographics associated with mobility barriers (low-income

~~Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:~~

- ~~**Core (Tier 1)**: weekday all day headways of 10 minutes or better~~
- ~~**Convenience (Tier 2)**: 12 to 15 minutes~~
- ~~**Connectivity (Tier 3)**: 20 to 30 minutes~~
- ~~**Community (Tier 4)**: 40 to 60 minutes~~
- ~~**Commuter (Tier 5)**: Varies by Line~~

~~These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[4] where the need for high-quality transit is greatest.~~

**Table 1.1** *Service Type Determination*[5]

| Service Type | Corridor | Optimal Characteristics |
|---|---|---|
| **Heavy Rail** (Subway) | Operate 100% within an exclusive right of way. | – 2,500 boardings per route mile or more than 50,000 boardings per day.<br>– Ability to construct a fully grade-separated facility. |
| **Light Rail** | Operate in mixed flow traffic, semi-exclusive or a fully- exclusive right of way. | – 1,000 boardings per route mile or more than 25,000 boardings per day.<br>– Ability to construct a guideway within or adjacent to the corridor. |
| **Commuter Routes (Tier 5)** | Operate in mixed-flow traffic in ~~either~~ a High Occupancy Vehicle (HOV) or High Occupancy Toll (HOT) Lane.<br>– Segments m~~M~~ay operate ~~segments of the route~~ on local streets.<br>– Operated using 40', 45', or 60' buses. | – 300 or more boardings during ~~peak-hour~~peak hours and in peak direction of travel. |
| **Metro Liner and Metro Rapid** | Operate~~d~~ using 40', 45' or 60' buses.<br>– Metro G Line BRT and J Line (Metro Liner) operate entirely or partially on a fixed guideway dedicated to transit buses.<br>– Metro Rapid Lines operate in exclusive peak period or all day bus lanes or mixed flow traffic on local streets with signal priority. | – 300 or more boardings during ~~peak-hour~~peak hours and in peak direction of travel.<br>– ~~Daily average of m~~More than 500 average daily boardings per route mile or more than 10,000 daily boardings.<br>– Ability to implement operating speed improvements in the corridor. |

households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).

[4] ~~In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity. In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to help identify where transportation needs are greatest. The definition of EFCs, as of 2022, consists of areas where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).~~

[5] Capacity limits adapted from TCRP, Research Results Digest, November 1999—Number 35, Highlight of Large Transit Capacity and Quality of Service Manual, Figure 1 Achievable Capacity (Peak direction passengers/hour)

| | | |
|---|---|---|
| **Core (Tier 1), Convenience (Tier 2)~~,~~ Connectivity (Tier 3), and Community (Tier 4) Local Routes** | Operate in mixed flow traffic on local streets by 32', 40', 45', or 60' buses.<br>– Core lines to be supported by exclusive peak period or all day bus lanes and signal priority on existing and former Metro Rapid corridors.<br>– Lines are ~~also~~ defined by ~~in terms of the~~ frequency of service offered, with Core lines being the most frequent and Community lines having a minimum frequency of at least hourly, with all tiers intended to run all days of the week. | – The median bus route carries about 5,000~~4,500~~ average weekday boardings (CY2024~~pre COVID, 2019~~).<br>– Core and Convenience services are expected to carry more than the daily median, while Connectivity and Community are anticipated to carry less. |

Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:

- **Core (Tier 1)**: 10 minutes or better
- **Convenience (Tier 2)**: 12 to 15 minutes
- **Connectivity (Tier 3)**: 20 to 30 minutes
- **Community (Tier 4)**: 40 to 60 minutes
- **Commuter (Tier 5)**: Varies by Line

~~These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities where the need for high quality transit is greatest.~~

**Table 1.2** *Metro Bus Service Types and Features*

| | Bus Service Type | | | |
|---|---|---|---|---|
| **Feature** | **BRT and Liner** | **Rapid** | **Commuter (Tier 5)** | **Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) Local Bus Services** |
| Right of Way | Segregated right-of-way | Major arterials; peak hour or all-day bus lanes | Major arterials and freeways. | Major arterials and local streets; peak hour or all-day bus lanes for Core Tier 1 lines, with bus bulbs as alternative to bus lanes for Tier 1 and 2 lines |
| Target Average Stop Spacing | 1.25 miles | 0.75 mile | 1.25 miles | 0.25 mile |
| Target Travel Market | Inter-community, regional | Inter-community | Inter-community, regional | Inter-community, neighborhood |
| Vehicle Type | 40/45/60-foot buses | 40/45/60-foot buses | 40/45/60-foot buses | 32/40/45/60-foot buses |
| Communities Served | Multiple | Multiple | Multiple | Multiple |
| Signal Priority | Yes | Yes | No | Yes for Core and Convenience (Tiers 1 and 2) |

| | | | | |
|---|---|---|---|---|
| Fare Collection | On board J Line ~~(Silver)~~ Off-board pre-pay G Line ~~(Orange)~~ | On board | On board | On board, with all-door boarding being implemented for all bus lines (2025)~~a goal for Core and Convenience (Tier 1 and 2)~~ |
| Passenger Amenities | Shelters and stations | Shelters and stations | Shelters and stations | Benches and shelters (provided by local jurisdictions), though not at all stops |
| Real-time Passenger Info | Yes | Yes | Yes | At some stops and via smart phone applications |

~~Metro Liner Transit~~

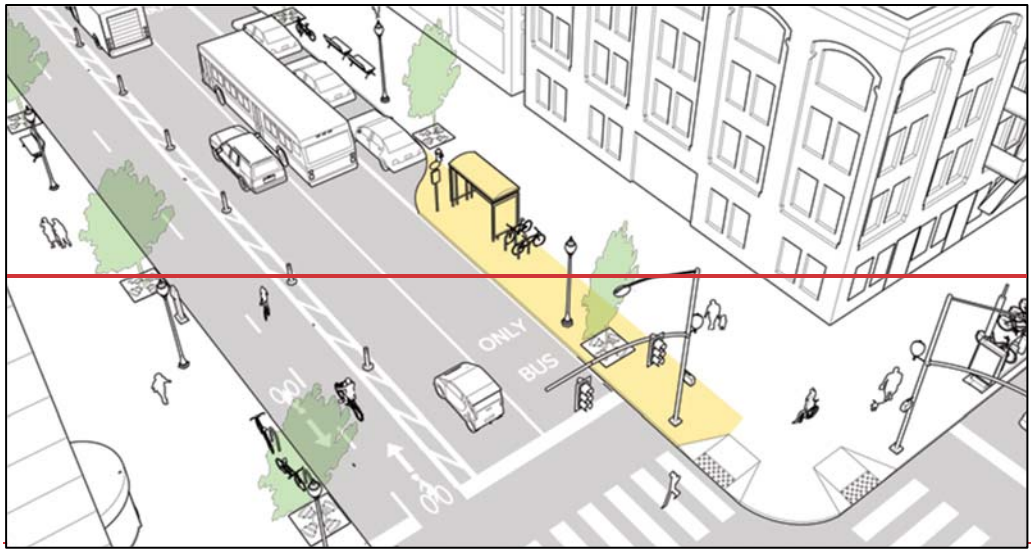
~~Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:~~

- ~~**G Line (Orange)** operates on its own semi exclusive right of way, and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)~~
- ~~**J Line (Silver)** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT. J Line charges a premium fare (coordinated with Foothill Transit service fares on same corridor) since it operates on the freeway.~~

~~Attributes supporting the Metro Liner services and other Metro bus services as part of the NextGen Bus Speed and Reliability focus are:~~

- ~~**Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:~~
  - ~~Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line (Orange) or the I-10 transitway for the J Line (Silver) other transit services. These lanes can either be spaced apart from streets and freeways or be physically separated with either physical barriers or painted lines.~~
  - ~~Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.~~
  - ~~HOV travel lanes reserved not only for transit but also for high occupancy vehicles and sometimes vehicles paying a toll. Separation is achieved with either physical barriers or painted lines. J Line (Silver) and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.~~
- ~~**Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic~~

~~and parking capacity, or where the **frequency** of service (less than 7.5 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 1.1 provides an illustration.[6]~~




~~Figure 1.1 *Bus bulb*~~

- ~~**Transit Signal Priority:** This key NextGen Bus Speed and Reliability strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is anticipated to be complete by fall 2022.~~

- ~~**Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than operating based on timepoints to regulate service offers the chance to keep service~~

~~[6] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/~~

moving while minimizing wait times and travel times for riders. This approach will be piloted as part of the NextGen Bus Speed and Reliability initiatives using a mix of staff- and technology-based line management techniques.

- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Fare Collection Amenities:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. For the G Line (Orange), all fare collection is completed at the stations and the fleet does not have on-board fare boxes. The J Line (Silver) has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest bus service corridors and have also piloted this option. All-door boarding will be extended to all Core (Tier 1) and Convenience (Tier 2) lines by mid-decade to help reduce travel times for most riders.
- **Park & Ride Facilities:** Provided in close proximity to major stops and stations. Adjacent development and joint use parking are encouraged.
- **Advanced Transportation Management Systems:** ATMS provide an array of technologies to improve service reliability and customer experience including on-board stop announcements.

Articulated Buses

The G Line (Orange) operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals to the point where service quality is degraded. For this reason, bus lines with a peak headway of five minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

## 1.2 Metro Rail

As of Summer, 2025November 2024May 2022, Metro operates two heavy rail and four light rail lines serving a total of 96 11107 stations across approximately 101 121.309 route miles,

~~with a fleet of 102~~ 100 ~~heavy rail and~~ 337~~293 light rail cars.~~ Metro Rail operates in heavily congested, high-demand travel corridors and provides connections to key multi-modal transportation hubs. Metro operates two types of rail service to better match the transit mode with specific customer demand and needs. ~~Metro heavy rail is high-capacity, two line rapid transit services operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together.~~

As of s~~S~~ummer~~,~~ 2025, Metro operates two heavy rail and four light rail lines serving a total of 111 stations across approximately 121.3 route miles, with a fleet of 108 heavy rail (including the first eight new HR4000 cars) and 337 light rail cars.

Metro heavy rail is high-capacity, two line rapid transit service operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's heavy rail ~~is the~~ subway system served by the B and D Lines ~~(Red, Purple)~~ powered by a third rail and ~~are~~ generally operated with 4- or 6-car train sets.

Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together. Metro's four light rail lines – A ~~(Blue)~~, C ~~(Green)~~, E ~~Line (Expo)~~, and ~~L~~ K Line~~s (Gold)~~ are powered by overhead catenary wires, generally use shorter 2- or 3-car train sets~~,~~ and operate at slower speeds than heavy rail.

The first segment of the new 8.5 mile, 8-station Crenshaw/LAX K Line ~~is expected to~~ opened in October ~~late~~ 2022; a~~. A~~ ninth new station, the Airport Metro Connector (AMC) Station, ~~should~~ opened on June 6, ~~by the end of 2024~~2025. In June 2023, ~~The~~ the opening of the ~~new~~ 1.9 mile Regional Connector light rail alignment through downtown LA facilitated the ~~will also open around the same time as the K Line, which will see the~~ realignment of the former L Line ~~(Gold)~~ rail line ~~realigned~~ into the A Line ~~(Blue)~~ and E Line ~~(Expo)~~ services, creating direct links from Long Beach to Azusa (A Line) and Santa Monica to East LA (E Line). This alignment includes two new stations and one replacement station in downtown LA.

## 1.3 Metro Micro

Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations and population, and relatively low travel activity. To address these challenges, Metro launched pilot microtransit operations in December 2020, branded as Metro Micro.

Metro Micro is operated with passenger vans within eight designated zones and is intended to test a range of use cases including areas where fixed route service has not been effective or

is unable to access parts of a community. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micro can be an effective and efficient replacement for Metro fixed route bus service in these hard-to serve areas.

Section 5 is ~~has been~~ dedicated for~~to~~ discussing the unique nature of this service.

## SECTION 2: DESIGNING A WORLD CLASS BUS SYSTEM

~~As outlined in the Executive Summary, i~~In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study was also initiated in 2018 to reimagine the Metro bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. The NextGen Bus Plan and Study were completed to address strategic plan **Goal #1: Provide high quality mobility options that enable people to spend less time traveling**. The study also encompassed two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the Vision 2028 ~~strategic~~ Strategic ~~plan~~Plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public from available resources.

These goals and objectives drove the development of the NextGen Bus Plan, including guiding principles for routing, stop spacing, frequency, span of service, and coordination with municipal operators. A set of performance measures are defined below to ensure the bus network continues to evolve consistent with the intent of NextGen to create a competitive bus service for LA County.

NextGen Bus Plan

Metro Vision 2028 envisions building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real-time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to and from the bus stop, waiting time, and onboard travel time.

As mentioned in the Executive Summary, NextGen's primary purpose was to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines the strategy of the NextGen Bus Plan's design as the foundation for building a fast, frequent, and reliable World Class Bus System.

**Step 1: Reconnect Scenario:** Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 of the bus study presented a path forward for

reinventing the bus network through restructuring the bus lines consistent with service usage and travel patterns using the following guiding principles identified in the NextGen Bus Study:

- **85% of LA County residents have used transit at least once in the past year**, THERFORE, the NextGen Bus Plan attempts to maintain coverage throughout the County by minimizing discontinued segments.
- **Fast/frequent/reliable service is key**; THEREFORE, the NextGen Bus Plan is designed to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's pre-NextGen bus system was not always competitive to get people where they want to go**, THEREFORE NextGen Bus Plan has adjusted routing to reflect the key origins and destinations identified in cell phone location data for overall travel patterns and ridership data for transit ridership patterns.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**, THEREFORE service levels under the NextGen Bus Plan have been improved for off-peak periods, especially ~~midday~~midday, weekday, and weekends, with more improvements planned, especially for evenings. New overnight Owl services have been added or are planned.
- **Need to integrate Metro's Equity Framework into the planning process,** THEREFORE the NextGen Bus Plan service improvements prioritize equity-focus areas where the need for high-quality transit service is greatest.

These lessons were incorporated into the Plan's Service Design Guidelines outlined in Section 3 to "reconnect" routes and schedules with where and when people travel today. ~~as the~~ This NextGen Bus Plan Reconnect scenario was implemented across the December 2020, June 2021, and September/December 2021 service change cycles. Reconnect was estimated to increase ridership by 5% with no additional increase in revenue service hours. It will also help Metro recover from the impacts of the COVID-19 pandemic on ridership.

**Step 2: Transit First Scenario:** Building upon the Reconnect scenario of NextGen Bus Plan that provides a bus network that better reflects the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe and comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more frequent service.

- **Speed and Reliability Improvements –** Declining ~~As~~ bus system speeds ~~have continued to decline over the last decade, Metro has had to allocate an additional $10 million cumulatively on an annual basis to provide the same amount of service. Not only does this~~ reduce the opportunity to increase service, ~~it~~ degrade~~s~~ the competitiveness and attractiveness of bus service, and are~~is~~ not sustainable. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements ~~can be implemented~~ within Metro's control that ~~,~~ can be implemented include ~~such as~~ optimizing stop ~~spacing,~~ spacing and implementing all-door boarding~~,~~

~~and piloting headway based service management~~. However, other improvements can only be implemented through collaboration with local jurisdictions, such as transit signal priority system upgrades and expansion, new bus bulb-outs, and bus-only or bus priority lanes. Under the NextGen Transit First scenario, a major 5-year program of capital improvements was approved to support speed and reliability improvements for the regional bus network. This investment is anticipated to save 25~~--~~34% in system speed if fully implemented, thus ~~and to~~ allowing for more frequent service to be delivered without adding additional operating costs. New bus lanes were~~have already been~~ rolled out in 2020 and 2021 on 5th and 6th Sts, Grand Av, Olive St, and Aliso St in downtown LA, and on Alvarado St between 7th St and Sunset Bl~~the 101 freeway~~. Additional lanes have been implemented on La Brea Av between Sunset Bl and Olympic Bl (2023), and Roscoe Bl between the SR-170 freeway and Topanga Canyon Bl (~~(~~2024) – as part of the North San Fernando Valley ~~c~~Corridor ~~i~~Improvements ~~p~~Project~~)~~. These are just the beginning of a program to add over 100~~80~~ miles of dedicated bus lanes through partnerships with City of LA and other municipalities.

- **Customer Wait Environment** – ~~Through the s~~Significant public outreach conducted in Phase 1 of the NextGen Bus Study, as well as other Metro initiatives such as the Understanding How Women Travel Study[7], highlighted ~~we learned~~ that an uncomfortable and unsecured wait environment is a significant barrier to ~~for customers in~~ using the bus network for current and potential customers. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed ~~the~~ a Metro Transfers Design Guide in March 2018[8] to elevate the importance of the transit rider experience and builds upon Metro's First/Last Mile Strategic Plan by addressing the "complete journey" for riders. ~~.~~ Under the Transit First scenario~~,~~ the NextGen Bus Plan is intended to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost $150 million and address several of the safety and comfort issues identified through the NextGen outreach and the How Women Travel Study. Implementation will be completed in partnership with local authorities responsible for the provision of bus stop amenities throughout the Metro transit network.

- **Boarding and Riding Experience** – Metro has implemented all-door boarding on the G Line ~~(Orange)~~, J Line ~~(Silver)~~, and Rapid Lines 720 (Wilshire) and 754 (Vermont). Experience on the J Line showed that dwell times were reduced by up to 15% on average, on-time performance improved, and cash payment declined with more TAP penetration. Surveys confirmed that both customers and operators were significantly satisfied with the implementation of all-door boarding. In early 2022, the Metro Board approved the purchase of rear door validators and other equipment to allow for implementation of all-door boarding across the higher frequency Core and Convenience (Tiers 1 and 2) local

[7] libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf

[8] ~~dropbox.com/s/iv6ruaxdw5g945b/Metro_Transfers_Design_Guide_2018-0312.pdf?dl=0~~Metro Transfers Design Guide

bus lines. Other strategies to improve the boarding and riding experience have focused on improved real-time information accuracy. As of early 2025, the installation of rear door validators on all Metro buses was complete~~d~~. Software testing continues in advance of expanding all-door boarding systemwide.

- **Layover Optimization** – Due to limited curb space, many routes are extended purely to access a suitable layover location. These route extensions are not required for riders and cost several million dollars in operating costs per year. By investing in off-street layover terminals to optimize layover locations, Metro can reallocate wasted operating resources to more productive uses. In addition, these locations can provide facilities for better regional mobility coordination, better wait and rest environments for customers and operators, improved bus service reliability, and opportunities for new en-route Zero Emission Bus (ZEB) charging infrastructure.

This estimated $1 billion capital program for the NextGen Speed and Reliability and Passenger Amenity improvements mentioned above, planned for implementation over a five-year period, is expected to achieve resource savings by generating more revenue service miles/trips with the same number of revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensuring that all bus lines operate seven days per week;
- Increased weekday midday and evening service levels;
- Increased weekend service levels and;
- Expanded owl (overnight) service.

Investing "one time" capital dollars into transit supportive infrastructure will increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over and above what Reconnect ~~s~~Scenario was expected to~~can~~ achieve) without additional increases in revenue service hours.

**Step 3: Future Funding Scenario:** Should future funding be secured through efforts such as congestion pricing, additional resources can be added to the NextGen Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served within the Transit First Scenario. Therefore, a 34% increase in revenue service hours to provide even more frequent service, as planned under a Future Funding Scenario, would only be expected to yield a 10% increase in ridership over Transit First.

# SECTION 3: BUS SERVICE DESIGN GUIDELINES

## Key Principles of Network Design

Three key elements were taken into consideration during the NextGen Bus Study and NextGen Bus Plan to identify when and where transit can be competitive and successful.

- **Transit Propensity** – Areas where the propensity to use transit is the greatest embody three main characteristics: first, there is a significantly large population of transit market segments, including people who rely on transit (especially those identified in Metro's Equity Focus Communities) for most of their travel such as commuters, students who use transit for work and school trips, and discretionary customers who choose transit for some or all their trips. The second characteristic is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. Third, a pedestrian-oriented street environment that includes safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography is critical.
- **Existing Service Performance** – It is important to identify the most productive segments of the existing bus network which articulate current transit demand. These corridors and routes have been optimized through the NextGen Bus Plan, and lessons learned will be applied to other areas with similar demand and service characteristics.
- **Service Environment** – A transit-oriented service environment is also critical to the success of transit, not just to facilitate fast, frequent, and reliable transit operations, but also to support to the ability of transit to thrive as a viable option. The importance of environmental elements such as pedestrian orientation of the streets, land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure such as bus-only lanes and other transit prioritization design are critical. The NextGen Bus Speed and Reliability program is working to address this key element.

Once these key elements are taken into consideration in the NextGen Bus Plan's focus on fast, frequent, and reliable service, this transit orientation can then be translated into design considerations, including elements explained in the following sub-sections.

## 3.1 Service Design Concepts

Service design concepts were developed as part of the NextGen Bus Study and incorporated into the NextGen Bus Plan -based on the feedback received through the study's stakeholder and public outreach sessions and established as guidelines. Network characteristics most important to the public include:

- Faster service
- Frequent service throughout the day
- More reliable service
- Better network connectivity

- Accessibility to key destinations
- Improved security

Table 3.1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

**Table 3.1** *Service Design Concepts*

| | Faster service | Frequent service throughout the day | More reliable service | Better network connectivity | Access to key destinations | Improved security |
|---|---|---|---|---|---|---|
| Optimize stop spacing | X | | X | | | |
| Shorter route lengths | | | X | | | |
| Subarea transit hubs | | | | X | | X |
| Municipal operator coordination | | | | X | X | |
| Standardize frequency by service tier | X | X | | | | |
| Routing to reflect current travel patterns and transit propensity | | | | X | X | X |
| Transit-supportive infrastructure | X | | X | | | X |

Based on these themes, the following service design concepts were incorporated into the NextGen Bus Plan implemented to deliver an improved Metro bus network:

Optimize ~~Hybrid Local/Rapid~~ Stop Spacing – Past practice was that stop spacing was determined by route classification. ~~For example,~~ Local lines were planned with 0.25~~¼~~ mile stop spacing, while Rapid lines had 0.75~~¾~~ to 1 mile stop spacing. As a result, customers travelling on Local lines travelled more slowly but had closer access to origins and destinations. Conversely, Rapid customers travelled faster along a ~~corridor, but~~corridor but may have been picked up or dropped off much further from their origin or destination. Thus~~In addition~~, resources were split between the Local and Rapid lines, resulting in less frequency for each service, and ~~. Thus~~o ~~o~~verall end-to-end travel time including walking/rolling to/from stops, waiting for the bus, and in-vehicle run time may result in longer overall travel times on the Rapid, especially for shorter distance trips.

Consolidating Local and Rapid resources along 18 major transit corridors was implemented in 2020/2021 as part of the initial roll out of the NextGen Bus Plan. The single hybrid service retained on these key corridors provides more frequent service at all stops and, when matched with optimized 0.25 ~~¼~~ mile average (and 0.3 mile maximum) stop spacing adopted as part of NextGen Bus Plan and new bus lanes, results in shorter wait times, faster on-board travel times compared to the previous Local service, and shorter walk/roll compared to Rapid service. In addition, this standardizes the service frequency along the entire corridor as compared to providing inconsistent frequencies between Local and Rapid services that have different speeds. Stop spacing can be adjusted to reflect local conditions with the needs of key

destinations such as schools, medical centers, and senior centers ~~being~~ taken into account while balancing the impact each stop has not just for those that use the stop, but for those on board that are delayed by buses stopping. Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses and non-compliant stop locations.

Shorter Route Lengths and Subarea Transit Hubs – Location-based cell phone data indicates that almost half of all trips made in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily across the region. Creating shorter, core route lengths with maximized service frequency and bus speed improvements such as new bus lanes will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide safer and more convenient locations for transfers.

Municipal Operator Coordination – Metro serves as LA County's regional coordinator of transit services. Improved coordination between all operators and modes is vital to establishing an integrated regional transit network. Metro operates within a hierarchy of services, in which Metrolink provides the region's commuter rail to serve high volume, longer distance trips. Metro Rail, Metro Liner [(G ~~Line (Orange)~~ and J Lines ~~(Silver)~~]), and Metro Bus serve as the backbone of the urban transit network within much of LA County~~,~~ and are augmented by municipal operators. Municipal and local return operators complement the system with community and shuttle buses that serve specific neighborhood needs.

It is imperative that Metro bus service be closely coordinated with municipal transit service as roughly one-third of transit service in LA County is provided by municipal bus operators and Metrolink, and resources are scarce. Duplication of service should be avoided to maximize the benefit of transit service across the County. ~~The m~~Municipal operator ~~ir~~ coverage is especially strong in Santa Monica, Culver City, South Bay, Gateway Cities, and eastern San Gabriel Valley as well as Santa Clarita and the Antelope Valleys. When ~~Given that several~~ municipal operators ~~are currently~~ undergo~~ing~~ their own system redesigns, there are opportunities to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers. The NextGen Bus Plan included four transfers of Metro bus service to municipal operators ~~, two of which were implemented in 2021~~ in cases where the line was more appropriate as part of the municipal operator's network~~;~~. ~~two~~ two were transitioned in 2021, and the remaining two were transferred in 2024.

Standardized Frequencies by Service Tiers and Headway Standards – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 minutes or better) and on policy service levels for low frequency services (less than 15 minutes). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year.

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown. The minimum acceptable frequency levels for bus and rail are defined in Table 3.2. The minimum levels are below normally operated existing levels but may be applied in special circumstances such as an urgent maintenance need or system expansion rail tie-in, and transitional periods such as 6-7 p.m. when bus frequencies are adjusted to those for the next time period, or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of minimum frequencies must still allow load standards to be met. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.

**Table 3.2~~2~~** *Minimum Service Frequency by Service Type*

| Service Type | Peak | Midday Weekday | Weekend | Evening |
|---|---|---|---|---|
| Heavy Rail | 10 | 12 | 12 | 20 |
| Light Rail | 10 | 15 | 15 | 20 |
| Core Network (Tier 1) | 10 | 10 | 15 | 7.5 |
| Convenience Network (Tier 2) | 15 | 15 | 30 | 10 |
| Connectivity Network (Tier 3) | 30 | 30 | 60 | 15 |
| Community Network (Tier 4) | 60 | 60 | 60 | 30 |
| Commuter Network (Express) | varies | varies | varies | varies |

~~The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown minimum acceptable se for bus and rail 21These are minimum levels, below existing levels normally operated but may be applied in special circumstances such as an urgent maintenance need or system expansion tie in for rail and transitional periods such as 6-7 pm when bus frequencies are adjusted to those for the next time period or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of such minimum frequencies must still allow load standards to be met.~~

**Table 3.2~~3~~** *Minimum Rail and ~~NextGen~~ Bus ~~Plan~~ Frequency by Service Type for Title VI Analysis*

| Service Type | Weekday Peak (6-9a and 3-6p) | Midday Weekday (9a-3p) | Weekends (10a-5p) |
|---|---|---|---|
| Heavy Rail | 15 | 15 | 15 |
| Light Rail | 15 | 15 | 15 |
| Core Network (Tier 1) Metro Liner and Metro Rapid | 10-15 | 15 | 15 |

| | | | |
|---|---|---|---|
| Convenience Network (Tier 2) | 15-20 | 20-30 | 20-30 |
| Connectivity Network (Tier 3) | 30-40 | 40-60 | 40-60 |
| Community Network (Tier 4) | 60 | 60 | 60 |
| Commuter Network (Tier 5) | varies | varies | varies |

Metro Micro ~~MicroTransit~~ and Other On-Demand Services – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro launched ~~operated a is currently conducting a three year Metro Micromicrotransit pilot program,~~ an on-demand, van-based rideshare service branded as Metro Micro. ~~The service launched in December 2020 and the final eighth zone was implemented in December 2021. The zones are: Watts/Compton (originally two separate zones), LAX/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Glendale/Eagle Rock, Pasadena/Altadena/Sierra Madre, Northwest San Fernando Valley, and Westwood/UCLA.~~ The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. ~~Reservations can be made the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application.~~ All pickup and drop-off locations are located within the zone and must be ADA ~~accessible, but~~accessible but are not limited to bus stops. The pilot program ~~will~~ operated for three years and continues in operation today while Metro continues to improve the financial sustainability of this service model. ~~The service was originally operated by Metro staff but the operations is now contracted out and a new software vendor has recently been contracted. , after which Metro will determine whether to make the service permanent or not.~~ A number of lower ridership fixed-route services were~~have been~~ discontinued within the ~~new~~ Metro Micro zones as part of the NextGen Bus Plan implementation, and ~~, to determine if~~ Metro Micro was used ~~microtransit can be an effective~~ as a replacement ~~and efficient replacement~~ for Metro fixed route bus service in these hard-to serve areas. More information about this new mode is available in Section 5.

~~Table 3.12~~ ~~*Minimum Rail and NextGen Bus Plan Frequency by Service Type*~~

| Service Type | Peak | Midday Weekday | Weekend | Evening |
|---|---|---|---|---|
| Heavy Rail | 10 | 12 | 12 | 20 |
| Light Rail | 10 | 12-15 | 15 | 20 |
| Core Network (Tier 1)<br>Metro Liner and Metro Rapid | 5-10 | 5-10 | 15 | 207.5 |
| Convenience Network (Tier 2) | 12-15 | 12-15 | 30 | 6010 |
| Connectivity Network (Tier 3) | 20-30 | 20-30 | 60 | 6015 |
| Community Network (Tier 4) | 40-60 | 40-60 | 60 | 6030 |
| Commuter Network (Tier 5) | varies | varies | varies | varies |

~~**Standardize Frequencies by Service Tiers** – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 min or better) and on policy service levels for low frequency services (less than 15 min). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year. These frequency levels are defined in Table 3.1. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.~~

**Routing to Reflect Current Travel Patterns and Transit Propensity** – Under the NextGen Bus Study, c~~C~~orridors were~~are currently being~~ evaluated by segments based on the origin-destination travel patterns identified using the cell phone location-based data and regional TAP data. The segments were~~ill be~~ connected together to create lines that better align the routing with travel patterns. This is expected to reduce the number of transfers required to make a trip, and to increase the distance travelable and access to opportunities along the network within a given time frame. While resources are~~will be~~ focused in areas with high transit propensity, there is ~~will be~~ a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

**Transit Supportive Infrastructure** – Service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include separated ~~bus-only~~ lanes, queue jumpers, bus bulb-outs, traffic signal retiming, transit signal priority, all door-boarding, fare payment technology, and the Advanced Transportation Management System (ATMS) use ~~other technologies and infrastructure~~ that improve the attractiveness and competitiveness of transit while reducing revenue hours so that they can be reapplied to provide more frequent service. Infrastructure that optimizes terminals and layover locations, reduces out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can also be reallocated to more frequent service. Infrastructure supporting the NextGen Bus Speed and Reliability focus includes:

- **Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:
  - Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line or the I-10 transitway used by the J Line and other transit services. These lanes may be spaced apart from streets and freeways or physically separated with physical barriers or painted lines.
  - Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.

- HOV travel lanes reserved for transit, high occupancy vehicles, and sometimes, vehicles paying a toll. Separation is achieved with physical barriers or painted lines. J Line and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.

~~107.5~~

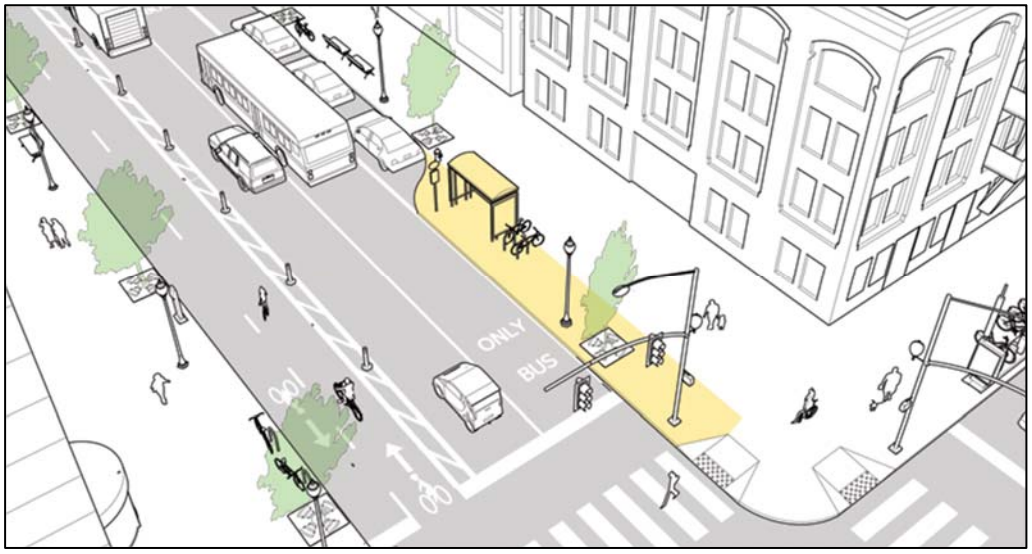



**Figure 3.1** *Bus bulb*

- **Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic and parking capacity, or where the **frequency** of service (less than 10 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 3.1 provides an illustration.[9]
- **Transit-Signal Priority:** This key strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model using cloud-based technology. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a

[9] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/

single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is ongoing with launch of the cloud-based solution to be rolled out in 2026.

- **Queue jumpers:** A queue jump is where there is a separate signal phase for transit vehicles so they can get ahead of other traffic. They may ~~can~~ operate from ~~either~~ a regular traffic lane or be partnered with a queue bypass lane.
- **Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than on time points to regulate service offers the chance to keep service moving while minimizing wait times and travel times for riders. This approach was piloted on 3~~Thi~~rd St Line 16 between June 2023 and December 2024 as part of the NextGen Bus Speed and Reliability initiatives, using a mix of staff-and technology-based line management techniques. Results are being evaluated and appear mixed, with limited improved reliability in terms of intervals and challenges rolling out the labor required to manage multiple lines. No further pilots are planned at this time. ~~and results were mixed~~
- **All-door boarding:** The J Line has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest corridors and also piloted this option. All-door boarding is planned to ~~will~~ be extended to all ~~Core (Tier 1) and Convenience (Tier 2)~~Metro bus lines by mid-2025~~decade~~ to help reduce travel times for most riders. All buses have the required rear ~~door validator~~door validators, but software ~~remains under~~ testing continues.
- **Fare Payment Technology:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. All G Line Bus Rapid Transit fare collection is completed at the stations and the fleet does not have on-board fare boxes. Additional features such as the ability to access low income, student, and senior discounts, receiving two hours of free transfers, paying for transfers between TAP agencies, and participating in fare capping have also been incorporated into Metro's TAP system for ease of use.
- **Advanced Transportation Management Systems~~:~~ (ATMS)**: provides an array of technologies to improve service reliability and customer experience. ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable ~~public transportation authorities and fleet operators to~~ better tracking, management, and dispatching of ~~their~~ vehicles. ~~At any moment, a controller can pinpoint the location of a specific vehicle and respond to an emergency situation; dispatch an FET or tow truck, and/or notify passengers of a delay. The end result is a behind-the-scenes management capability that provides better service for the public.~~
- Components
- ~~It is an integrated fleet management system that~~ combine~~s~~ mobile voice and data communications, computer assisted dispatch (CAD), automatic voice annunciation (AVA), and automated vehicle location (AVL) to provide users with tools to manage Metro's bus fleet. This data also provides a source of real-~~-~~time information that is integrated into ~~provided for riders to know service information in~~ real time service

information feeds to help riders~~them~~ navigate the system successfully. ~~Ultimately, the system provides information so that all users can make informed decisions about operational issues, improve response to both public and internal departments, and improve overall on-time performance.~~

- ~~ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable public transportation authorities and fleet operators to better track, manage and dispatch their vehicles. At any moment, a controller can pinpoint the location of a specific vehicle and respond to an emergency situation; dispatch an FET or tow truck, and/or notify passengers of a delay. The end result is a behind-the-scenes management capability that provides better service for the public.~~
- ~~Automatic Voice Annunciation~~
- ~~Provides next bus stop announcements for all Metro Bus passengers. It is fully compliant with the Americans with Disabilities Act (ADA). The system uses both audio and visual announcements. > More information~~
- ~~Automatic Passenger Counting~~
- Automatic Passenger Counting (APC) and a ~~is a data collection and reporting system. The data from APC is used to provide data for required Federal Reports, such as the National Transit Database, and to provide data used to analyze the actual daily performance of the bus system compared to the scheduled daily operation. The data and reports are also used for short and long term planning of Metro Bus routes, Metro Rail lines, traffic engineering, marketing, cooperative business ventures and many other uses. > More information~~
- Video Surveillance System
- ~~Video Surveillance System~~ (VSS) are also used to gather ridership data and ~~uses video cameras to monitor events on Metro Buses. This system~~ enhance~~s~~ passenger and employee safety. ~~Metro vehicles typically have between 3-12 cameras that record various views. The video is downloaded for review when necessary to assist with operator training, criminal activity (i.e. tagging, ect) and other request that require visual confirmation.~~

~~Table 3.2 *Service Design Concepts*~~

| | ~~Faster service~~ | ~~Frequent service throughout the day~~ | ~~More reliable service~~ | ~~Better network connectivity~~ | ~~Access to key destinations~~ | ~~Improved security~~ |
|---|---|---|---|---|---|---|
| ~~Routing to reflect current travel patterns and transit propensity~~ | | | | ~~X~~ | ~~X~~ | ~~X~~ |
| ~~Standardize frequency by service tier~~ | ~~X~~ | ~~X~~ | | | | |
| ~~Subarea transit hubs~~ | | | | ~~X~~ | | ~~X~~ |
| ~~Shorter route lengths~~ | | | ~~X~~ | | | |
| ~~Optimize stop spacing~~ | ~~X~~ | | ~~X~~ | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| Municipal operator coordination | | | | X | X | |
| MicroTransit and other on-demand | | X | | | X | |
| Transit-supportive infrastructure | X | | X | | | X |

Table 3.2 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

## 3.2 LoadService Standards

Board-adopted service standards are established to ensure that service levels are maintained to meet a minimum standard of rider experience. This section ese focuses on such items as maximum average loads on trips, and on time performance and are discussed below. Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.

Headways

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods as summarized in Table 3.3. These frequencies below are the minimum service levels versus the target frequencies established under NextGen Bus Plan shown in Table 3.1 above.

Table 3.3 *Minimum Headway by Service Type*

| Service Type | Peak (Weekday) | Off-Peak (Weekday-Weekend) | Weekend Base |
|---|---|---|---|
| Heavy Rail | 10 | 20 | |
| Light Rail | 12 | 20 | |
| Liner | 12 | 30 | |
| Rapid | 20 | 30 | |
| Core Network (Tier 1) | 10 | 10-15 | |
| Convenience Network (Tier 2) | 15 | 15-30 | |
| Connectivity Network (Tier 3) | 30 | 30-60 | |
| Community Network (Tier 4) | 60 | 60 | |
| Commuter Network (Tier 5) | Varies | Varies | |

Passenger Loads

~~Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.~~

**Table 3.~~4~~4** *Passenger Loading Standards by Vehicle Type*

| ~~Service~~ Vehicle ~~Type~~ | Seats per Vehicle | ~~Peak Passengers per~~ Sq. Foot per Standing ~~Passenger~~ (Rail) / ~~Seat~~Seat (Bus) | Maximum Passengers Onboard |
|---|---|---|---|
| Heavy Rail ~~– —~~A650 | 50~~2~~ | 3.45~~2.30~~ | 14~~320~~ |
| Heavy Rail ~~– —~~HR4000 | 47 | 3.45 | 131 |
| Light ~~rail~~Rail – P3010 | ~~60-76~~68 | 4.25~~1.75~~ | 133~~105-133~~ |
| Light Rail – P2550 | 71 | 4.25 | 138 |
| Light Rail – P2000 | 70 | 4.25 | 139 |
| Bus – 40 foot | 38 | 1.30 | 49 |
| Bus – 45 foot | 46 | 1.30 | 60 |
| Bus – 60 foot | 57 | 1.30 | 74 |
| ~~Van — MicroTransitMetro Micro~~ | ~~10~~ | ~~1.0~~ | ~~10~~ |

- **Bus Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. This TSP maintains ~~sets~~ the current loading standard for Metro bus to 1.3 as recommended by the 2016 APTA Peer Review Committee. ~~Vehicles used for Metro MicroMicroTransit will have a load standard of 1.0.~~

~~– R~~~~Rail Passenger Loading Standard~~ ~~expresses the maximum average load based on seats available plus either a standard for passengers per square foot (heavy rail) or ratio of customers to seats (light rail) by service type and by direction for one-hour period by time of day and should not be exceeded for at least 95% of all hourly periods.~~

- ~~—~~**Rail Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle type and by direction for a one-hour period which should not exceed for at least 95% of all hourly periods.
  - ~~-~~The load standard for Metro heavy rail is number of seats plus 3~~,~~.45 square feet per passenger by vehicle type and is consistent with Metro's peers like New York MTA, Chicago Transit Authority, BART and Boston MBTA.
  - The load standard for Metro light rail is number of seats plus 4.25 square feet per passenger by vehicle type and is consistent with Metro's peers like Denver RTD.

  Switching to a square footage per passenger better reflects the balance between available seating and standing room. The former metric of a multiplier by seating capacity does not respond to the changes in Metro Rail fleet seating count and

standing area space~~allows for more standees to be accommodated~~. -The total amount of square footage available for standees is based on the net -interior square footage of the passenger cabin.

~~Wheelchair Boardings and Pass ups.~~
~~Ideally, in a floating 6-month period, regular operating bus service will average no more than 6% in pass ups of customers who use wheelchairs or other mobility devices. Should the average increase to over the 6% threshold, Service Planning will adjust service to better serve the ridership patterns of the route in such a way so as to minimize pass-ups.~~

Metro Liner Transit

Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:

- **G Line** operates on its own semi-exclusive right-of-way and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)
- **J Line** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT.

Wheelchair Boardings and Pass ups.

Ideally, in a floating 6-month period, regular operating bus service will average no more than a 5% pass-up rate of customers who use wheelchairs or other mobility devices. Should the average increase to over the 5% threshold, Service Planning will adjust service to better serve the ridership patterns of the route so as to minimize pass-ups.

## 3.3 On-Time Performance

A key element of high-quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than 1 minute early to no more than 5 minutes late, which is measured at all timepoints along a route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail.

Metro internally has an internal interim goal of 78.5%. As the agency works to improve on-time performance, this goal will be progressively moved towards achieving the aspirational goal of 85%. The on-time performance standard is summarized in Table 3.5.

**Table 3.5** *Target Standard for On-Time Performance*

| Service Type | On-Time Performance |
|---|---|
| Heavy Rail | 95% |
| Light Rail | 90% |

| | |
|---|---|
| All Metro Bus Services: Liner, Rapid, Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4) Commuter (Tier 5) | 85% |

Service Cancellations:
In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extra board operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.

### 3.~~34~~ ~~Tranist~~Transit Stop Spacing:

Bus stops and station stop locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and be located at a signalized or signed crosswalk to disincentive or minimize crossing against traffic lights at unprotected/uncontrolled locations (i.e., no crosswalk or signal light, etc.). Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Access to medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.

~~Network Route Spacing~~
~~Network Route Spacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 mile apart from one another, and bus routes operating parallel to rail should be spaced a 0.5 mile apart on either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost effective manner. Where possible, alternate~~alternative ~~delivery methods should be considered.~~

Stop/Station Spacing
The average Stop/Station s~~s~~pacing refers to the average distance between consecutive stops/stations along an entire bus/rail route. The standard is expressed as the maximum average stop/station spacing in miles by type of service and is not to be exceeded by at least 90% of all routes operated. ~~Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as discussed below.~~ Metro's ~~maximum~~ average stop/station spacing by mode is summarized in Table 3.~~4~~6.

Table 3.6 *Target Average Stop/Station Spacing*

| Service Type | Average Stop/Station Spacing (miles) |
|---|---|
| Heavy Rail | 1.50 |
| Light Rail | 1.50 |
| Metro Liner | 1.25 |
| Rapid | 0.75 |
| Commuter (Tier 5) | 1.25 |
| Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) | 0.25 |

Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as described in the following discussion~~iscussed below.~~:

**Heavy/Light Rail Line** station spacing is greater than bus stop/station spacing to achieve a higher operating speed, recognizing that riders are willing to access such service from a greater distance and to ensure this mode is competitive for longer distance travel, while ensuring stations serve key activity nodes and transit connection points. Rail station location is determined during the design phase. Ideal average rail station spacing should be no greater than 1.50 miles.

- **Metro Liner, Commuter Bus (Tier 5) and Rapid Bus Routes** achieve the highest bus speeds through even greater stop spacing than Local Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), and Community (Tier 4) ~~, and Commuter (Tier 5)~~ line~~s~~. To ensure these services provide access to major activity centers and transfer points, average stop/station spacing should be no greater than 1.~~2~~5 miles, though there may be exceptions due to geography or existing facility design such as freeway HOT or HOV lanes. ~~See Table 3.5 for further details.~~ Target average spacings are 1.25 miles for Metro ~~l~~Liner and Commuter Bus service tiers, and 0.75 for Rapid Bus.
- **Core, Convenience, Connectivity, and Community Bus Routes** primarily operate on city streets and secondary streets respectively. These route types are designed to provide service closer to a customer's destination and reduce walking times. Therefore, average stop spacing should be no greater than 0.25 miles for convenient walk access while maximum stop spacing should be 0.3 miles between any two consecutive stops except in areas where no stops are required or physically possible (freeways, bridges, undeveloped areas).

Decisions regarding bus stop spacing and location call for analysis of ridership density, customer service requirements such as balancing access to key destinations and impact to ~~on~~ on-board riders, rider and operational safety, equipment size, ~~the~~ service type ~~provided~~, interaction of stopped buses with general traffic flow, and coordination with other curbside space allocations such as parking and driveways. Stops should be spaced closer ~~together~~ in major commercial districts and farther ~~apart~~ in outlying areas. In general, bus stop spacing should not exceed 0.3 miles for local bus service except in areas where local physical conditions such as bridges, freeways, and/or areas that lack of ridership generators such as

undeveloped areas may result in a wider gap between stops. Care should be taken to avoid low usage stops in areas where the buses are closest to the maximum load on board the bus. Special consideration may be given to stops near schools, senior centers, and medical centers where there is reasonable ridership (>= 15 boardings or alightings on average per weekday).

~~Table 3.5 *Target Average Stop/Station Spacing*~~

| ~~Service Type~~ | ~~Average Stop/Station Spacing (miles)~~ |
|---|---|
| ~~Heavy Rail~~ | ~~1.50~~ |
| ~~Light Rail~~ | ~~1.50~~ |
| ~~BRT~~ | ~~1.25~~ |
| ~~Rapid~~ | ~~0.75~~ |
| ~~Commuter (Tier 5)~~ | ~~1.25~~ |
| ~~Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4)~~ | ~~0.25~~ |

## ~~3.4 On-Time Performance~~ and Service Cancellations

~~A key element of high- quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than one minute early to no more than five minutes late, which is measured at all timepoints along its route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail. The on-time performance standard is summarized in the Table 3.6.~~

~~As part of the NextGen Bus Plan speed and reliability improvements, a pilot of headway based service management will be conducted. This involves the operation of high- frequency bus lines without intermediate timepoints along the line. The reliability of this type of service will be based on the intervals between buses remaining within a range. More information will be added and standards developed for this mode of operation once the pilot has been completed.~~

~~Table 3.6 *Target Standard for On-Time Performance*~~

| ~~Service Type~~ | ~~On-Time Performance~~ |
|---|---|
| ~~Heavy Rail~~ | ~~95%~~ |
| ~~Light Rail~~ | ~~90%~~ |
| ~~BRT~~ | ~~85%~~ |
| ~~Rapid~~ | ~~85%~~ |

| | |
|---|---|
| ~~Commuter (Tier 5)~~ | ~~85%~~ |
| ~~Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4)~~ | ~~85%~~ |

~~The on-time performance for the five bus tiers and Rapid Bus has typically been between 70 – 75% so the target of 85% remains challenging.~~

~~Service Cancellations:~~
~~In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extraboard operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.~~

### 3.5~~253~~ Bus/Rail Interface and Route Planning

BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located .

As the Metro Rail system expands, the surrounding bus system within 0.5~~0 a half~~ mile of each station is assessed for adjustments that would improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction for routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

Discontinuation of Parallel Limited and Express Service
Competing Community and Commuter (Tiers 4 and 5) bus services that parallel the rail corridor will be discontinued where duplication exists. Revenue services should be reinvested to improve service on lines that feed the new rail service where possible.

Bus Route Deviation
Bus routes that run parallel to a rail line may be diverted to a station when:

- Walk time from the nearest station is greater than 3 minutes;

- Diversion time in one direction is 5 minutes or less, and;
- Net travel time benefit for connecting customers is positive i.e. the transfer to rail does not result in overall increased travel time.

Intersecting bus lines or ones that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- Diversion time in one direction is 5 minutes or less
- Net travel time benefit for connections and through travel

Extend Terminating Lines

Bus routes that end within up to one mile of a rail station may~~will~~ be considered for extension~~ded~~ to terminate at that~~e~~ station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system consistent with area travel patterns or will result in a reduction in travel time for a significant number of customers.

New Bus Routes

New rail feeder service will be considered as part of the service change process if a need is demonstrated based on significant area travel patterns and if funding is available.

Scheduling Rail/Bus Interface

Bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. Bus routes with frequencies of 20--60 minutes ~~or greater~~ ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time (plus walk time between the modes). When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time (plus walk time between the modes).

## 3.6 ~~3.34~~ Metro Bus Routing and Facility Guidelines

Network Route Spacing

Network r~~R~~oute s~~S~~pacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 ~~mile~~miles ~~apart~~ from one another, and bus routes operating parallel to rail should be spaced ~~a~~ 0.5 miles ~~apart~~ from ~~on~~ either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost-effective manner. Where possible, alternative delivery methods should be considered.

An easy-to-understand-and-use transit system relies on simple network and route design. Consolidating duplicative services on the same or parallel corridors within 0.25~~a quarter~~-mile to 0.50-~~a half~~ mile distance provides an opportunity to simplify the network for ease of use, reduce underutilized capacity, and invest those resources into other areas of the network. This

concept requires ~~better~~ coordination of schedules and transfer ~~points and~~points and will result in an easier-to-use and more convenient system that ~~while~~ reduces~~ing~~ rider wait time and overall travel time.

Facility Design~~:~~
Metro's directly-~~-~~operated service primarily operates three types of buses: a standard 40-foot bus, a 45-foot bus, and a 60-foot "articulated" bus. To ensure that buses can adequately navigate route alignments and serve bus stops, Metro established the following standards:

- Bus ~~Transit Centers / Bus~~ Layover Zones and Terminals
  - Layover zones should be designed to accommodate various sizes of buses based on expected fleet deployments (including the outlook for future ridership increases and fleet options).
  - Layover zones should utilize sawtooth bay configurations where possible to ensure curb space is more efficiently and reliably ~~utilized, and~~utilized and can accommodat~~e~~~~ing~~ 60' buses where needed.
  - Re-striping of layover zones should be completed as needed based on the needs of the service and bus sizes scheduled.
  - Routes should be scheduled so that the amount of layover space needed is available. Layover zones should be placed as close as possible to the route terminal. Where not accommodated by the design, the added operating cost to serve the location will be computed and made part of the decision-making process for bus/rail interface.
- **Minimum turning radius clearance required for each type size bus movement**
  - 50 feet for 40-foot buses (Figure 3.2~~1~~)
  - 47.5 feet for 45-foot buses (Figure 3.3)
  - 44 feet for 60-foot articulated buses (Figure 3.~~4~~2)

~~**Desired street lane widths** for bus operations should be 12 feet or more.~~

- **Optimal Bus Stop Curb Lengths and Zone -** 40-foot buses should ~~at~~at minimum be:
  - Far-side – 90 feet
  - Near-side – 100 feet
  - Mid-block –150 feet

  For two 40-foot buses servicing a stop simultaneously, add 50 feet. Additional bus stop curb length may be needed for 45-foot buses.
- **60-foot bus should ~~at~~ a minimum e:**
  - Far-side and mid-block – 120 feet
  - Near-side – 170 feet

For two 60-foot buses servicing a stop simultaneously, add 70 feet.

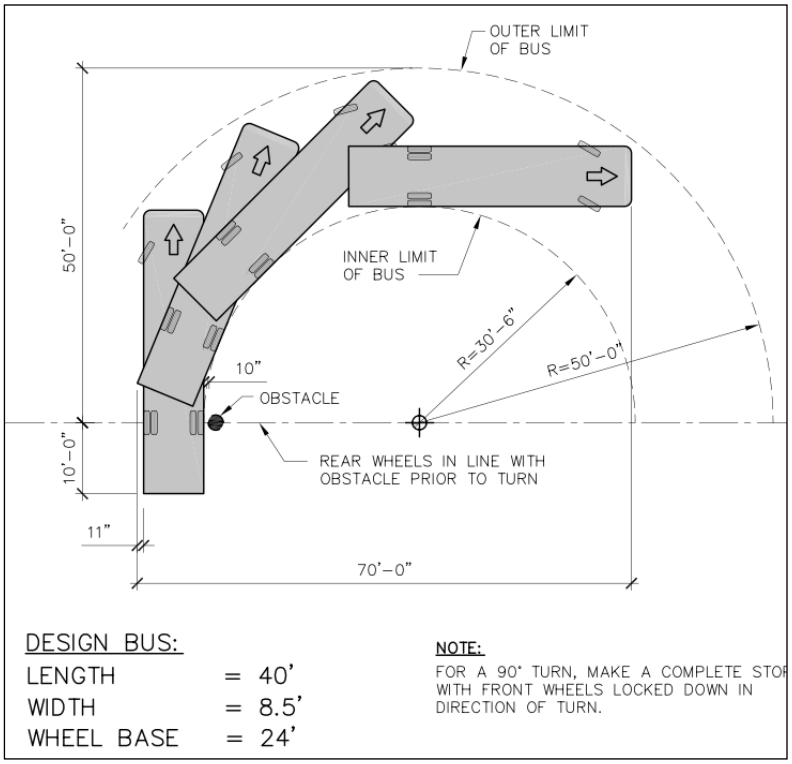



**Figure 3.~~1~~2** *40-foot bus turning radius*

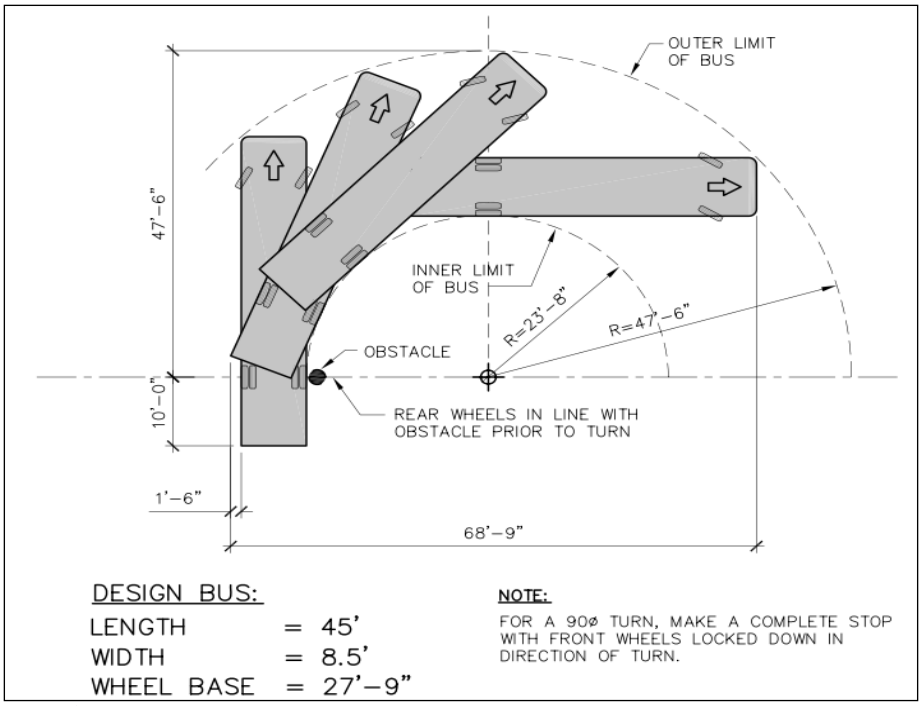



**Figure 3.~~2~~3** *45-foot bus turning radius*

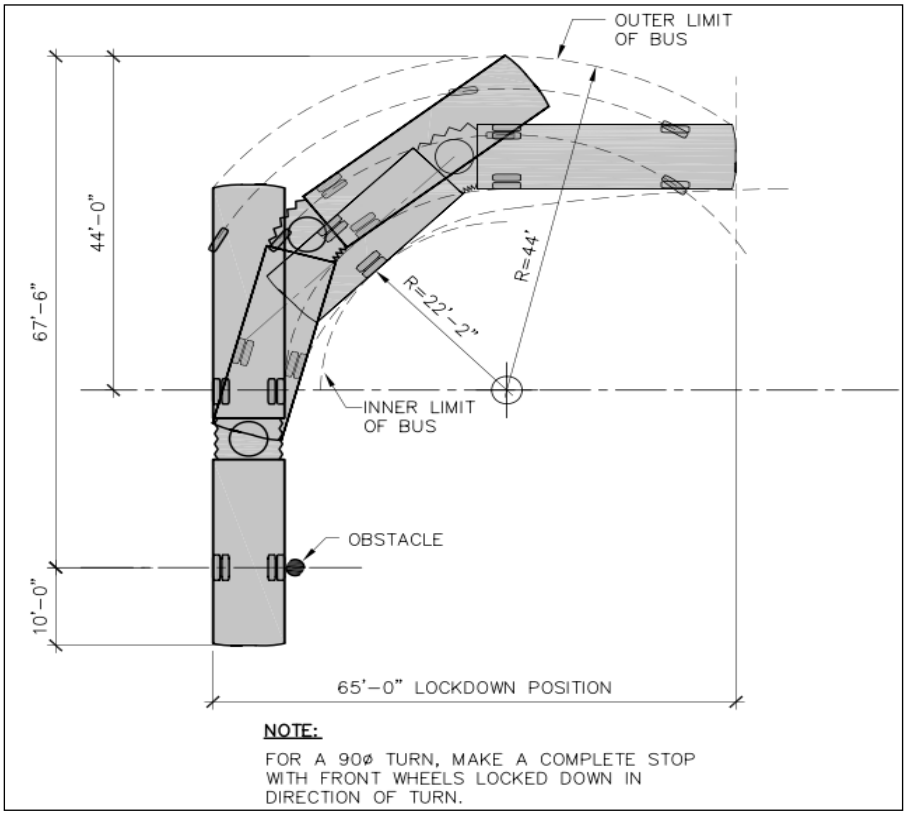



**Figure 3.~~3~~ 4** *Articulated 60-foot bus turning radius*

– **Bus Layover Zone** general space requirements based on frequency between scheduled trips:

- One space – 20 minute service or less frequent
- Two spaces – 12 to 15 minute frequency
- Three spaces – 7.5 to 10 minute frequency
- Four spaces – 5 to 6 minute frequency

- **Desired street lane widths** for bus operations should be 12 feet or more.

Route length may impact these above requirements with longer routes needing longer layover time between trips.

Bus Stop/Station Accessibility
All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use wheelchairs or other assistive mobility devices, and that pathways to and from stops and stations are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of

bus stops, they can be moved to a new location on a permanent basis or temporary basis depending on situations, such as during construction. There are some stops that were grandfathered in under ADA legislation to maintain service, pending future improvements.

Table 3.7 *Comparative Analysis of Bus Stop Locations*

| Stop Type | Advantages | Disadvantages |
|---|---|---|
| Near-Side | – Minimizes interference when traffic is heavy on the far side of the intersection<br>– Customers access buses closest to crosswalk<br>– Intersection available to assist in pulling away from curb<br>– Buses can service customers while stopped at a red light<br>– Provides driver with opportunity to look for oncoming traffic including other buses with potential customers | – Conflicts with right turning vehicles are increased<br>– Stopped buses may obscure curbside traffic control devices and crossing pedestrians<br>– Sight distance is obscured for crossing vehicles stopped to the right of the bus.<br>– Through lane may be blocked during peak periods by queuing buses<br>– Increases sight distance problems for crossing pedestrians |
| Far-Side | – Minimizes conflicts between right turning vehicles<br>– Provides additional right turn capacity by making curb lane available for traffic<br>– Minimizes sight distance problems on approaches to intersection<br>– Encourages pedestrians to cross behind the bus<br>– Requires shorter deceleration distances for buses<br>– Creates traffic flow gaps for buses re-entering the flow of traffic at signalized intersections<br>– Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections. | – Queuing buses may block intersections during peak periods<br>– Increases sight distance obstruction for crossing pedestrians and vehicles<br>– May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light |
| Mid-Block | – Minimizes sight distance problems for vehicles and pedestrians<br>– Passenger waiting areas experience less pedestrian congestion | – Requires additional distance for no-parking restrictions<br>– Encourages customers to cross street at mid-block (jaywalking)<br>– Increases walking distance for customers crossing at intersections and for transferring customers |

Source: FTA web page (http://www.fta.dot.gov/12351_4361.html)

A summary of advantages and disadvantages to each type of stop location is provided in Table 3.7. In general, far-side bus stops are preferable, particularly at signalized intersections, though near side or mid-block stops may be justified in some situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfers, provide a single location for all transit activity, avoid unnecessary crosswalk movements, and minimize confusion as to where customers should wait to catch their bus. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to

implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:

- Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)
- Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)

The following renderings (Figures 3.5-3.8) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 12 for more information.

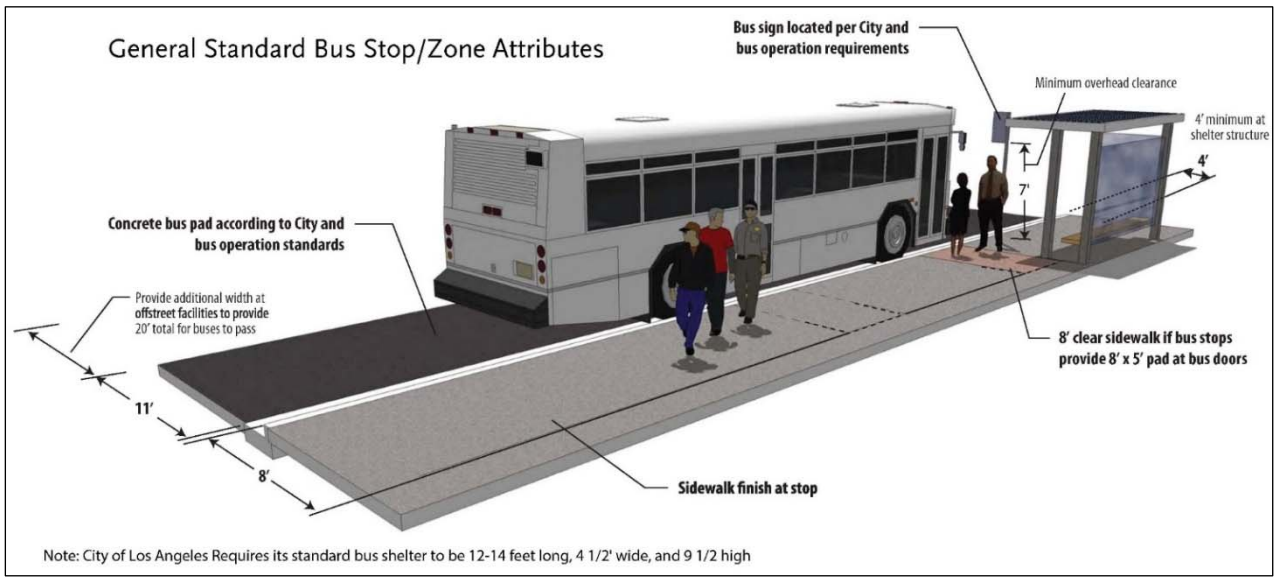



**Figure 3.5** *General Standard Bus Stop/Zone Attributes*

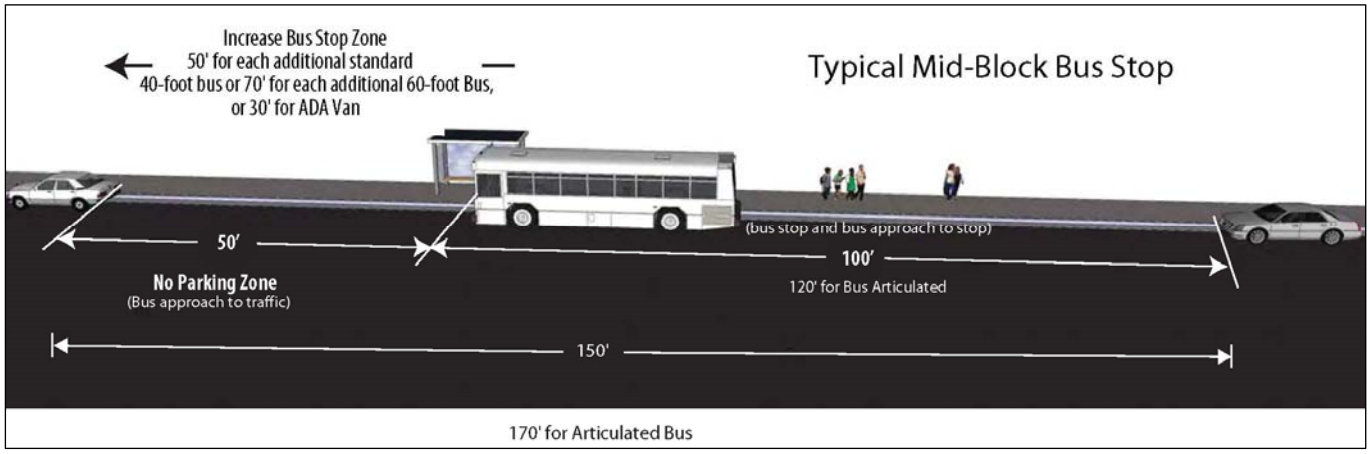



**Figure 3.6** *Typical Mid-Block Bus Stop*

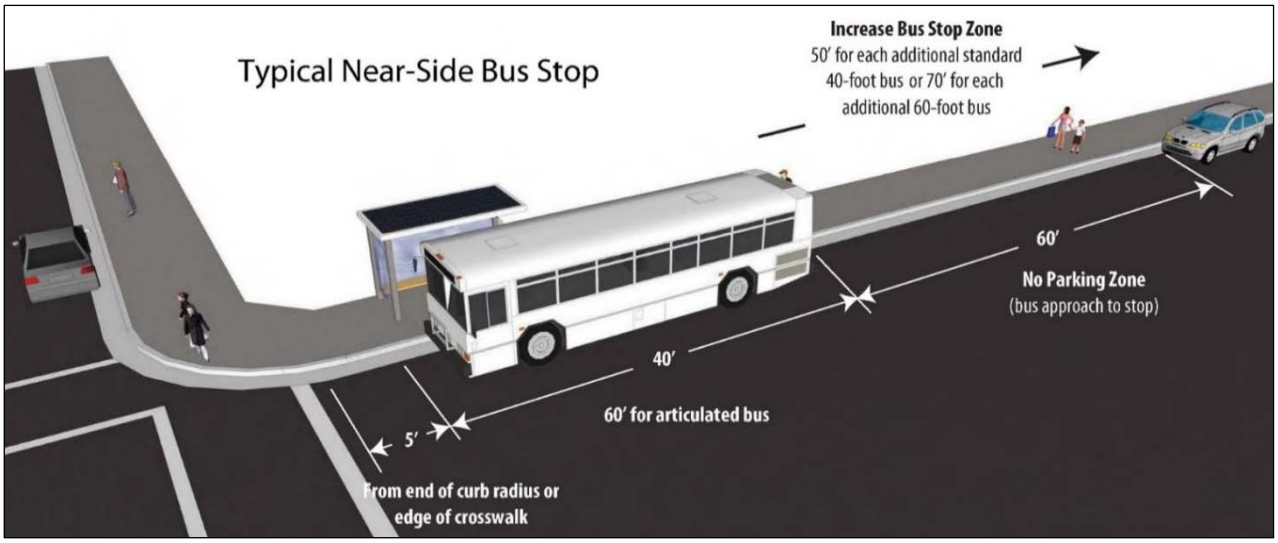



**Figure 3.7** *Typical Near-Side Bus Stop*

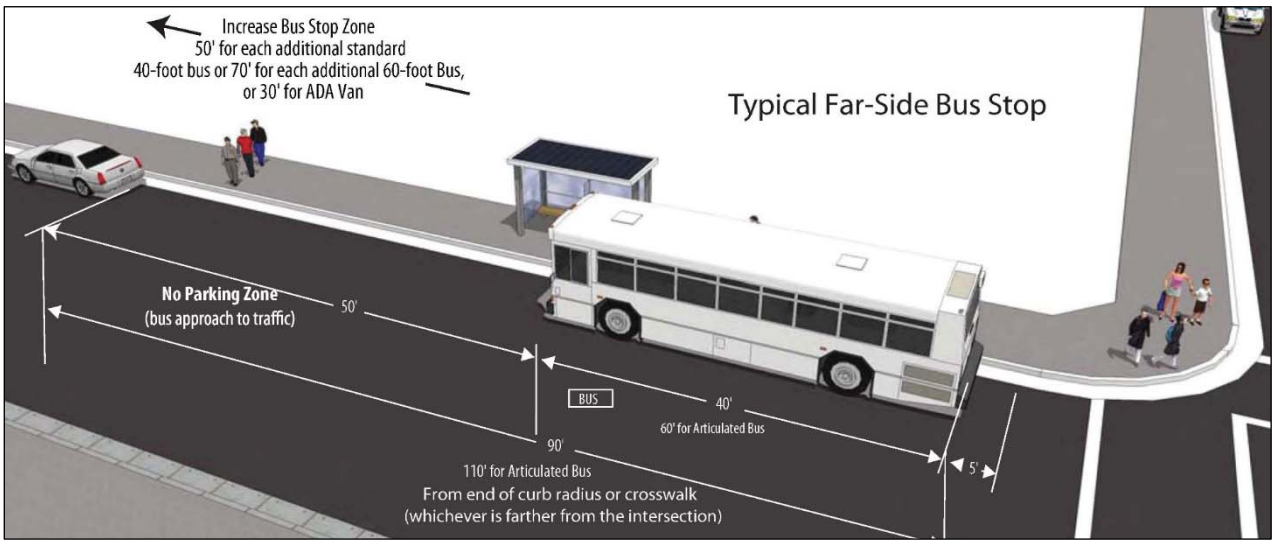



Figure 3.8 *Typical Far-Side Bus Stop*

## 3.~~4~~ 7 Vehicle Assignment

Metro's transit system consists of light rail, heavy rail, and bus operations. Metro's goal is to ensure a consistent basis for assigning vehicles to facilities to meet operating needs and provide equitable access to the newest vehicles across the Metro network to enhance ~~-~~quality of service.

~~Metro's transit system consists of light rail, heavy rail, and bus operations. As of October 2019 (pre-COVID), for an average weekday Metro served approximately 925,000 bus boardings and 297,000 rail boardings.[10]~~

- **Buses:** Buses will be assigned to individual facilities based on vehicle size requirements for lines supported by each facility. The fleet is also distributed to ensure the average age of fleet is consistent across each division for each bus type, so that all areas may have some service delivered using the newest buses.
    - Articulated Buses: The G Line operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals (i.e. reduce frequency) to the point where service quality is degraded. For this reason, bus lines with a peak headway of 5 minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and

~~[10] Figures taken from October 2019 data; selected for seasonal average and adjusted for A Line (Blue) closure.~~

operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

- **Light Rail:** ~~Light Rail c~~Cars will be assigned to individual lines based on ~~a variety of factors including~~ facility compatibility, the deposition of the feet during mid-life modernization programs, and age so that no single light rail line ~~must solely~~must rely on the oldest rail fleet. Ideally, the number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise/training for mechanics who work on the different fleets. There is also a weight restriction that precludes the P2550 light rail cars from being assigned to the C Line along the I-105 freeway.
- **Heavy Rail:** Assignment policy is not applicable to ~~H~~heavy r~~R~~ail. The ~~Metro~~ B ~~Line (Red)~~ and D Lines ~~(Purple)~~ operate out of the same division, with the same vehicle type.

### 3.~~5~~8 School Trippers

School trippers are extra service operated to protect against overcrowding on bus lines serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the general public. School tripper service may be operated if the following criteria are met:

- There is sufficient demand to warrant the operation of a tripper that cannot on average be accommodated within the load factor applicable to the regular service available;
- There are sufficient resources to operate a tripper;
- The school tripper will not result in a significant increase in travel time (no more than 5 minutes extra) for regular customers if the service is to be deviated via a school; and
- The school tripper is operated as part of the regularly scheduled public transportation service and is included in such schedules and available for any person to ride.

School tripper service must meet the following requirements:

- All school trippers must fully comply with established policies and procedures;
- All regularly scheduled school trippers must be published on public timetables;
- All locations where trippers board or alight customers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- School tripper changes must be provided to the public by a service change notice and/or on the Metro website at metro.net; and
- Requests for new school trippers or modifications to existing school trippers (bell time changes, etc.) will be considered when a notice is given at least ~~30 days~~30 days in

advance of the school year starting, providing ample time to complete an appropriate analysis of the request and to allow appropriate notification of changes to the public.

School tripper services changes must comply with the following procedures

- ~~Service Development Managers (SDM) in t~~The Service ~~Planning & Scheduling~~ Development's ~~partment~~ Scheduling section ~~are~~ is responsible for ensuring that all school trippers in their respective service area fully comply with Metro's School Tripper Policy as discussed herein.
- Uniform documentation standards for ~~the documentation of~~ daily school tripper arrangements must be employed. This includes standardizing the documentation form and oversight of the ~~documented~~ information being input into the scheduling system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the scheduling system regardless of whether the requested new or modified school tripper is implemented.
- The Scheduling team ~~DMs are~~is responsible for working with school districts in their service area which use school tripper service, where special events and bell-time changes are disseminated to Metro through communication with district staff.
- The information fed to transit apps and trip planners, such as Transit App and Google Transit, is made available via a General Transit Feed Specification (GTFS) compatible feed which is updated weekly to reflect school tripper service changes captured in the transit service scheduling software calendar utilized by Metro.

### 3.~~5~~ 9 Charter Service

As a grantee of Federal funds, Metro is prohibited from using its federally funded equipment and facilities to provide charter service except on an incidental basis and when one or more of the applicable exceptions below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions apply:
  - There are no willing or able private charter operators;
  - ~~For special events the private operators are not capable of providing the service;~~
  - When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators who have been identified to be willing and able; and
  - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.

- All requests for charter service must be approved by the Chief Executive Officer and may require a waiver from the FTA. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
- The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.
- The operation of charter service also must comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

Charter service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Be available to the public;
- Operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure);
- Provide a published timetable; and
- Customers must pay their own fare.

### 3.~~6~~ 10 Special Event Service

Special event services are bus routes designed to take customers to a specific venue and are not part of regularly scheduled operations. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Special event services will be provided on a full cost recovery basis and in conformance with the agency's charter bus ~~policy~~policy, which is consistent with FTA Charter Bus regulations.

### 3.~~7~~11 Service Transfer Guideline

The regional public transit network in LA County consists of 17 "Included or Eligible" fixed route operators (including Metro). Included operators (and routes) are those that were operating within LA County in 1971 at the time of adoption of the State of California Transit Development Act/State Transit Assistance statute. Eligible operators (and routes) are those added to the Formula Allocation Procedure (FAP) since that time.

Much of the funding for operation of "Included or Eligible" fixed route public transit service in LA County is distributed according to an adopted FAP. The FAP allocates sales tax receipts for public transit each fiscal year in support of public transit throughout the region. Many of the "Included and Eligible" systems operate under the guidelines of the "reserve service areas" established in 1971. Municipal operators have also grown, providing an expanded route

network that has improved connections to Metro's regional lines. ~~In addition, T~~there are also numerous Local Return fixed route transit providers who are not eligible for FAP ~~funding, but~~funding but instead are funded through Propositions A and C (1990 sales tax initiative), Measure R (2008 sales tax initiative), and Measure M (2016 sales tax initiative). These o~~O~~perators are funded as "Local Return" operators (see Appendix B for a list of operators funded as Local Return and/or Included/Eligible Municipal operators).

Policy guidance states that the network should be well integrated, coordinated, reduce service duplication, and simplify service. Therefore, the evaluation of transit corridors for consideration to be operated in the future by another operator should include:

- Existing performance relative to the system average;
- Value to the customer through integration into an established nearby transit provider;
- Net cost to each operator and the region;
- Completion of another operator's route network;
- Provide improved connections to a municipal operator's established network;
- Impacts to exiting and projected ridership;
- Generation of a net cost saving to Metro based on Metro's calculation of the FAP impacts for all service realignment proposals.

Any transfer of directly operated Metro services to a municipal or contract operator must adhere to the terms and conditions governing such transfers ~~as agreed to~~ within the adopted collective bargaining and other superseding agreements between the affected labor unions and Metro.

If a proposed service change is adopted that results in a reduction of service, Metro should reinvest at least half of the net savings (operating cost minus~~less~~ customer and FAP reduction) to improve service on Metro's core network of regionally significant lines in the service area from which the savings were drawn.

Any significant service modifications will be subject to review under the latest FTA procedures for adherence to Title VI of the Civil Rights Act of 1964, as amended, the approval of the appropriate Metro Service Council(s), and the local transit provider's Board of Governance, and must be in compliance with local, regional, and labor legislation or agreements. Finally, the agency that assumes service will be required to maintain or improve the days, span, and frequency of the existing Metro service for at least a two-year period ~~(two-year lag)~~ for which Metro will include such operation through the FAP. In addition, the assuming agency must be a participant in the regional TAP program to minimize fare change impacts.

### 3.~~8~~12 Alternative Service Delivery Options

Alternative service delivery options generally refers to services not directly operated by Metro, such as contract services, municipal and Local Return operators, taxis, and other flexible

destination operations. These alternatives can complement traditional transit service. In addition, Access Services provides mandatory ADA complementary paratransit services for functionally disabled individuals in Los Angeles County as required by federal ADA law. Access Services transportation service is available for any ADA paratransit-eligible individual to any location within 0.75¾ ~~¾~~ of a mile of any fixed route bus operated by the Los Angeles County public fixed route bus operators and within 0.75 ¾ ~~¾~~ of a mile around Metro Rail stations during the hours that the systems are operational. Complementary paratransit service is not required to complement commuter rail and commuter bus services, since the federal ADA law does not require that these services provide complementary paratransit service. [11]

~~Please also refer to Section 5 for an overview of Metro's own Metro Micro program.~~

~~Metro has launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first-mile and last-mile service options: Mobility on Demand and MicroTransit.~~

~~The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35 million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private cars. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro Micro microtransit pilot program.~~

~~Metro's microtransit program, Metro Micro, is a three year pilot of on demand ride source service operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro is partnering with a third-party vendor for the technology to support this pilot program, while Metro staff operate and manage the service. The pilot zones were coordinated with the NextGen Bus Plan to replace some lower usage fixed route lines or route segments where Metro Micro service could better serve such areas, though this is only one of a range of use cases being tested by Metro Micro.~~

~~The first two zones were launched in December 2020 (LAX/Inglewood and Watts/Willowbrook). The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021, and the final pilot zone at UCLA/Westwood launched in December 2021, for a total of eight pilot zones.~~

[11] accessla.org/about_us/overview.html

~~Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and one to five miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick-up could be consistently achieved. However, a number of zones were expanded to help better replace some low performing fixed route services during NextGen Bus Plan implementation, and the overlapping Artesia and Watts/Willowbrook zones were also combined into a 35 square mile mega zone (Watts/Compton) in December 2021.~~

# ~~SECTION 4: CUSTOMER INFORMATION AND AMENITIES~~

~~Customer information instructs both regular customers and infrequent customers on how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.~~

## ~~4.1 Customer Information~~

~~Customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when transit services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel. Both regular and infrequent users require specific route information when they need to travel to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information. Mobile device applications and text/SMS messaging have expanded significantly as smart phones have become a common part of life for many people. Published schedules, maps, and other information are also available through Metro Customer Service Centers and by mail. Significant information is also provided online at the metro.net website, and via email alerts for customers who sign up to receive them. Information is also provided on signage at major stops and stations.~~

- ~~**Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.~~
- ~~**Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.~~
- ~~**Online Information** is available 24 hours to anyone with Internet access such as:~~
  - ~~Real-time information streamed to many transit information applications, including the Transit App, Metro's official smartphone app, as well as being displayed on Google, Apple and Bing Maps and in use by their trip planners.~~
  - ~~Metro's own website metro.net:~~
    - ~~Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information~~
    - ~~Metro's blogs, "The Source" and "El Pasajero"~~
    - ~~Specialized guides (Bikes, Riders with Disabilities, Safety & Security)~~
    - ~~Commuter program information (carpools, vanpools, employer programs, etc.)~~
    - ~~News and media information~~

- Latest information on Metro projects and programs
- Contact information

- Metro's social media accounts including Facebook, Twitter, and Instagram

- **Bus and Train Real-Time Information**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there has been a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro is testing e-paper real time information signs at a limited number of bus stops and plans to roll out this amenity in a larger pilot in FY23.

- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers.

- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.

- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.

- **Wayfinding** is the process of communicating information to support the ability to navigate using signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.

- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.

- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

## 4.2 Customer Amenities

Customer amenities are those elements provided at a transit stops, transit centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.

- ~~**Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.~~
- ~~**Lighting** increases visibility and security, and discourages misuse of bus stops when transit operations are not in service.~~
- ~~**Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.~~
- ~~**Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.~~
- ~~**Telephones/Intercoms** provide access to transit information and emergency services.~~
- ~~**Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.~~

~~Table 4.1 *Customer Information and Amenities*~~

| ~~Amenity~~ | ~~Service Type~~ | ~~Allocation~~ |
|---|---|---|
| ~~Shelters:~~ | ~~Heavy Rail:~~ | ~~n/a~~ |
| | ~~Light Rail:~~ | ~~At least 80 linear ft. per bay~~ |
| | ~~Bus Facilities:~~ | ~~At least 6 linear ft. per bay~~ |
| ~~Seating:~~ | ~~Heavy Rail:~~ | ~~At least 12 seats~~ |
| | ~~Light Rail:~~ | ~~At least 10 seats~~ |
| | ~~Bus Facilities:~~ | ~~At least 3 seats per bay~~ |
| ~~Information Displays:~~ | ~~Heavy Rail:~~ | ~~At least 12~~ |
| | ~~Light Rail:~~ | ~~At least 10~~ |
| | ~~Bus Facilities:~~ | ~~At least 3~~ |
| ~~LED Displays:~~ | ~~Heavy Rail:~~ | ~~At least 8 arrival/departure screens~~ |
| | ~~Light Rail:~~ | ~~n/a~~ |
| | ~~Bus Facilities:~~ | ~~n/a~~ |
| ~~TVMs:~~ | ~~Heavy Rail:~~ | ~~At least 2~~ |
| | ~~Light Rail:~~ | ~~At least 2~~ |
| | ~~Bus Facilities:~~ | ~~n/a~~ |
| ~~Elevators:~~ | ~~Heavy Rail:~~ | ~~At least 2~~ |
| | ~~Light Rail:~~ | ~~At least 2 for elevated/underground~~ |
| | ~~Bus Facilities:~~ | ~~At least 2 for multi-level terminals~~ |
| ~~Escalators:~~ | ~~Heavy Rail:~~ | ~~At least 4 (2 Up/2 Down)~~ |
| | ~~Light Rail:~~ | ~~At least 2 for multi-level terminals~~ |
| | ~~Bus Facilities:~~ | ~~At least 2 for multi-level terminals~~ |
| ~~Trash receptacles:~~ | ~~Heavy Rail:~~ | ~~At least 6~~ |
| | ~~Light Rail:~~ | ~~At least 2~~ |

| | |
|---|---|
| Bus Facilities: | At least 1 per 3 bays/2 per facility |

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 4.1.

## 4.3 Rail Stations and Bus/Multi-Modal Transit Center Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first last mile option such as a bicycle or scooter to transit may be a viable alternative. Park & Ride lots, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** provide parking for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand.
- **Bicycle Storage** may be provided at transit stations where demand exists and space allows, and on transit vehicles. Bicycle racks, lockers, and hubs may be provided at transit center and stations. On transit vehicles, bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but bicycles are subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and from weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking** is being tested at key Metro system locations as a pilot program. At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric scooters. As part of the pilot, Metro has designated parking areas at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of the parking facilities.[12]

## 4.4 Bus Stop Amenities

Transit services are supported by bus stop and transit center facilities. These locations are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

[12] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

~~Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Tests are underway for new e-paper real time information signs for bus stops. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality..~~

~~Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available.~~

~~Transit stations are stops along a fixed guideway and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.~~

~~Transit centers are high-volume transfer points for multiple transit services and layover spaces for end-of-line bus storage and turn around. Features include customer loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.~~

~~On-street bus layover zones are designated stopover points for buses at or near the end of the line. They may or may not allow for customer boarding and alighting. Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting.~~

~~Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.~~

~~Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continue to evaluate routes and layovers to reduce costs and improve efficiency as well as maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the~~

~~development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.~~

~~Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.~~

## ~~4.5 Bus Stop/Station Location, Design and Guidelines~~

~~Bus stops and station stops allow for boarding and alighting of customers; their locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and should be located at a signalized or signed crosswalk to disincentive/minimize potential jaywalking. Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.~~

~~BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located in.~~

~~In general, far-side stops are preferable, particularly at signalized intersections; however, near side or mid-block stops may be justified in certain situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfer, a single location for all transit activity, avoid unnecessary crosswalk movements and minimize confusion as to which stop customers should wait to catch their bus wherever possible. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:~~

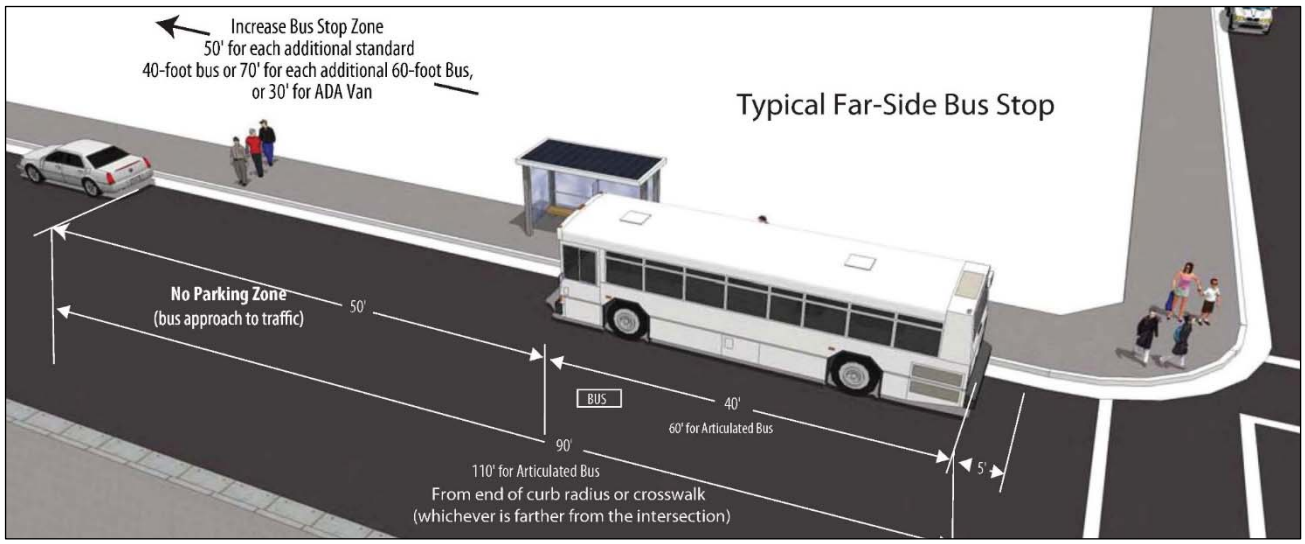
- ~~Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)~~
- ~~Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)~~

~~Bus Stop/Station Accessibility~~

~~All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use a wheelchair or other assistive mobility devices, and that pathways to and from a stop or station are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of bus stops, they can either be moved to a new location on a permanent basis or temporary basis depending on situations, such as during construction. A summary of advantages and disadvantages to each location are provided in Table 4.2.~~

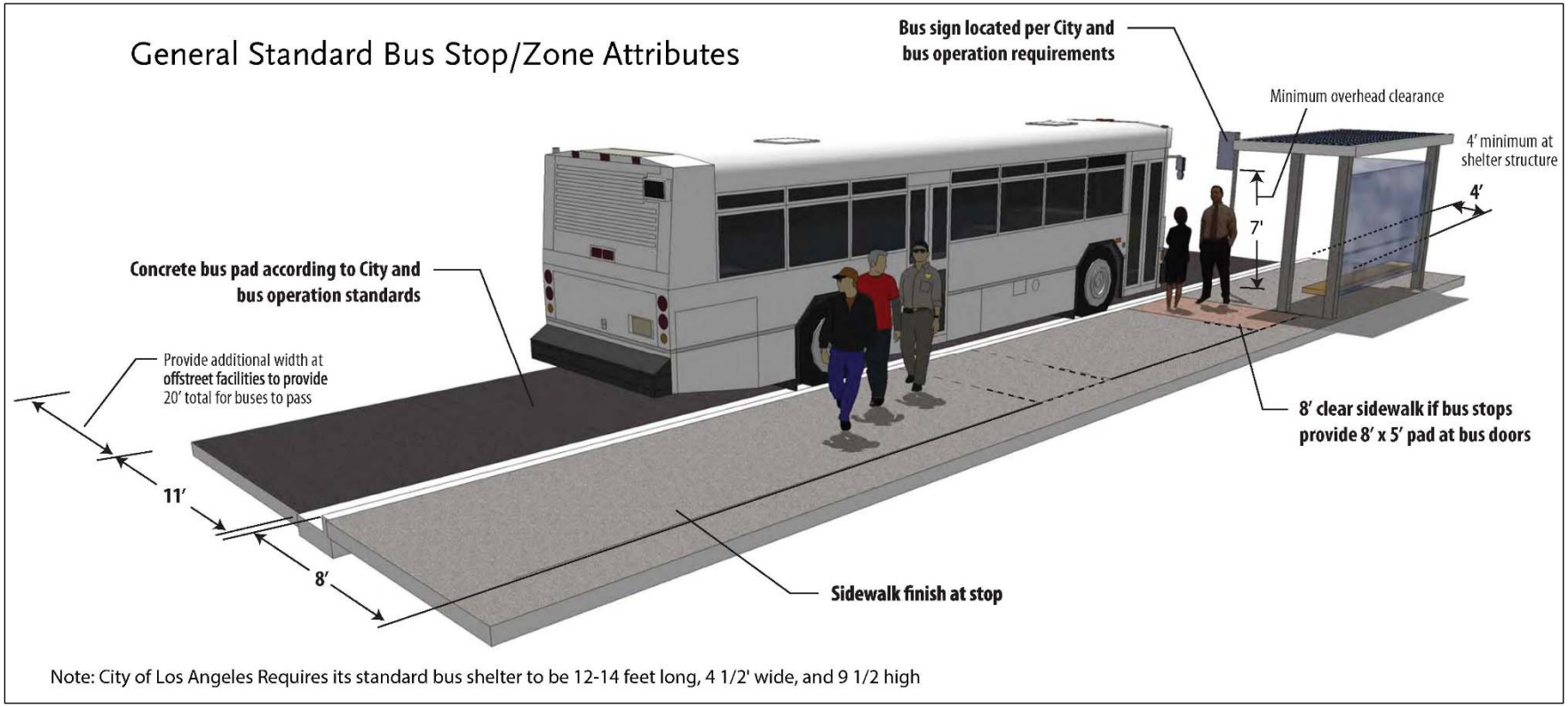
~~Table 4.2 *Comparative Analysis of Bus Stop Locations*~~

| ~~Stop Type~~ | ~~Advantages~~ | ~~Disadvantages~~ |
|---|---|---|
| ~~Near-Side~~ | ~~— Minimizes interference when traffic is heavy on the far side of the intersection~~<br>~~— Customers access buses closest to crosswalk~~<br>~~— Intersection available to assist in pulling away from curb~~<br>~~— Buses can service customers while stopped at a red light~~<br>~~— Provides driver with opportunity to look for oncoming traffic including other buses with potential customers~~ | ~~— Conflicts with right turning vehicles are increased~~<br>~~— Stopped buses may obscure curbside traffic control devices and crossing pedestrians~~<br>~~— Sight distance is obscured for crossing vehicles stopped to the right of the bus.~~<br>~~— The through lane may be blocked during peak periods by queuing buses~~<br>~~— Increases sight distance problems for crossing pedestrians~~ |
| ~~Far-Side~~ | ~~— Minimizes conflicts between right turning vehicles~~<br>~~— Provides additional right turn capacity by making curb lane available for traffic~~<br>~~— Minimizes sight distance problems on approaches to intersection~~<br>~~— Encourages pedestrians to cross behind the bus~~<br>~~— Requires shorter deceleration distances for buses~~<br>~~— Gaps in traffic flow are created for buses re-entering the flow of traffic at signalized intersections~~<br>~~— Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections.~~ | ~~— Intersections may be blocked during peak periods by queuing buses~~<br>~~— Sight distance may be obscured for crossing vehicles~~<br>~~— Increases sight distance problems for crossing pedestrians~~<br>~~— May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light~~ |
| ~~Mid-Block~~ | ~~— Minimizes sight distance problems for vehicles and pedestrians~~<br>~~— Passenger waiting areas experience less pedestrian congestion~~ | ~~— Requires additional distance for no-parking restrictions~~<br>~~— Encourages customers to cross street at mid-block (jaywalking)~~<br>~~— Increases walking distance for customers crossing at intersections and for transferring customers~~ |

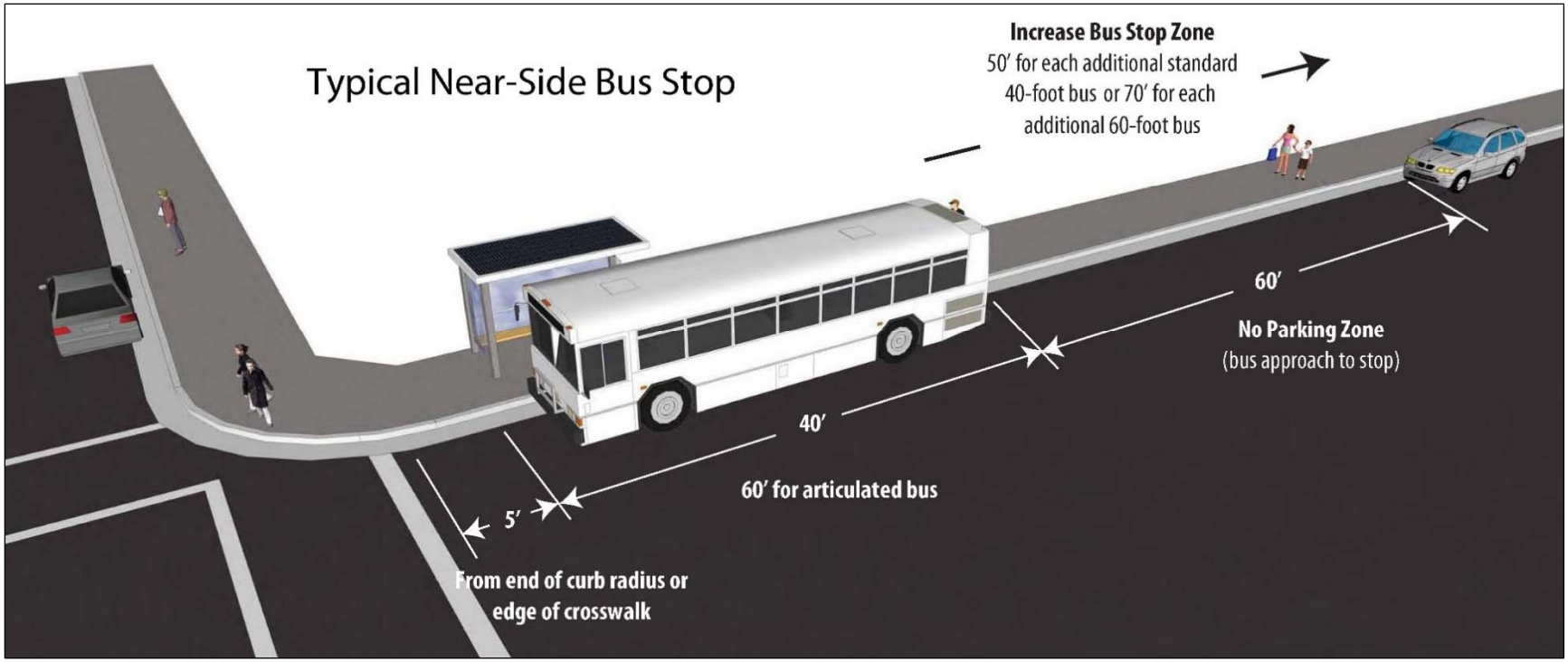



~~Source: FTA webpage (http://www.fta.dot.gov/12351_4361.html)~~

~~The following renderings (Figures 4.1-4.4) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 15 for more information.~~

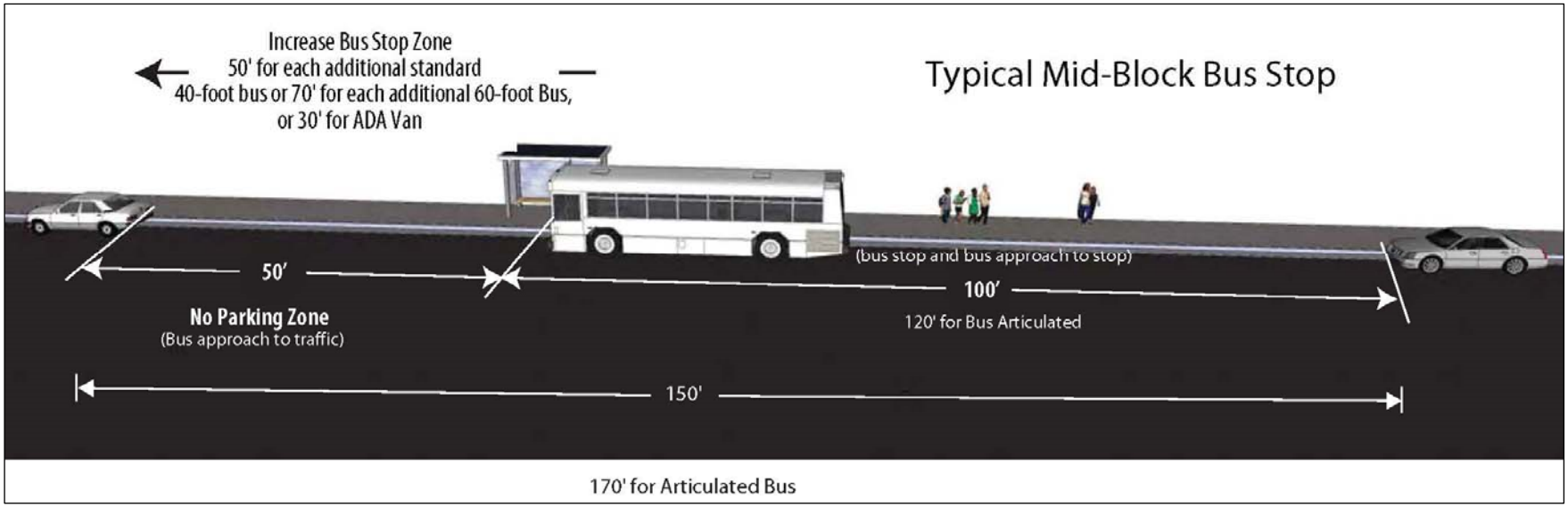



~~Figure 4.1 General Standard Bus Stop/Zone Attributes~~




~~Figure 4.2 Typical Near-Side Bus Stop~~

~~Figure 4.3 Typical Far-Side Bus Stop~~




~~Figure 4.4 Typical Mid-Block Bus Stop~~

# SECTION ~~5~~4: BUS SERVICE PERFORMANCE EVALUATION

This Metro ~~Transit Service Policy (TSP)~~ establishes a set of performance criteria and standards that balances optimization for efficiency and productivity with customer experience measures of success. Optimization of key performance indicators ensures that the services being provided generate the maximum benefit in terms of ridership at the lowest cost. Customer experience criteria measure how well the transit system can attract customers to use the system more often and for new trip purposes.

## ~~5~~4.1 Route Performance Index

The Route Performance Index (RPI) is a conventional industry measure used to ensure transit services are effective and provide a reasonable return on investment. Metro's RPI is designed to provide an objective measure of bus route performance relative to system performance. The index is based on system ridership and financial targets from the current fiscal year Metro Budget.

This measure is applied to all Metro bus lines that have been in operation for more than one year, allowing time for new lines to reach a level of maturity where riders have adapted to their availability. The RPI is used to identify under-performing lines. Specific corrective actions are taken during the service change process. Corrective actions may include marketing, service restructuring, implementing an alternative service, or discontinuation of service.

Defining RPI Variables

The RPI considers the following three variables in creating the index. No weight is given to an individual measure; rather the selected statistics represent all facets of the operation in terms of cost efficiency, service effectiveness, and customer use.

- **Utilization of Resources:** Passenger b~~B~~oardings per r~~R~~evenue s~~S~~ervice h~~H~~our (RSH) are used as a measure to determine how effectively resources are used on a given line. This measure is determined by dividing the total number of boardings by the RSHs operated. A route having a higher number of boardings per RSH represents a better utilization of the service provided.
- **Utilization of Capacity:** Passenger m~~M~~iles per s~~S~~eat m~~M~~ile is the measure used to evaluate how the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per customer by the number of customers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. A higher resulting number indicates greater utilization of service capacity.
- **Fiscal Responsibility:** Subsidy per p~~P~~assenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the customer fare revenues collected. Higher subsidy services require more public funding support per passenger boarding.

The formula for calculation of the RPI for each Metro Bus line is as follows:

RPI = ((Passengers/RSH/System Avg.) +(Passengers Miles per Seat Mile/System Avg.) +(Subsidy per Passenger / System Avg.))/3

Lines with an index of 1.0 perform at the system average, while lines with an index of less than 1.0 perform below the average. Lines with an RPI lower than 0.60 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be discontinued, subject to ~~the Title~~Title VI, Metro Service Council, and Board approval processes.

The RPI is calculated and reported quarterly by Metro's Service Planning staff for use in developing revised service plans to improve route performance. ~~.~~

## ~~5~~4.2 Customer Experience

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that service be available when and where customers want to travel, that service be competitive enough to have customers be willing to try transit over other options, and that service be attractive enough to ensure riders return for the same trip and ideally for more trips. Therefore, the recommended measures of success are aimed at evaluating the bus network implemented under the NextGen Bus Plan within these three elements, referred to as Find, Try, and Rely. These customer-focused measures help to balance the traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - **How well do people understand how effectively transit can serve their needs? Is the system easy to understand and use?** Proposed measures include:

- Services and information are readily available
  - Percentage of trip ends within ¼ mile of transit stop
  - Trip planning apps and website usage rates
  - *Percent of public considering transit (survey-based)*
- Bus system is easy to understand and use
  - Percentage of out-of-direction travel
  - Percentage of route miles with all-day frequent service (<=15 min headways)
  - *Percent of public that understands how to use system (survey-based)*

Try - **How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators)** Proposed measures include:

- Bus goes where/when customers want
  - *Percentage of trips compatible with transit by time of day and day of week*

- *Number of jobs and activity centers accessible within a 15-minute and 30-minute transit ride*
- Number of unique transit users

– Bus system is competitive
- *Door-to-door travel times*
- *Competitiveness of transit time to drive time*
- System-wide boardings

– Coverage is adequate
- *Population within ¼-mile of transit stops by frequency of service*

– Transit journeys are simple
- Average number of transfers
- Percent of trips that are one-seat rides

**Rely - How can we provide services that customers can rely on for their travel needs?**
Proposed measures include:

– Bus system is effective and productive
- *Competitive transit paths for short, evening, midday, and weekend trips*
- Number of frequent customers
- Boardings by time of day and day of week
- Boardings per revenue hours and miles
- Cost per passenger mile

– Buses are reliable
- Headway regularity on frequent routes
- On-time performance
- Real time arrival accuracy

– Customers are satisfied
- Rides per week for frequent and infrequent users
- *Percentage of customers satisfied with Metro services (survey-based)*

## ~~5~~4.3 Service Evaluation Process

Services are evaluated monthly, quarterly, and biannually based on the network, lines and segments (geographic, time of day, and day of week). Services that are inconsistent with demand or do not meet system standards are identified for restructuring, reduction, or

discontinuation. Services that have potential for exceeding existing performance will be identified for possible enhancements as should markets that are currently not well served. The following priorities will be considered when restructuring the Metro system:

- **Priority 1** – Restructure services to increase system speed, on-time performance, service frequencies consistent with NextGen Bus Plan, productivity, and balance loads.
- **Priority 2** – Restructure services that are duplicative with Metro Rail, other Metro Bus lines, and Municipal and Local Return operator services. Such services will be identified for discontinuation, consolidation, reduction and/or reallocation to achieve greater productivity and cost efficiency.
- **Priority 3** – Restructure remaining services (constrained by existing budget) based on the service concept and to address major gaps and deficiencies. Prioritize these service adjustments.
- **Priority 4** – Develop new services (unconstrained) to address all gaps and deficiencies. Prioritize these new services.

Significant changes to municipal operator services are incorporated into the evaluation of existing and new services as possible enhancements to address identified gaps or deficiencies in service.

Service Change Performance Evaluation

Schedule adjustments to bus or rail should be evaluated shortly after implementation to determine if there are any obvious issues. This should include line rides and visits to the operating divisions to receive comments and recommendations from customers, operators and supervisors. Appropriate adjustments should be made as required. After three months of operations, the schedules should be evaluated in detail to begin the process of schedule adjustments for the next service change cycle.

Route modifications to bus service should also be evaluated after implementation based on the evaluation outlined above. The overall goals of the service changes such as reducing costs, improving connections, increasing bus speeds, and increasing ridership, among others, should have near term goals that are established prior to the service change process. ~~At a~~About 6 months after service implementation, the performance of the changes should be evaluated relative to the established goals. Remedial actions, if necessary, should be developed and considered for the next service change cycle.

## SECTION 5: METRO MICRO ON DEMAND SERVICES

Some areas of LA~~the~~ County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. Metro offers microtransit service, branded as Metro Micro, to select locations in its service area to fill in gaps in fixed-route systems and make public transit more convenient for more people. Metro Micro uses smaller vehicles than fixed-route service, which facilitates the ability to serve locations that are inaccessible to transit buses and operate at a lower cost per revenue service hour.

Background

Metro launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first- and last-mile service options: Mobility on Demand and Metro Micro, a microtransit service. The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35-million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private vehicles. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro's on-demand, van-based rideshare ~~source~~ service branded as Metro Micro.

Metro Micro was launched in December 2020 by LA Metro as a three-year pilot. ~~, and a~~After an extension to further study the service post-pandemic, Metro Micro became a permanent service on March 16, 2025. Metro Micro was designed in parallel with the NextGen Bus Plan. ~~in some cases Metro Micro infixe route~~ The first two zones (LAX/Inglewood and Watts/Willowbrook) were launched in December 2020. The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021. The overlapping Artesia and Watts/Willowbrook zones were combined into an over 3~~0~~91 ~~35~~ square mile mega zone (Watts/Compton), and the final pilot zone at UCLA/Westwood launched in December 2021.

The pilot zones were coordinated with the NextGen Bus Plan to replace some lower ridership fixed route lines or route segments where Metro Micro service could better serve these hard-to serve areas, though this was only one of a range of use cases being tested. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick up could be consistently achieved. However, a number of zones were expanded to help replace some low performing fixed route services during NextGen Bus Plan implementation.

### 5.1 Micro Service Overview

Metro Micro is operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro ~~is~~ partnered~~ing~~ with a third-party vendor for the technology, staffing, maintenance and vehicles to support this pilot program, while Metro provided the van operators and staff to manage~~. Metro provides staff~~, training materials, guidelines,~~,~~ and oversight for the operation. In March 2025, the operating model changed with a new technology vendor and a new vendor to manage operations including the provision of operators and vehicles.

Micro offers customers the ability to book rides within designated zones on the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. Customers are directed to a virtual stop location (a designated pick-up or drop-off location which may be but is not necessarily a Metro bus stop or rail station) to be picked up by the service. All designated pickup and drop-off locations are located within the zone and must be ADA accessible. Stops are virtual because they typically do not have any signage indicating that they are service points, and they can be activated or deactivated in real-time as conditions change.

The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location, to facilitate pickup within a 10-minute window, and drop off at another virtual stop within the same zone.
~~The pilot program will operate for three years, after which Metro will determine whether to make the service permanent or not.~~

Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and 1-5 miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators.

Metro Micro Capacity/Load Profiles

The Micro Passenger Loading Standard expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. Vehicles used for Metro Micro will have a load standard of 1.0 x available seats in each van. The largest vehicles have a seating capacity for up to 10 passengers; a range of seating capacities of the vans used.

Table 5.1 Metro Micro Vehicle Capacity

| Metro Micro Vehicle Type | Seats per Vehicle | Peak Passengers per Seat | Off-Peak Passengers per Seat | Maximum Passengers Onboard |
|---|---|---|---|---|
| Large Van | 7 + 2 Wheelchairs | 1.0 | 1.0 | 9 |
| Small Van | 5 | 1.0 | 1.0 | 5 |
| Small Wheelchair Accessible Vehicle | 5 or 3 + 1 Wheelchair | 1.0 | 1.0 | 5 |

Minor service changes may be conducted at any time. This includes:

- Adding, removing, or relocating virtual stops for safety, convenience, or operational reasons
- Minor changes to zone boundaries
- Reduction or expansion of revenue service hours
- Reduction or expansion of operating hours

A major service change for the purposes of microtransit is a change that exceeds 20% in any one zone: Such changes would require a public hearing similar to bus service changes. Where possible, such hearings should be held within the Micro zone.

## 5.2 Metro Micro Zone Boundaries

As of April 2025, Metro operates eight Metro Micro zones across Los Angeles County, ranging in size from <10 square miles to >30 square miles. All zones include at least one major transit station, and most zones include areas not served by fixed-route transit. These zones were determined through multi-stage process in which equity concerns (e.g. areas where it is difficult to obtain private Transportation Network Company (TNC) rides), coverage of areas without fixed-route service, and expanding access to rail and busway service. Details of each zone are provided in Table 5.1

Table 5.2 Metro Micro Zone Details

| Zone | Launch Date | Zone Sq Miles | Weekday Hours of Operation | Weekend Hours of Operation | Hours in Operation per Week |
|---|---|---|---|---|---|
| Watts/Compton | Dec 2020 | 31 | 5a–11p | 5:30a–9:30p | 122 |
| LAX/Inglewood | Dec 2020 | 19.5 | 5a–9p | 5a–9p | 112 |
| El Monte | Jan 2021 | 23.4 | 6a–10p | 10a–10p | 104 |
| North Hollywood/Burbank | Jan 2021 | 17.4 | 6a–10p | 10a–10p | 104 |
| Highland Park/Eagle Rock/ Glendale | June 2021 | 23.3 | 5:30a–10p | 5:30a–10p | 112 |
| Altadena/Pasadena/Sierra Madre | June 2021 | 23.2 | 5:30a–10p | 5:30a–10p | 112 |
| Northwest San Fernando Valley | Sept 2021 | 20 | 5:30a–10p | 5:30a–10p | 112 |
| UCLA/Westwood/VA Medical Center | Dec 2021 | 7.1 | 9a–9p | Closed | 60 |
| | TOTAL | 164.9 | | | |

In determining future changes to zone boundaries, Metro will consider equity impacts, connections to high-quality fixed-route service, geographic and topographic factors that affect fixed-route access and walk/rollability, zone size and shape, and origins and destinations. The role of each of these factors in determining Micro zones is described below:

- **Equity Impacts:** Similar to fixed-route service, Metro must consider the impact on Equity Focus Communities and target populations such as seniors and students, when determining changes to service zones. Populations with higher transit dependency, lower incomes, and historically and/or currently marginalized communities are

prioritized for improved access. In particular, Metro should consider how microtransit may be able to address inequities in availability of TNC services on the private market.

- **Connections to high-quality fixed-route service:** Though Metro's fixed-route system reaches a high proportion of Angelenos, there are areas that are served only infrequently or not at all, due to a variety of factors. Microtransit service connects these areas to high-quality fixed-route service and provide an alternative to single-occupancy vehicles for shorter trips.
- **Geographic and topographic factors that affect fixed-route access and walk/rollability:** Because the service uses smaller vehicles, microtransit can serve areas where transit buses cannot go due to their size and impact on neighborhoods. Areas with hilly terrain or narrow streets often cannot accommodate transit buses but are servable by microtransit vehicles. Hilly areas also suffer from poor walk/rollability, making the traditional 0.25 mile walking distance to transit physically challenging.
- **Zone size and shape:** Microtransit works best with zones 20 square miles or smaller, with shapes that are as close as possible to circular. With larger zones, it is easier for all available vehicles to be pulled to one area of the zone, leaving many patrons out of reach when they attempt to book a ride. Irregularly-shaped zones can lead to vehicles ending up in a "sock" where they are far from many origins and destinations within the zone. Based on efficiency metrics of existing zones, any new zones should have a maximum longest diagonal of 8 miles (longest distance between two zone edges). Similarly, zones that are too small to generate significant ridership should be avoided. A zone's diameter should exceed a comfortable walking distance (> 1 mile), and in general, zones should be at least 5 square miles, and impacts of geography and topography are also important to determining zone boundaries. Obstacles such as freeways, railroad tracks, the Los Angeles River, etc. should have multiple passing points within the zone and reduce the complications of crossing a zone. Zone boundary design should avoid creation of "dead corners" at the edges of zones that are difficult to get in and out of.
- **Origins and destinations:** To efficiently allocate resources, microtransit zones should have at least one major transit access point (a rail station, busway station, transit center, etc.) as well as a variety of residential and commercial uses.

## 5.4 Microtransit NTD Reporting

Metro reports Metro Micro as a Demand Response – Purchased Transportation (DR-PT) mode. FTA requires that Demand Response modes report the following data monthly:

- Unlinked passenger trips
- Vehicle revenue miles
- Vehicle revenue hours
- Vehicles operating in maximum service

FTA defines Revenue Service Hours differently for Demand Response than for fixed-route modes. This definition is found in the NTD Reporting Manual for the current year.

DR-PT is also reported during the Annual reporting. Details on the elements required can be found in the NTD Reporting Manual for the current ~~year, and~~year and are much more extensive than the monthly reporting.

## 5.5 Microtransit Performance Evaluation

The primary performance evaluation measures for Metro Micro are:

**On-Time Performance (OTP):** The percentage of rides which pick up or drop off the passenger within one minute of the time stated at booking. OTP is calculated based on the customer's booking method:

- Leave Now: Rides booked as "Leave Now" are given an expected pickup time and ride window. This time will be the earliest time the platform was able to schedule their ride; the ride may be scheduled earlier than original expected pickup time if an earlier ride becomes available. Rides are considered on time if they pick up the customer before one minute past the given window, which is established at booking time and may be any number of minutes.
- Leave At: Rides booked as "Leave At" are provided a 10-minute window within which the pickup may occur. Rides are considered on time if they pick up the customer before one minute past the end of the window.
- Arrive By: These rides are scheduled to get the customer to their destination by a specific time. Rides are considered on time if they drop the customer off before one minute past the Arrive By time in the booking.

**Validated Complaints per 10,000 Boardings:** This is based on complaints received via Metro's Customer Relations team and in-app feedback. The goal for this metric is at or below 50. The denominator is an order of magnitude below the analogous bus and rail metric because Metro Micro has a lower overall operational footprint, with a monthly total ridership of 50,000-75,000 boardings.

**Passengers per Revenue Service Hour (PRSH):** Number of completed passenger boardings divided by the number of revenue service hours. Expectations vary by zone, but the overall goal is at least 4 PRSH.

**Ride Rating:** Customers using the web app are prompted to rate their ride after drop-off and have an opportunity to provide feedback as well.

**Combined Cancellation and No-Show Rate:** This rate is a proxy measure of how much confidence people have that their ride will arrive, and how well the service matches their transportation needs. People are more likely to cancel or no-show if they are looking for a better option than their Metro Micro booking offers. The service is expected to keep this rate at or below 37% of all bookings.

**Revenue Service Hours (RSH):** Total time that vehicles spend in zones ready to serve customer rides. This metric excludes deadhead and both paid and unpaid breaks but includes standing time where a vehicle is ready for rides but has none scheduled. The Federal Transit Administration National Transit Database reporting uses a different definition that also excludes standing time and categorizes some empty trips as deadhead instead of RSH.

**Micro Real-Time Information**: On-demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:

- Customers who book via the web portal or app can see an ETA, and as the pick-up time approaches, track their vehicle on the app map.
- Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.
- Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.

**Wheelchair Boardings and Abandoned Rides:** Abandoned rides are those rides that are booked, but that no vehicle arrives to pick up. This may happen due to a mechanical breakdown, excessive operator absences, or unusual traffic conditions that make an area of the zone less accessible or inaccessible. These instances are analogous to cancelled runs in bus service, but another vehicle will not be scheduled to pick up the passenger unless they re-book a ride. Any ride abandonment needs to be investigated and addressed.

Ideally, in a floating 6-month period, Micro service will average no more than 0.5% in pass-ups of customers who use wheelchairs or other mobility devices. For Micro service, a trip is considered to be a wheelchair pass-up if it is unmatched, which is when a ride is booked correctly as an accessible trip but an accessible vehicle is not able to be brought to the customer to pick them up. Operations Contractor staff is responsible for monitoring for unmatched (abandoned) rides and, if one occurs, attempting to contact the customer and assisting them with new travel arrangements. Should the average increase to over the 0.5% threshold, Metro staff will work with the Operations Contractor to adjust service to better serve the ridership patterns of the zone in such a way so as to minimize unmatched/abandoned rides.

~~x available seats in each van0.56Wheelchair correctly as an accessible trip 0.5Metro staff will work with the Operations Contractor to zoneunmatched/abandoned rides~~

~~On Demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:~~

- ~~Customers who book via the web portal or app can see an ETA, and as the pick up time approaches, track their vehicle on the app map.~~

- ~~Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.~~

~~Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.~~

# SECTION 6: CUSTOMER INFORMATION AND AMENITIES

Customer information instructs both regular and infrequent customers how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.

## 6.1 Customer Information

Both regular and infrequent customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel, especially when they are traveling to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information.

- **Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.
- **Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.
- **Online Information** is available 24 hours a day to anyone with Internet access and includes:
  - Real-time information streamed to many mobile devices via transit information applications and displayed on Google, Apple, and Bing Maps trip planners as well as applications such as Transit, Moovit, and Citymapper. Text/SMS messaging have expanded significantly as smart phones have become a common part of life for many. Email alerts are also shared with customers who sign up to receive them.
  - Metro's own website metro.net:
    - Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information
    - Metro's blogs, "The Source" and "El Pasajero"
    - Specialized guides (Bikes, Riders with Disabilities, Safety & Security)
    - Commuter program information (carpools, vanpools, employer programs, etc.)
    - News and media information
    - Latest information on Metro projects and programs
    - Contact information
  - Metro's social media accounts including Facebook, X (Twitter), and Instagram.

- **Bus and Train Real-Time Information Signage**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there is a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro piloted e-paper real time information signs at a limited number of bus stops as an amenity in FY23. The ePaper technology provides a low power, better resolution on multi-sized tablets and displays. Metro has since expanded its use of ePaper technology to display real-time information, with ePaper real-time displays installed along Vermont Av, the new LAX/Metro Bus Center, and are in development at Patsaouras Plaza and throughout the Southeast Los Angeles region. The City of LA's Sidewalk and Transit Amenities Program (STAP) is incorporating real-time information within all new bus shelters being installed as part of the program.
- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers, on board affected and adjacent routes, and by mail.
- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.
- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.
- **Wayfinding** is the process of supporting the ability to navigate using informational signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.
- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.
- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

## 6.2 Customer Amenities

Customer amenities are those elements provided at transit stops, centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones and intercoms. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

Table 6.1 *Customer Information and Amenities*

| Amenity | Service Type | Minimum Allocation |
|---|---|---|
| Shelters: | Heavy Rail: | n/a |
| | Light Rail: | At least 80 linear ft. per bay |
| | Bus Facilities: | At least 6 linear ft. per bay |
| Seating: | Heavy Rail: | At least 12 seats |
| | Light Rail: | At least 10 seats |
| | Bus Facilities: | At least 3 seats per bay |
| Information Displays: | Heavy Rail: | At least 12 |
| | Light Rail: | At least 10 |
| | Bus Facilities: | At least 3 |
| LED Displays: | Heavy Rail: | At least 8 arrival/departure screens |
| | Light Rail: | n/a |
| | Bus Facilities: | n/a |
| TVMs: | Heavy Rail: | At least 2 |
| | Light Rail: | At least 2 |
| | Bus Facilities: | n/a |
| Elevators: | Heavy Rail: | At least 2 |
| | Light Rail: | At least 2 for elevated/underground |
| | Bus Facilities: | At least 2 for multi-level terminals |
| Escalators: | Heavy Rail: | At least 4 (2 Up/2 Down) |
| | Light Rail: | At least 2 for multi-level terminals |
| | Bus Facilities: | At least 2 for multi-level terminals |
| Trash receptacles: | Heavy Rail: | At least 6 |
| | Light Rail: | At least 2 |
| | Bus Facilities: | At least 1 per 3 bays/2 per facility |

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.
- **Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.
- **Lighting** increases visibility and security and discourages misuse of bus stops when transit operations are not in service.
- **Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.
- **Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.

- **Telephones/Intercoms** provide access to transit information and emergency services.
- **Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 6.1.

## 6.3 Rail Stations and Bus/Multi-Modal Transit Center-Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first-last mile option such as a bicycle or scooter to transit may be a viable alternative. Station parking facilities, bus transit centers and their associated amenities, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** are provided in close proximity to major stops and stations for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand. Adjacent development and joint use parking are encouraged.
- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Bicycle Storage** such as bicycle racks, lockers, and hubs may be provided at transit centers and stations where demand exists and space allows, and on transit vehicles. Bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but they can be subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking:** At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric scooters. Metro operated a two-year pilot where designated parking areas were established at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of

the parking facilities.[13] A permanent program was established following completion of the pilot and is being operated at the following stations: Wardlow, Willow A Line Stations, and 17th St/SMC, Expo Bundy, Expo Sepulveda, Culver City, La Cienega/ Jefferson, 26th St/Bergamot, and Westwood/Rancho Park E Line Stations. The program is currently collecting and analyzing data to inform how we can best scale and manage the updated program moving forward.

## 6.4 Bus Stops and Bus Stop Amenities

Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality.

Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available. Metro is able to support the municipalities with technical assistance such as ridership data, as well as support obtaining grant funding for such amenities.

Bus stop and transit center facilities are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

Fixed guideway stations are stops along a fixed guideway segment and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.

Transit centers are high-volume transfer points for multiple transit services (bus and/or rail) and layover spaces for end-of-line bus storage and turn around. Features include customer

[13] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.

Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting. On-street bus layover zones are designated stopover points for buses at or near the end of the line.

Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continues to evaluate routes and layovers to reduce costs, improve efficiency, and maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.

Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least, adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.

Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.

## SECTION ~~6~~7: SERVICE CHANGE PROCESS

In 2003, Metro created five localized service areas (Figure 6.1), each to be overseen by a Governance Council. In 2011, Metro restructured the roles and responsibilities of the five Councils and renamed them as Service Councils. ~~and re-established a c~~Centrally managed bus operations were re-established to include the service planning and scheduling functions, while the Service Councils maintained~~ing~~ their authority and responsibility ~~of the five Regional Service Councils~~ to help locally coordinate service changes. ~~Metro restructured the roles and responsibilities of these five Regional Service Councils.~~

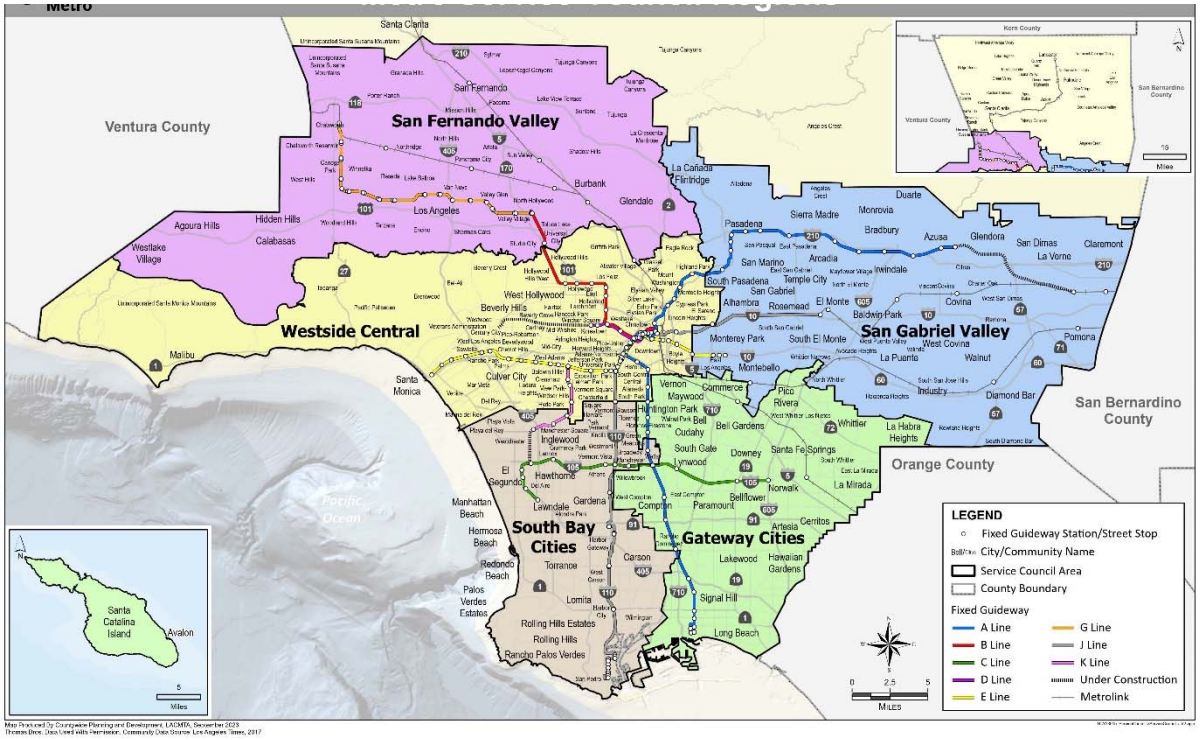



**Figure ~~6~~7.1** *Metro Service Council Regions*

Metro's five Regional Service Councils provide locally accessible public forums for community members, transit users, and local municipal operators to voice concerns, suggestions, and questions on how Metro can best serve customers. Through these forums, Service Council members can:

- better understand customer needs and make recommendations;
- evaluate opportunities and service coordination issues;
- advise and approve the planning and implementation of service changes within their areas.

As stated in the 2011 update to the Service Council bylaws, one of the Service Council's primary responsibilities is to render decisions on proposed bus route changes considering

staff's recommendations and public comments. Metro Service Councils (MSC) will be responsible for approving all proposed permanent major service changes, excluding turnaround and out of service route modifications. All major service changes that require public hearings will be brought to the MSCs who will conduct public hearings then vote to approve, modify, or deny the service change proposals. Any significant temporary service change should be brought to the Council for their information but not approval. An October 2024 update to the Bylaws clarified that the Service Councils would also convene any required public hearings for the Title VI analyses of new rail service plans. See Table 6.1 to refer to the timeline for a major service change.

Each Regional Service Council is responsible for holding public hearings that relate to major service changes (as defined in the following ~~Title VI~~ Section 6.~~3~~ 2 Title VI ~~below~~ Equity Analysis) to Metro bus and rail lines that provide significant service within their region, consistent with State and Federal laws and with Metro policies pertaining to public hearings. Following receipt of public input, the Council is responsible for approving all major service changes that are to be implemented that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies. When a major service change program requires three or more Councils to hold public hearings, an additional hearing is held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

Table ~~6~~7.1 *Major Service Change Timeline*

| Key Activities | Required Lead Time (Months Prior to Implementation) |
|---|---|
| Initiate Planning Process | 12 |
| Develop Preliminary Recommendations | 7-8 |
| Impact Analysis for Proposed Changes | 6-7 |
| Title VI Equity Analysis on Major Service Change ~~and Fare Change~~ Proposals | 5-7 |
| Service Council Review and Input | 6-7 |
| Confer with Labor Relation and Union Representatives | 6-7 |
| Public Review and Input | 5 |
| Finalize Service Change Program | 4-5 |
| Program Approval | 3-4 |
| Develop New Service Schedules | 2-4 |
| Print Public Timetables and Operator Assignments | 1-2 |
| Fabricate Decals for Bus Blades | 1-2 |
| Take Ones/Rider Alerts on Buses | 0.5-1 |

All route and major service changes that are approved by the Regional Service Councils will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service

Council will be notified of this change, prior to the next Service Council monthly meeting. Table 6.1 provides the established service change timeline.

## ~~6~~7.1 Service Change Programs

Service change programs are developed based on input generated by a wide variety of sources including rider, community, and employee input, service restructuring studies, coordination with major Metro capital projects such as new rail alignments or joint developments, requests from other local operators, and performance monitoring results such as load levels and on-time performance. The service change process includes public review of the proposals, a technical evaluation of ridership impact, and Title VI equity analysis.

In accordance with contractual agreements with the Sheet Metal Air, Rail and Transit Union (SMART)[14], bi-annual service changes will be implemented each year in June and December. Metro service changes are conducted to modify service based on ridership and load factors, on-time performance, other performance monitoring results, rider and community input, and budget considerations. A service change process workflow is provided in Figure 6.2.

As part of the evaluation process, resource impacts to in-service hours and required vehicles are also tracked to ensure compliance with budget parameters. In summary, the purpose of an evaluation on proposed service changes is to:

- Define and evaluate the impact on customers;
- Determine whether a proposed major service change or fare increase will have disparate impact on minorities or a disproportionate burden on low-income individuals by performing a Title VI Equity Analysis;
- Consider alternatives if a disparate adverse impact to minorities or disproportionate burden on low-income individuals are identified;
- Develop appropriate mitigation measures if needed; and
- Conduct required public hearing for all major service changes (see definition in Section 6.~~3~~2 Title VI Equity Analysis).

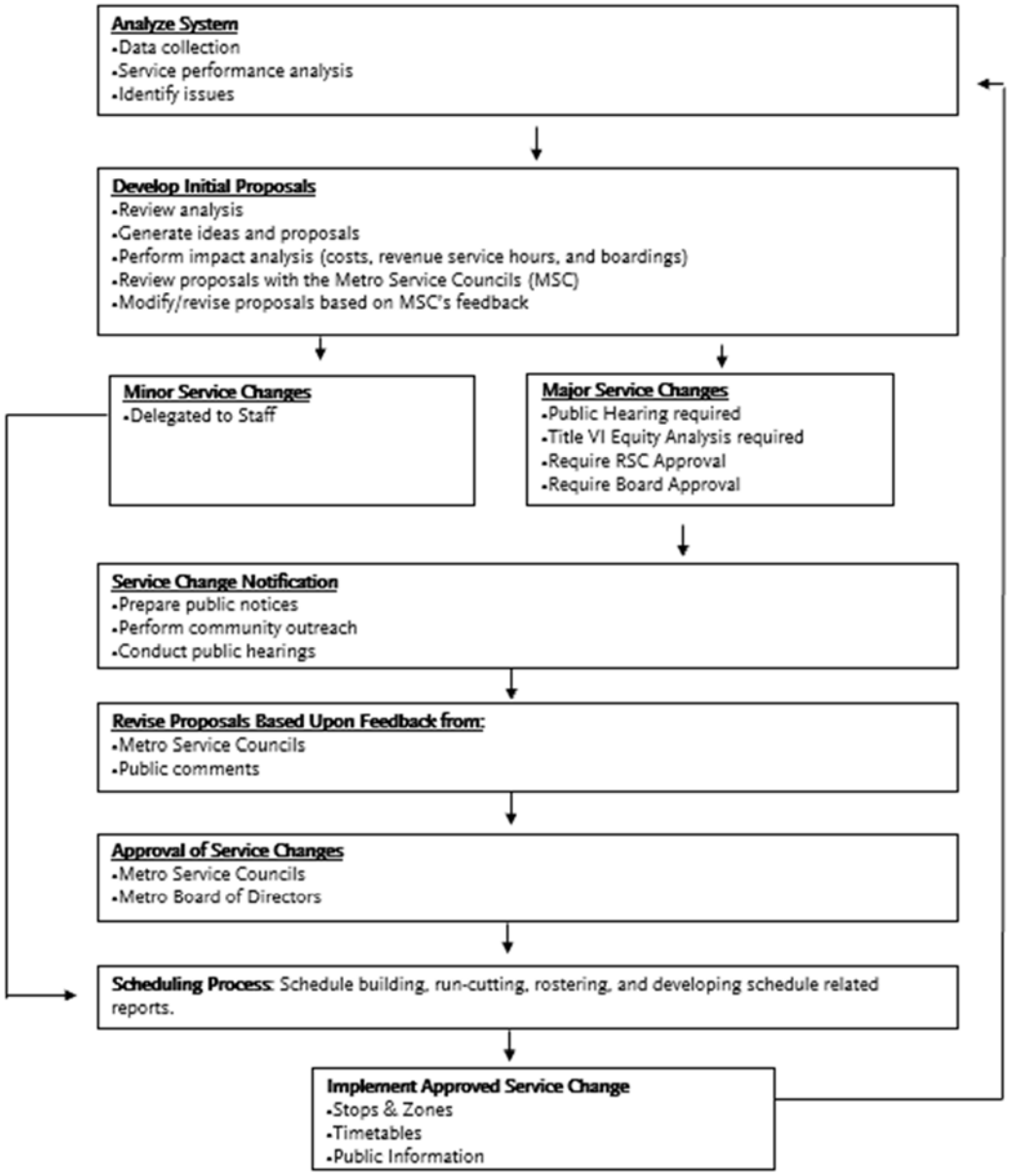
Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.

## ~~6~~7.2 Title VI Equity Analysis

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority communities from disparate and disproportionate negative impacts as a result of major transit service changes. Executive Order 12898 - Federal Actions to Address

[14] The United Transportation Union (UTU) merged with the Sheet Metal Workers Union in 2014 to form SMART.

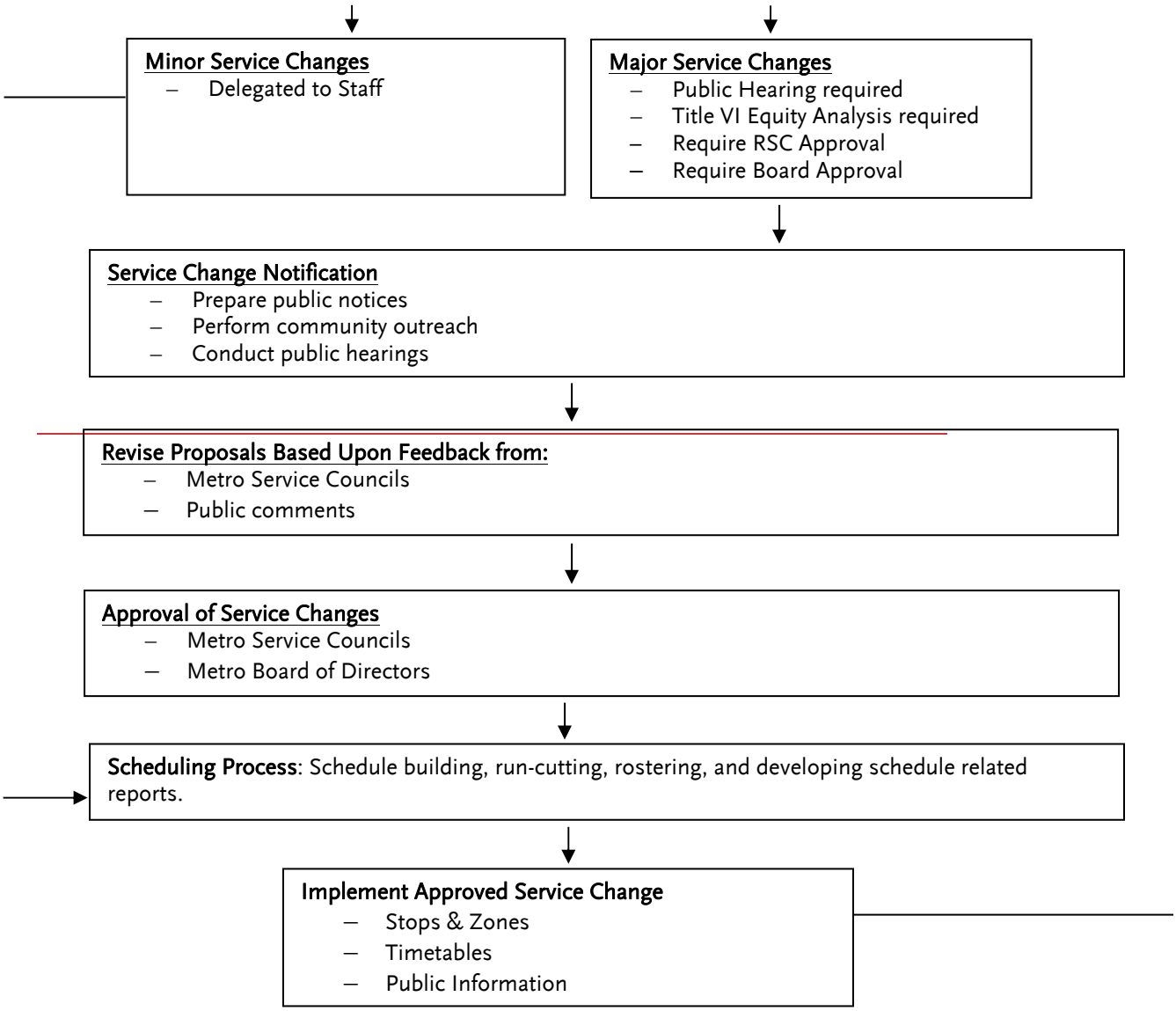
Environmental Justice in Minority Populations and Low-Income Populations provides further protection of low-income communities from disparate and disproportionate negative impacts.




## Figure ~~6~~7.2 Service Change Process

Analyze System
- Data collection
- Service performance analysis
- Identify issues

Develop Initial Proposals
- Review analysis
- Generate ideas and proposals
- Perform impact analysis (costs, revenue service hours, and boardings)
- Review proposals with the Metro Service Councils (MSC)
- Modify/revise proposals based on MSC's feedback




Metro must ensure a Title VI Equity Analysis is performed on all major service change proposals and any fare change proposals to determine if these proposals will have a disparate adverse impact on minorities or disproportionate burden on low-income individuals prior to a public hearing. If it is determined that these proposed changes will have a disparate adverse impact on minorities or a disproportionate burden on low-income individuals, Metro will make a good-faith effort to mitigate or reduce the adverse impacts by looking for alternatives that can meet legitimate program goals with a lesser impact to protected groups.

In accordance with FTA's Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Effective October 1, 2012), Metro's Administrative Code was revised to incorporate FTA's requirements under Title VI. The Metro Board adopted the updated Administrative Code in January 2013. Based on this Circular, Metro is required to perform a Title VI Equity Analysis on all proposed major service changes or fare changes prior to implementation. The goal is to ensure there is no *disparate adverse impact* to minorities or *disproportionate burden* on low-income individuals created by a major service or fare change.

The following definitions and criteria were updated and adopted by the Board in September 2019. ~~The FTA is considering developing an updated circular in 2022.~~ The Administrative Code now contains a reference to these definitions so that it need not be amended every time there is a need to modify the definitions:

Disparate Impact Policy:
Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority customers.

a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least ~~five percent (~~5%~~)~~.

b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least ~~five percent (~~5%~~)~~

Disproportionate Burden Policy:
Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations more than those populations that are not low-income. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

1. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least ~~five percent (~~5%~~)~~.

2. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least ~~five percent (~~5%~~)~~

Discretion of the Metro Board of Directors

A *major service change* or *fare increase* may be implemented even if the Title VI Equity Analysis determines a *disparate adverse impact* to minorities was created by the change. However, the Metro Board of Directors must first ensure these changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed major service change or fare increase, meaning the selected service change or fare increase meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected populations than other alternatives that were studied.

Major Service Change

Major service changes are defined in Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-010 as any service change that meets at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1-5 above to be inclusive of any bus/rail interface changes.
6. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
7. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Fare Changes

Any fare change requires an equity evaluation consistent with the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes but is not limited to permanent fare changes, temporary changes,

promotional fare changes, and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special discount programs for students, groups or employers.

2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
    a) A change is instituted that provides free fares for all customers;
    b) Temporary fare reductions are provided to mitigate for other actions taken by Metro;
    c) Promotional fare reductions are less than six months in duration. An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

## ~~6~~7.3 Metro's Equity Platform

The NextGen Bus Study aimed to go above and beyond Title VI requirements to analyze disparate impacts and disproportionate burden on minority and low-income populations to identify communities with the greatest mobility needs. To do this, Metro's Equity Platform was integrated into the NextGen Bus Study planning and public engagement process. In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity. ~~The Platform provides a framework that guides how the agency works to address inequities and create more equitable access to opportunity.~~

The NextGen process started with analysis of Equity Focus Communities(EFCs) Metro's community designation that defines areas where transportation needs are greatest. EFCs consider where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car). Additionally, the NextGen sought to capture other metrics in a Transit Equity Index to identify transit propensity to ensure investment in transit targeted area populations with the most need to use transit. Through market research, surveys, and public input, other groups determined to be most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women, who tend to make more transit trips than men. Data available for these groups was used in the calculation of the Transit Equity Index.

The Four Pillars of the Equity Platform were integrated into the NextGen Bus Study as follows

I. **Define and Measure** – Use EFCs as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus network changes based on customer-focused performance metrics established within this Transit Service Policy document with particular focus on Equity Focus Communities with the greatest mobility needs as identified above.

II. **Listen & Learn** –The technical work of the NextGen Bus Study identified important information about Metro's current and potential customers. This data was validated by a robust countywide public engagement effort that included engaging customers on board buses, at outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement, and print advertising. Comments received were incorporated into the systemwide service design as well as individual route changes.

III. **Focus & Deliver** – Service design concepts established within this Transit Service Policy document are intended to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of safety on board buses and at bus stops. These concepts were used to redesign the routes and schedules for the NextGen Bus Plan.

As part of the NextGen Bus Study process~~In addition~~, a Transit Propensity Index score was developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved safety, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

The Board-adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input and data analysis, and the framework referenced for balancing tradeoffs in consideration of Metro's Equity Platform.

~~IV.~~ **Train & Grow** –Service Planning has adopted new tools to analyze the potential impacts of service changes on EFCs. Ridership in EFCs is tracked on a monthly basis~~An annual monitoring program will be established to track the progress of achievement towards the goals and objectives, and to inform on necessary adjustments.~~

IV. .

## ~~6~~7.4 Public Outreach

Prior to a public hearing, public outreach is conducted so that the greatest number of customers may respond to the changes at either a public hearing or by submitting written comments at a hearing, or via email, mail, or fax. The distribution of information will include line number, line name, route change information, and/or fare change proposals. Other public outreach occurs at key transportation centers, bus stops, and bus and rail stations 30 days prior to the public hearing date. These efforts are made to reach and engage customers who may not have time to attend a public hearing and to inform them of alternative communication methods available to file public comments. Public participation in the public hearing process is an important step in assisting staff and Metro Service Councils in developing and approving final service change proposals. Table 6.2 provides a timeline for public notification activities.

**Table ~~6~~7.2** *Timeline for Public Notification Activities*

| Activity | Months Prior to Service Change |
|---|---|
| Service Planning staff reviews preliminary proposals. | 7 |
| Metro Service Councils set ~~dates of~~ public hearing dates. ~~meetings, publish h~~Hearing notices published in local newspapers. ~~S and s~~end LEP and minority communities written notification to elected officials, other operators and key stakeholder groups. Confer with Labor Relations and Union representatives. | 5-6 |
| Service Planning staff provides information on proposed changes to the Metro Bus Operators Subcommittee and at quarterly meetings held with the region's municipal and local operators. | 3 |
| Communication Department posts information proposed changes on Metro's website. | 5 |
| Operations staff distributes meeting notices on board vehicles. Public outreach at key transportation centers, bus stops, and on-board customer interface occurs as well. | Minimum one month prior to public hearings |
| Metro Service Councils conduct public hearings. | 4 |
| Metro Service Councils approve final service change program. | 3 |
| Metro Board receives the Service Councils' approved service change program as a Receive and File item. | 2 |
| Communication Department prepares press releases on final program and program brochures are distributed ~~on board~~on board Metro vehicles and other outlets. | 1 |

These procedures are in accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-025:

A. Any public hearing required by Section 2-20-020 shall be conducted as set forth in this section.

B. Notice of the hearing shall be published in at least one English language and Spanish language newspaper of general circulation and at least thirty (30) days prior to the date of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in the neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

C. Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.

D. To ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

E. The public hearing related to a recommendation to increase transit fares charged the public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.

## ~~6~~7.5 Public Hearing Process

Once Metro Service Planning Staff develops a Service Change Program ~~has been developed by Metro Service Planning Staff~~, the Metro Service Councils are asked to set a date, time and place for their public hearings. During the period between publication of the hearing notices and public hearings, each Service Council is provided a detailed presentation on service change proposals and given an opportunity to discuss the changes that will be the subject of public comment. After each hearing, each Service Council will meet to consider and approve, modify, or deny all proposed service changes. These actions are~~will~~ then ~~be~~ summarized and presented in an informational report to the Metro Board of Directors.

Under Metro's Service Council bylaws, all service changes must be reviewed and approved by their respective Service Council(s). Public hearings are usually held at the same location where the Service Councils hold their meetings but may be held at other locations so as ~~in order~~ to be more accessible to those customers who would be affected by the proposed service changes. When a major service change program requiring the associated Councils to hold public hearings affects three or more service regions, thus, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday. In accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-020, Metro will hold a public hearing on all major service change or fare change proposals that are subject to a Title VI Equity Analysis. Major service change ~~These~~ proposals are subject to Metro Regional Service Council and Metro Board approval, while fare change proposals are under the purview of the Metro Board.

## ~~6~~7.6 Implementing Minor Changes on an Interim Basis

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Minor service changes do not require a public hearing but are shared with the relevant Service Councils as a courtesy and can be implemented at the discretion of staff.

~~**Metro Micro MicroTransit and Other On-Demand Services** – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro is currently conducting a three-year Metro Micromicrotransit pilot program, an on-demand, van-based rideshare service branded as Metro Micro. The service launched in December 2020 and the final eighth zone was implemented in December 2021. The zones are: Watts/Compton, LAX/Inglewood, North Hollywood/Burbank, El Monte, Highland Park/Glendale/Eagle Rock, Pasadena/Altadena/Sierra Madre, Northwest San Fernando Valley, and Westwood/UCLA. The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. Reservations can be made the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. All pickup and drop-off locations are located within the zone and must be ADA accessible, but are not limited to bus stops. The pilot program will operate for three years, after which Metro will determine whether to make the service permanent or not. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micromicrotransit can be an effective and efficient replacement for Metro fixed route bus service in these hard to serve areas.~~

# APPENDICES

## APPENDIX A: Metro Line Identification

The purpose of establishing transit service line identification standards is to create a simple way for customers to identify, locate, and reference Metro services, and thereby make the services easier for customers to use.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including but not limited to, rail station signs, bus stop signs, bus station signs, vehicle head signs, vehicle destination signs, timetables, HASTUS and ATMS[15]. The descriptions and chart below help explain the standards, and how and when they should be implemented.

General Standards

- Transit lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along. Metro Rail and Metro BRT service which previously used the established operational names (e.g., Metro B~~Red~~ Line, Metro ~~Purple~~ D Line, Metro ~~Orange~~ G Line) are being transitioned to a letter-based designation. To ensure consistent usage of transitional naming for Rail and BRT lines, updates to customer information should be referred to the Communications Department.
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination unless the intersection is required to identify short-line service.
- The destination points will be listed in a West to East or North to South order, consistent with how the line would be read on a map. Destinations on head signs, destination signs, timetables, and physical signage must always be consistent.
- Lines that have Downtown LA as one of the line's end points will list its first, as Downtown LA.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- Printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps, and service reports.

[15] HASTUS (Horaires et ~~Assignments~~Assignements pour ~~Systems~~Systèmes de Transport Urban et Semi-Urban) refers to the software used to create schedules. ATMS (Advanced Transportation Management System)

- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS and ATMS.
- Trip Planners and mobile applications providing real-time data to riders will present the line name similarly to what will be shown on the vehicle head sign and bus stop sign, so customers can easily locate the appropriate line at the stop.

Rail Station Signage

- The line will be presented using the line letter designation, and destination point that the vehicle is traveling to in each direction.

Bus Stop Signage

- The line will be presented using the line number, service brand, color and destination point that the vehicle is traveling to in each direction.
- The main corridor(s) will also be listed as well as special service qualifiers including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.

Bus Route Numbering Convention

Bus line numbers are assigned to indicate the type of service provided and where the line travels.

| Line Numbers | Type of Service |
|---|---|
| 1-99 | Travel into downtown Los Angeles, referencing general corridors consecutively in a counterclockwise rotation |
| 100s | Operate from east to west and travel outside of downtown Los Angeles |
| 200s | Operate from north to south and travel outside of downtown Los Angeles |
| 300s | Metro Local buses with limited stop service |
| 400s | Arterial express bus services to/from downtown Los Angeles |
| 500s | Freeway express bus services outside of downtown Los Angeles |
| 600s | Operate local shuttle bus service |
| 700s | Metro Rapid bus service |
| 800s | Bus bridges for the rail network |
| 900s | Metro Liner bus service |

Vehicle Head Signs

- Head signs will list the destination in which the vehicle is traveling towards in one frame.
- Head signs on Rail and BRT vehicles will list the line letter designation in one frame.
- For short-line trips, the line number and destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read “Not in Service” and display the route number per Operations Notice #09-18.

- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Automatic Voice Announcements

- External On-Board Announcements:
  - The line will be identified in automatic external voice announcements using the line number and destination point that the vehicle is traveling to in each direction.
  - For short-line trips, the destination noted will be the destination of that trip and not of the entire line.
- Internal On-Board Announcements:
  - When the automatic voice announcement system identifies a stop, the end destination of that line will follow.
  - The stops and stations announced onboard should be consistent with names used on maps, timetables and other printed materials.

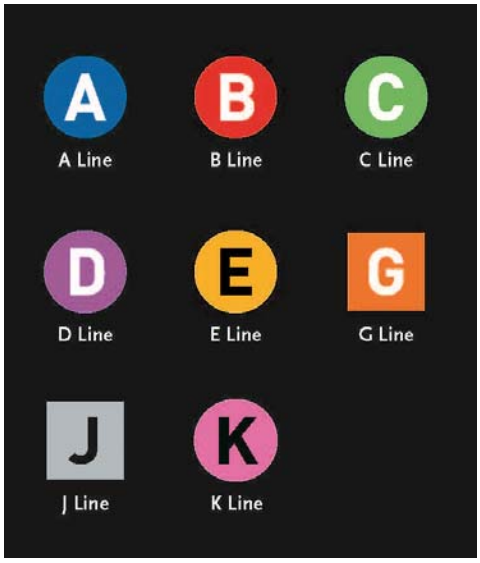
Assigning Line Identifiers

It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors, or where temporary solutions are necessary due to construction, temporary service changes, or pilot program deployment. In these limited cases, Service Planning staff and Communications must be in consensus regarding these changes before deciding to deviate from the standards. The Stop and Zones Department may also deploy temporary signage at bus and rail facilities as needed when emergency closures or other service changes impact scheduled service. For detailed guidance on using Metro signage standards, Metro Signage and Environmental Graphic Design Standards documents may be obtained from the Communications Department.

Metro's Rail Line Identification, Naming, and Color Conventions

| Prior Designation | Updated Designation | Updated Line Badge |
|---|---|---|
| Blue Line | A Line | A |
| Red Line | B Line | B |
| Green Line | C Line | C |
| Purple Line | D Line | D |
| Expo Line | E Line | E |
| Orange Line | G Line | G |
| Silver Line | J Line | J |
| Gold Line | L Line | L |

Rail and BRT lines previously denoted by a color transitioned to a letter/color combination beginning in November 2019. The letters assigned to each rail line generally conform to the order in which each line went into operation. The current ~~planned~~ designations are depicted in the adjacent chart.




~~The Gold Line has been assigned the letter L for clarity and consistency systemwide.~~ The ~~service plan for the~~ Regional Connector Project service plan ~~will~~ resulted in the L designation being phased out and the relevant sections of the L ~~Gold~~ Line ~~will~~ becominge ~~the~~ A Line to Azuza or the E Line to East LA. The Crenshaw Line is ~~will be~~ known as the K Line with a pink color.

## APPENDIX B: Los Angeles County Local Fixed and Demand Response Route -Transit Operators

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| Agoura Hills | | X | | X |
| Alhambra | | X | X | |
| Antelope Valley Transit Authority (AVTA) serves:<br>• Palmdale<br>• Lancaster<br>• Portions of Unincorporated Los Angeles County | X | X | | |
| Arcadia | | | | X |
| Artesia | | X | | |
| Avalon | | X | | |
| Azusa | | X | | |
| Baldwin Park | | X | | |
| Beach Cities Transit serves:<br>• Redondo Beach<br>• Manhattan Beach<br>• Hermosa Beach<br>• El Segundo | X | X | | |
| Bell | | X | | |
| Bell Gardens | | X | | |
| Bellflower | | X | | |
| Beverly Hills | | X | | |
| Burbank | | X | | |
| Calabasas | | X | | |
| Carson | | X | | |
| Cerritos | | X | | |
| Commerce | X | X | | |
| Compton | | X | | |
| Covina | | X | | |
| Cudahy | | X | | |
| Culver City | X | X | | |
| Diamond Bar | | | | X |
| Downey | | X | | |
| Duarte | | X | | |
| El Monte | | X | | |
| El Segundo | | X | | |
| Foothill Transit serves member cities of<br>• Arcadia<br>• Azusa<br>• Baldwin Park | X | X | | |

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| ~~Member cities served by Foothill Transit continued~~<br>• Bradbury<br>Member cities served by Foothill Transit continued<br>• Claremont<br>• Covina<br>• Diamond Bar<br>• Duarte<br>• Glendora<br>• Industry<br>• Irwindale<br>• La Puente<br>• La Verne<br>• Monrovia<br>• Pasadena<br>• Pomona<br>• San Dimas<br>• South El Monte<br>• Temple City<br>• Walnut<br>• West Covina | | | | |
| Gardena | X | X | | |
| Glendale | | X | | |
| Glendora | | X | | |
| Hawaiian Gardens | | X | X | |
| Hawthorne | | X | | |
| Hermosa Beach | | X | | |
| Huntington Park | | X | | |
| Inglewood | | X | | |
| La Cañada Flintridge | | X | X | X |
| La Habra Heights | | | X | X |
| La Mirada | | | | X |
| La Puente | | X | X | |
| La Verne | | | X | |
| Lakewood | | | X | |
| Lawndale | | X | | |
| Lomita | | | | X |
| Long Beach | X | X | | |
| Los Angeles | X | X | | |
| Los Angeles County | | X | | |
| Lynwood | | X | | |
| Manhattan Beach | | X | | |
| Malibu | | X | | |
| Maywood | | X | | |

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| Monrovia | | X | | |
| Montebello | X | X | | |
| Monterey Park | | X | | |
| Norwalk | X | X | | |
| Palos Verdes Estates | | X | | |
| Paramount | | X | | |
| Pasadena | | X | | |
| Pico Rivera | | X | | |
| Pomona | | X | | |
| Redondo Beach | | X | | |
| Rolling Hills Estates | | X | | |
| Rosemead | | X | | |
| San Dimas | | | X | |
| San Fernando | | X | | |
| San Gabriel | | | X | |
| San Marino | | | | X |
| Santa Clarita Valley Transit (SCVT) serves<br>• Santa Clarita<br>• Portions of Unincorporated Los Angeles County | X | X | | |
| Santa Fe Springs | | X | | |
| Santa Monica | X | X | | |
| Sierra Madre | | X | | |
| Signal Hill | | X | | X |
| South El Monte | | | X | |
| South Gate | | X | | |
| South Pasadena | | X | | X |
| Temple City | | | X | X |
| Torrance | X | X | | |
| Walnut | | | | X |
| West Covina | | X | | |
| West Hollywood | | X | | |
| Westlake Village | | X | | |
| Whittier | | X | | |
| **Total** | **13** | **69** | | |

Many of the Local Return systems listed above do not provide fixed route service but instead provide Demand Response services: Hawthorne, Malibu, and Manhattan Beach are examples.

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## EXECUTIVE SUMMARY

Los Angeles County Metropolitan Transportation Authority (Metro) serves as transportation planner, coordinator, designer, builder and operator for Los Angeles County. More than 9.2 million people live, work, and play within its 1,447-square-mile service area.[1]

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors, including a formal process for evaluating services, service design guidelines, and a process for approving and implementing service changes.

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County to help Metro ensure that our customers feel safe when riding, that they do so in clean equipment, service is reliable and on-time, and our staff provides service in a courteous manner.

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

**Goal 2:** Deliver outstanding trip experiences for all users of the transportation system

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

**Goal 4:** Transform LA County through regional collaboration and national leadership

**Goal 5:** Provide responsive, accountable, and trustworthy governance within the Metro organization

Also in 2018, Metro began the NextGen Bus Study to review and update the Metro bus system to ensure it provides a competitive transit service to meet the travel needs of LA County residents and visitors. The NextGen Bus Study included a comprehensive look at both Metro bus service performance and the overall travel market in LA County to determine where Metro bus service could be more useful. The study included significant input from riders and stakeholders to help develop a framework of guiding principles for positioning Metro's bus services to be more competitive in the overall travel market and to serve Equity Focus Communities most effectively, where the need for high quality transit is greatest.

In early 2020, the Metro Board approved the release of a draft NextGen Bus Plan for public review. Significant public input gathered in the first half of 2020 was incorporated into a revised draft NextGen Bus Plan released in July 2020 ahead of public hearings (August 2020), Service Council approvals (September 2020), and Board adoption of this plan in October 2020. Phased implementation of the Reconnect Phase of NextGen Bus Plan with a set of frequency tiers and a simplified route structure focused on fast, frequent, and reliable service began in December 2020, with additional phases in June and September/December-2021. Implementations of key NextGen Bus Plan bus speed and reliability elements, including new

[1] Represents all people living in the Census Tracts within Metro's service area per the 2023 American Community Survey Data. Service area is calculated from taking 0.75 mile buffer around all Metro bus line and rail stations.

bus priority lanes and other bus speed and reliability tools such as transit signal priority and bus stop optimization began at the same time and continue to be implemented as of 2025. This phase of NextGen is known as Transit First. The NextGen elements are all reflected in this update of the Transit Service Policy, and the NextGen Bus Plan remains the guiding principle for the Metro bus network.

# SECTION 1: INTRODUCTION, PURPOSE & BACKGROUND

Metro first adopted a Transit Service Policy (TSP) in 1986. It is a required component of Metro's Title VI Plan and is reviewed on at least a triannual basis as part of the Title VI Plan Update. It is updated as needed to better reflect agency goals and objectives, major service initiatives and policy changes, and changes in local, state, and federal regulations and funding. This document updates the most recent version adopted by the Board as part of the NextGen Bus Plan adoption in November 2022[2]. This document sets forth the policies, principles, and service guidelines that are used by Metro staff in the design or modification of the bus network to better serve customers and make more beneficial use of available operating resources. The TSP outlines the service change process that provides the quantitative tools to evaluate the system, identifies the process required to seek public input and approvals for major service changes, and ensures the regional transit system is adjusted according to the service goals and objectives approved by the Metro Board.

Metro operates a comprehensive bus and rail network that complements Metrolink regional rail and municipal operator services across LA County. Determining the most appropriate transit service on a corridor depends on several factors such as demand, resource availability, site and corridor characteristics, environmental considerations, and community acceptance. The characteristics that determine which type of service is most appropriate are summarized in Table 1.1.

## 1.1 Metro Bus

As of December 2024, Metro operates 117 bus routes. Metro's bus operations consist of directly operated and contract operated services: 107 routes are directly operated by Metro, and 10 routes are operated by contractors. Metro serves around 12,000 bus stops, including station stops on the G and J Line BRT systems. On weekdays, Metro operates a fleet of over 1,650 buses during peak service hours. Metro operates the largest portion of all bus services provided in the region. Municipal and Local Return operators provide additional public bus and paratransit services in areas of the region where Metro provides limited or no service. Metro relies on Access Services for provision of ADA paratransit service in the Metro service area.

As developed in the NextGen Bus Study, Metro classifies its bus services into tiers stratified by the frequency of service. The tiers are assigned to individual routes in accordance with demand and propensity for future growth. These frequency tiers are especially important to ensure high frequency service is provided on key corridors serving Equity Focus Communities[3] where the need for high-quality transit is greatest.

[2] https://boardagendas.metro.net/board-report/2022-0262/

[3] In 2019, under the Equity Platform, the Board adopted a community designation of Equity Focus Communities (EFCs) to identify where transportation needs are greatest. As of 2022, EFCs are defined as areas with higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car).

**Table 1.1** *Service Type Determination*[4]

| Service Type | Corridor | Optimal Characteristics |
|---|---|---|
| **Heavy Rail** (Subway) | Operate 100% within an exclusive right of way. | – 2,500 boardings per route mile or more than 50,000 boardings per day.<br>– Ability to construct a fully grade-separated facility. |
| **Light Rail** | Operate in mixed flow traffic, semi-exclusive or a fully- exclusive right of way. | – 1,000 boardings per route mile or more than 25,000 boardings per day.<br>– Ability to construct a guideway within or adjacent to the corridor. |
| **Commuter Routes (Tier 5)** | Operate in mixed-flow traffic in a High Occupancy Vehicle (HOV) or High Occupancy Toll (HOT) Lane.<br>– Segments may operate on local streets.<br>– Operated using 40', 45', or 60' buses. | – 300 or more boardings during peak hours and in peak direction of travel. |
| **Metro Liner and Metro Rapid** | Operate using 40', 45' or 60' buses.<br>– Metro G Line BRT and J Line (Metro Liner) operate entirely or partially on a fixed guideway dedicated to transit buses.<br>– Metro Rapid Lines operate in exclusive peak period or all day bus lanes or mixed flow traffic on local streets with signal priority. | – 300 or more boardings during peak hours and in peak direction of travel.<br>– More than 500 average daily boardings per route mile or more than 10,000 daily boardings.<br>– Ability to implement operating speed improvements in the corridor. |
| **Core (Tier 1), Convenience (Tier 2) Connectivity (Tier 3), and Community (Tier 4) Local Routes** | Operate in mixed flow traffic on local streets by 32', 40', 45', or 60' buses.<br>– Core lines to be supported by exclusive peak period or all day bus lanes and signal priority on existing and former Metro Rapid corridors.<br>– Lines are defined by frequency of service offered, with Core lines being the most frequent and Community lines having a minimum frequency of at least hourly, with all tiers intended to run all days of the week. | – The median bus route carries about 5,000 average weekday boardings (CY2024).<br>– Core and Convenience services are expected to carry more than the daily median, while Connectivity and Community are anticipated to carry less. |

Table 1.2 describes the features of each of Metro's bus service types. Tier definitions are based on daytime weekday (i.e. peak and midday) frequencies:

- **Core (Tier 1)**: 10 minutes or better
- **Convenience (Tier 2)**: 12 to 15 minutes
- **Connectivity (Tier 3)**: 20 to 30 minutes
- **Community (Tier 4)**: 40 to 60 minutes
- **Commuter (Tier 5)**: Varies by Line

[4]Capacity limits adapted from TCRP, Research Results Digest, November 1999—Number 35, Highlight of Large Transit Capacity and Quality of Service Manual, Figure 1 Achievable Capacity (Peak direction passengers/hour)

**Table 1.2** *Metro Bus Service Types and Features*

| Feature | BRT and Liner | Rapid | Commuter (Tier 5) | Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) Local Bus Services |
|---|---|---|---|---|
| Right of Way | Segregated right-of-way | Major arterials; peak hour or all-day bus lanes | Major arterials and freeways. | Major arterials and local streets; peak hour or all-day bus lanes for Core Tier 1 lines, with bus bulbs as alternative to bus lanes for Tier 1 and 2 lines |
| Target Average Stop Spacing | 1.25 miles | 0.75 mile | 1.25 miles | 0.25 mile |
| Target Travel Market | Inter-community, regional | Inter-community | Inter-community, regional | Inter-community, neighborhood |
| Vehicle Type | 40/45/60-foot buses | 40/45/60-foot buses | 40/45/60-foot buses | 32/40/45/60-foot buses |
| Communities Served | Multiple | Multiple | Multiple | Multiple |
| Signal Priority | Yes | Yes | No | Yes for Core and Convenience (Tiers 1 and 2) |
| Fare Collection | On board J Line Off-board pre-pay G Line | On board | On board | On board, with all-door boarding being implemented for all bus lines (2025) |
| Passenger Amenities | Shelters and stations | Shelters and stations | Shelters and stations | Benches and shelters (provided by local jurisdictions), though not at all stops |
| Real-time Passenger Info | Yes | Yes | Yes | At some stops and via smart phone applications |

## 1.2 Metro Rail

Metro Rail operates in heavily congested, high-demand travel corridors and provides connections to key multi-modal transportation hubs. Metro operates two types of rail service to better match the transit mode with specific customer demand and needs. As of summer 2025, Metro operates two heavy rail and four light rail lines serving a total of 111 stations across approximately 121.3 route miles, with a fleet of 108 heavy rail (including the first eight new HR4000 cars) and 337 light rail cars.

Metro heavy rail is high-capacity, two line rapid transit service operating along a dedicated subway right-of-way, serving full-scale transit stations in some of the most densely populated areas of LA County. Metro's heavy rail subway system served by the B and D Lines powered by a third rail and generally operated with 4- or 6-car train sets.

Metro's existing light rail system consists of four lines with segments of mixed flow, street running, or grade separated right of way, with full-scale transit stations. The rail system is a critical public transportation asset in the greater Los Angeles region, linking many key multi-modal transportation centers and destinations together. Metro's four light rail lines – A, C, E,

and K Lines are powered by overhead catenary wires, generally use shorter 2- or 3-car train sets and operate at slower speeds than heavy rail.

The first segment of the new 8.5 mile, 8-station Crenshaw/LAX K Line opened in October 2022; a ninth new station, the Airport Metro Connector (AMC) Station, opened on June 6,2025. In June 2023, the opening of the 1.9 mile Regional Connector light rail alignment through downtown LA facilitated the realignment of the former L Line rail line into the A Line and E Line services, creating direct links from Long Beach to Azusa (A Line) and Santa Monica to East LA (E Line). This alignment includes two new stations and one replacement station in downtown LA.

## 1.3 Metro Micro

Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations and population, and relatively low travel activity. To address these challenges, Metro launched pilot microtransit operations in December 2020, branded as Metro Micro.

Metro Micro is operated with passenger vans within eight designated zones and is intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. A number of lower ridership fixed-route services have been discontinued within the new Metro Micro zones as part of the NextGen Bus Plan implementation, to determine if Metro Micro can be an effective and efficient replacement for Metro fixed route bus service in these hard-to serve areas.

Section 5 is dedicated for discussing the unique nature of this service.

## SECTION 2: DESIGNING A WORLD CLASS BUS SYSTEM

In 2018, the Board adopted Metro Vision 2028 as the agency's strategic plan. The Plan outlines five goals to guide the development of transportation in LA County. The NextGen Bus Study was also initiated in 2018 to reimagine the Metro bus network to be more relevant, reflective of, and attractive to the diverse customer needs within Los Angeles County. The NextGen Bus Plan and Study were completed to address strategic plan **Goal #1: Provide high quality mobility options that enable people to spend less time traveling**. The study also encompassed two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

In addition to the Vision 2028 Strategic Plan, the Board adopted Motion 38.1 (June 2018), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. Finally, regardless of the level of resources expended on the bus network, optimizing system performance should always be an objective in network design to maximize benefit to the public from available resources. These goals and objectives drove the development of the NextGen Bus Plan, including guiding principles for routing, stop spacing, frequency, span of service, and coordination with municipal operators. A set of performance measures are defined below to ensure the bus network continues to evolve consistent with the intent of NextGen to create a competitive bus service for LA County.

NextGen Bus Plan

Metro Vision 2028 envisions building a World Class Transportation System in which a World Class Bus System is a cornerstone to its success. Building a World Class Bus System requires improving the attractiveness and competitiveness of the bus network. Attractiveness includes addressing issues such as safety and security, cleanliness, comfort, real-time arrival information, easy fare payment, wayfinding and signage, and first/last mile access. Competitiveness requires developing a bus network that minimizes the overall travel time to complete a trip compared to the driving alternative. This travel time considers directness of route, access to and from the bus stop, waiting time, and onboard travel time.

As mentioned in the Executive Summary, NextGen's primary purpose was to improve the competitiveness of the bus network. However, through this process, improvements to certain aspects of attractiveness can also be achieved. The following outlines the strategy of the NextGen Bus Plan's design as the foundation for building a fast, frequent, and reliable World Class Bus System.

**Step 1: Reconnect Scenario:** Metro currently provides roughly 7 million revenue service hours (RSH) of bus service per year. The first step in creating a World Class Bus System is to redesign the routes and schedules to attract trips where and when there is the greatest market potential. The lessons learned in Phase 1 of the bus study presented a path forward for reinventing the bus network through restructuring the bus lines consistent with service usage and travel patterns using the following guiding principles identified in the NextGen Bus Study:

- **85% of LA County residents have used transit at least once in the past year**, THERFORE, the NextGen Bus Plan attempts to maintain coverage throughout the County by minimizing discontinued segments.
- **Fast/frequent/reliable service is key**; THEREFORE, the NextGen Bus Plan is designed to create a competitive transit network that reduces overall travel time by optimizing all components of the trip, including walking, waiting, and riding.
- **Metro's pre-NextGen bus system was not always competitive to get people where they want to go**, THEREFORE NextGen Bus Plan has adjusted routing to reflect the key origins and destinations identified in cell phone location data for overall travel patterns and ridership data for transit ridership patterns.
- **The greatest opportunity to grow ridership is between midday & evening when many trips are short distance**, THEREFORE service levels under the NextGen Bus Plan have been improved for off-peak periods, especially midday, weekday, and weekends, with more improvements planned, especially for evenings. New overnight Owl services have been added or are planned.
- **Need to integrate Metro's Equity Framework into the planning process,** THEREFORE the NextGen Bus Plan service improvements prioritize equity-focus areas where the need for high-quality transit service is greatest.

These lessons were incorporated into the Plan's Service Design Guidelines outlined in Section 3 to "reconnect" routes and schedules with where and when people travel today. This NextGen Bus Plan Reconnect scenario was implemented across the December 2020, June 2021, and September/December 2021 service change cycles. Reconnect was estimated to increase ridership by 5% with no additional increase in revenue service hours. It will also help Metro recover from the impacts of the COVID-19 pandemic on ridership.

**Step 2: Transit First Scenario:** Building upon the Reconnect scenario of NextGen Bus Plan that provides a bus network that better reflects the travel patterns of today, the next step in building a World Class Bus System is to: 1) invest in speed and reliability infrastructure, 2) create safe and comfortable waiting environments, 3) improve the boarding and riding experience, and 4) establish facilities to optimize layovers. These capital improvements create a more competitive and attractive bus network while saving resources to be reinvested into more frequent service.

- **Speed and Reliability Improvements –** Declining bus system speeds reduce the opportunity to increase service, degrade the competitiveness and attractiveness of bus service, and are not sustainable. Therefore, investing to improve the speed and reliability of the bus system is critical to the success of NextGen. Some improvements within Metro's control that can be implemented include optimizing stop spacing and implementing all-door boarding. However, other improvements can only be implemented through collaboration with local jurisdictions, such as transit signal priority system upgrades and expansion, new bus bulb-outs, and bus-only or bus priority lanes. Under the NextGen Transit First scenario, a major 5-year program of capital improvements was approved to support speed and reliability improvements for the

regional bus network. This investment is anticipated to save 25-34% in system speed if fully implemented, thus allowing for more frequent service to be delivered without adding additional operating costs. New bus lanes were rolled out in 2020 and 2021 on 5th and 6th Sts, Grand Av, Olive St, and Aliso St in downtown LA, and on Alvarado St between 7th St and Sunset Bl. Additional lanes have been implemented on La Brea Av between Sunset Bl and Olympic Bl (2023), and Roscoe Bl between the SR-170 freeway and Topanga Canyon Bl (2024) as part of the North San Fernando Valley Corridor Improvements Project. These are just the beginning of a program to add over 100 miles of dedicated bus lanes through partnerships with City of LA and other municipalities.

- **Customer Wait Environment** – Significant public outreach conducted in Phase 1 of the NextGen Bus Study, as well as other Metro initiatives such as the Understanding How Women Travel Study[5], highlighted that an uncomfortable and unsecured wait environment is a significant barrier to using the bus network for current and potential customers. This is particularly concerning for women who account for over half of our customers and often travel with young children. Metro completed a Metro Transfers Design Guide in March 2018[6] to elevate the importance of the transit rider experience and builds upon Metro's First/Last Mile Strategic Plan by addressing the "complete journey" for riders. Under the Transit First scenario; the NextGen Bus Plan is intended to begin implementing the recommendations from this policy document at our busiest wait and transfer locations. This investment is anticipated to cost $150 million and address several of the safety and comfort issues identified through the NextGen outreach and the How Women Travel Study. Implementation will be completed in partnership with local authorities responsible for the provision of bus stop amenities throughout the Metro transit network.
- **Boarding and Riding Experience** – Metro has implemented all-door boarding on the G Line, J Line, and Rapid Lines 720 (Wilshire) and 754 (Vermont). Experience on the J Line showed that dwell times were reduced by up to 15% on average, on-time performance improved, and cash payment declined with more TAP penetration. Surveys confirmed that both customers and operators were significantly satisfied with the implementation of all-door boarding. In early 2022, the Metro Board approved the purchase of rear door validators and other equipment to allow for implementation of all-door boarding across the higher frequency Core and Convenience (Tiers 1 and 2) local bus lines. Other strategies to improve the boarding and riding experience have focused on improved real-time information accuracy. As of early 2025, the installation of rear door validators on all Metro buses was complete. Software testing continues in advance of expanding all-door boarding systemwide.
- **Layover Optimization** – Due to limited curb space, many routes are extended purely to access a suitable layover location. These route extensions are not required for riders and cost several million dollars in operating costs per year. By investing in off-street layover

[5] libraryarchives.metro.net/DB_Attachments/2019-0294/UnderstandingHowWomenTravel_FullReport_FINAL.pdf
[6] Metro Transfers Design Guide

terminals to optimize layover locations, Metro can reallocate wasted operating resources to more productive uses. In addition, these locations can provide facilities for better regional mobility coordination, better wait and rest environments for customers and operators, improved bus service reliability, and opportunities for new en-route Zero Emission Bus (ZEB) charging infrastructure.

This estimated $1 billion capital program for the NextGen Speed and Reliability and Passenger Amenity improvements mentioned above, planned for implementation over a five-year period, is expected to achieve resource savings by generating more revenue service miles/trips with the same number of revenue service hours. These savings would be reinvested into Transit First service improvements, including:

- Ensuring that all bus lines operate seven days per week;
- Increased weekday midday and evening service levels;
- Increased weekend service levels and;
- Expanded owl (overnight) service.

Investing "one time" capital dollars into transit supportive infrastructure will increase the attractiveness and competitiveness of the bus network, while freeing resources to reinvest into service enhancements. Under the Transit First scenario, these benefits are expected to generate a 15-20% increase in ridership (10-15% over and above what Reconnect Scenario was expected to achieve) without additional increases in revenue service hours.

**Step 3: Future Funding Scenario:** Should future funding be secured through efforts such as congestion pricing, additional resources can be added to the NextGen Transit First network. However, without disincentives for driving, there will be diminishing returns on benefits since most customers would already have been served within the Transit First Scenario. Therefore, a 34% increase in revenue service hours to provide even more frequent service, as planned under a Future Funding Scenario, would only be expected to yield a 10% increase in ridership over Transit First.

# SECTION 3: BUS SERVICE DESIGN GUIDELINES

### Key Principles of Network Design

Three key elements were taken into consideration during the NextGen Bus Study and NextGen Bus Plan to identify when and where transit can be competitive and successful.

- **Transit Propensity** – Areas where the propensity to use transit is the greatest embody three main characteristics: first, there is a significantly large population of transit market segments, including people who rely on transit (especially those identified in Metro's Equity Focus Communities) for most of their travel such as commuters, students who use transit for work and school trips, and discretionary customers who choose transit for some or all their trips. The second characteristic is the intensity of travel demand to and from areas based on population and employment densities, retail and entertainment, colleges and universities, and other trip generators. Third, a pedestrian-oriented street environment that includes safe and well lighted pathways, sidewalks and curb-cuts, grid street network, and level topography is critical.
- **Existing Service Performance** – It is important to identify the most productive segments of the existing bus network which articulate current transit demand. These corridors and routes have been optimized through the NextGen Bus Plan, and lessons learned will be applied to other areas with similar demand and service characteristics.
- **Service Environment** – A transit-oriented service environment is also critical to the success of transit, not just to facilitate fast, frequent, and reliable transit operations, but also to support to the ability of transit to thrive as a viable option. The importance of environmental elements such as pedestrian orientation of the streets, land use, barriers to other modes such as limited and costly parking supply, and transit supportive infrastructure such as bus-only lanes and other transit prioritization design are critical. The NextGen Bus Speed and Reliability program is working to address this key element.

Once these key elements are taken into consideration in the NextGen Bus Plan's focus on fast, frequent, and reliable service, this transit orientation can then be translated into design considerations, including elements explained in the following sub-sections.

## 3.1 Service Design Concepts

Service design concepts were developed as part of the NextGen Bus Study and incorporated into the NextGen Bus Plan based on the feedback received through the study's stakeholder and public outreach sessions and established as guidelines. Network characteristics most important to the public include:

- Faster service
- Frequent service throughout the day
- More reliable service
- Better network connectivity
- Accessibility to key destinations

– Improved security

Table 3.1 illustrates how each service concept will address the various themes expressed by the public and stakeholders.

**Table 3.1** *Service Design Concepts*

| | Faster service | Frequent service throughout the day | More reliable service | Better network connectivity | Access to key destinations | Improved security |
|---|---|---|---|---|---|---|
| Optimize stop spacing | X | | X | | | |
| Shorter route lengths | | | X | | | |
| Subarea transit hubs | | | | X | | X |
| Municipal operator coordination | | | | X | X | |
| Standardize frequency by service tier | X | X | | | | |
| Routing to reflect current travel patterns and transit propensity | | | | X | X | X |
| Transit-supportive infrastructure | X | | X | | | X |

Based on these themes, the following service design concepts were incorporated into the NextGen Bus Plan implemented to deliver an improved Metro bus network:

Optimize Stop Spacing – Past practice was that stop spacing was determined by route classification. Local lines were planned with 0.25 mile stop spacing, while Rapid lines had 0.75 to 1 mile stop spacing. As a result, customers travelling on Local lines travelled more slowly but had closer access to origins and destinations. Conversely, Rapid customers travelled faster along a corridor but may have been picked up or dropped off much further from their origin or destination. Thus, resources were split between the Local and Rapid lines, resulting in less frequency for each service, and overall end-to-end travel time including walking/rolling to/from stops, waiting for the bus, and in-vehicle run time may result in longer overall travel times on the Rapid, especially for shorter distance trips.

Consolidating Local and Rapid resources along 18 major transit corridors was implemented in 2020/2021 as part of the initial roll out of the NextGen Bus Plan. The single hybrid service retained on these key corridors provides more frequent service at all stops and, when matched with optimized 0.25 mile average (and 0.3 mile maximum) stop spacing adopted as part of NextGen Bus Plan and new bus lanes, results in shorter wait times, faster on-board travel times compared to the previous Local service, and shorter walk/roll compared to Rapid service. In addition, this standardizes the service frequency along the entire corridor as compared to providing inconsistent frequencies between Local and Rapid services that have different speeds. Stop spacing can be adjusted to reflect local conditions with the needs of key destinations such as schools, medical centers, and senior centers taken into account while balancing the impact each stop has not just for those that use the stop, but for those on

board that are delayed by buses stopping. Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses and non-compliant stop locations.

Shorter Route Lengths and Subarea Transit Hubs – Location-based cell phone data indicates that almost half of all trips made in Los Angeles County are within 1 to 5 miles. In addition, the origin-destination travel patterns indicate that many people travel locally and not necessarily across the region. Creating shorter, core route lengths with maximized service frequency and bus speed improvements such as new bus lanes will improve schedule reliability. Being able to tie the lines to subarea transit hubs will improve network efficiencies and provide safer and more convenient locations for transfers.

Municipal Operator Coordination – Metro serves as LA County's regional coordinator of transit services. Improved coordination between all operators and modes is vital to establishing an integrated regional transit network. Metro operates within a hierarchy of services, in which Metrolink provides the region's commuter rail to serve high volume, longer distance trips. Metro Rail, Metro Liner (G and J Lines), and Metro Bus serve as the backbone of the urban transit network within much of LA County and are augmented by municipal operators. Municipal and local return operators complement the system with community and shuttle buses that serve specific neighborhood needs.

It is imperative that Metro bus service be closely coordinated with municipal transit service as roughly one-third of transit service in LA County is provided by municipal bus operators and Metrolink, and resources are scarce. Duplication of service should be avoided to maximize the benefit of transit service across the County. Municipal operator coverage is especially strong in Santa Monica, Culver City, South Bay, Gateway Cities, and eastern San Gabriel Valley as well as Santa Clarita and the Antelope Valleys. When municipal operators undergo their own system redesigns, there are opportunities to work together to develop service change ideas between Metro and municipal services to improve overall coordination for customers. The NextGen Bus Plan included four transfers of Metro bus service to municipal operators in cases where the line was more appropriate as part of the municipal operator's network; two were transitioned in 2021, and the remaining two were transferred in 2024.

Standardized Frequencies by Service Tiers and Headway Standards – Prior to the implementation of the NextGen Bus Plan, schedules were written based on the Board-adopted load standard for frequent services (15 minutes or better) and on policy service levels for low frequency services (less than 15 minutes). To ensure the core network has consistent frequencies and span of service, the NextGen Bus Plan categorized transit lines into tiers based on transit propensity, current ridership, the nature of the service, and overall travel demand. Each tier has been assigned a frequency range for each time period to ensure that all services within the tier provide consistent service levels for ease of transfer across the network, with minimal adjustment from year to year.

The headway standard provides for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day; it should not be exceeded for at least 90% of all hourly periods. These frequencies are the minimum service

levels versus the target frequencies established under NextGen Bus Plan shown. The minimum acceptable frequency levels for bus and rail are defined in Table 3.2. The minimum levels are below normally operated existing levels but may be applied in special circumstances such as an urgent maintenance need or system expansion rail tie-in, and transitional periods such as 6-7 p.m. when bus frequencies are adjusted to those for the next time period, or for a significant decline in ridership for bus (e.g. COVID) that is not expected to be permanent. Use of minimum frequencies must still allow load standards to be met. A line may see frequency improved at a selected time of day in response to high demand, consistent with the Board-adopted load standard being met on all trips operating on the line.

**Table 3.2** *Minimum Service Frequency by Service Type*

| Service Type | Peak | Midday Weekday | Weekend | Evening |
|---|---|---|---|---|
| Heavy Rail | 10 | 12 | 12 | 20 |
| Light Rail | 10 | 15 | 15 | 20 |
| Core Network (Tier 1) | 10 | 10 | 15 | 7.5 |
| Convenience Network (Tier 2) | 15 | 15 | 30 | 10 |
| Connectivity Network (Tier 3) | 30 | 30 | 60 | 15 |
| Community Network (Tier 4) | 60 | 60 | 60 | 30 |
| Commuter Network (Express) | varies | varies | varies | varies |

**Table 3.3** *Minimum Rail and Bus Frequency by Service Type for Title VI Analysis*

| Service Type | Weekday Peak (6-9a and 3-6p) | Midday Weekday (9a-3p) | Weekends (10a-5p) |
|---|---|---|---|
| Heavy Rail | 15 | 15 | 15 |
| Light Rail | 15 | 15 | 15 |
| Core Network (Tier 1) Metro Liner and Metro Rapid | 10-15 | 15 | 15 |
| Convenience Network (Tier 2) | 15-20 | 20-30 | 20-30 |
| Connectivity Network (Tier 3) | 30-40 | 40-60 | 40-60 |
| Community Network (Tier 4) | 60 | 60 | 60 |
| Commuter Network (Tier 5) | varies | varies | varies |

Metro Micro and Other On-Demand Services – Some areas of the County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. To address this, Metro launched an on-demand, van-based rideshare service branded as Metro Micro. The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location. All pickup and drop-off locations are located within the zone and must be ADA accessible but are not limited to bus stops. The pilot program operated for three years and continues in operation today while Metro continues to improve the financial sustainability of this service model. A number of lower ridership fixed-route services were discontinued within the Metro Micro

zones as part of the NextGen Bus Plan implementation, and Metro Micro was used as a replacement for Metro fixed route bus service in these hard-to serve areas. More information about this new mode is available in Section 5.

Routing to Reflect Current Travel Patterns and Transit Propensity – Under the NextGen Bus Study, corridors were evaluated by segments based on the origin-destination travel patterns identified using the cell phone location-based data and regional TAP data. The segments were connected together to create lines that better align the routing with travel patterns. This is expected to reduce the number of transfers required to make a trip, and to increase the distance travelable and access to opportunities along the network within a given time frame. While resources are focused in areas with high transit propensity, there is a concerted effort to maintain service in areas of low demand but with the greatest mobility needs.

Transit Supportive Infrastructure – Service design will identify transit supportive infrastructure that either improves overall travel time and reliability or reduces inefficiencies in the network. Speed and reliability improvements include separated lanes, queue jumpers, bus bulb-outs, traffic signal retiming, transit signal priority, all door-boarding, fare payment technology, and the Advanced Transportation Management System (ATMS) use that improve the attractiveness and competitiveness of transit while reducing revenue hours so that they can be reapplied to provide more frequent service. Infrastructure that optimizes terminals and layover locations, reduces out of direction movements, and improves transfer movements will reduce non-revenue miles and hours that can also be reallocated to more frequent service. Infrastructure supporting the NextGen Bus Speed and Reliability focus includes:

- **Separated Bus Lanes:** There are three types of segregated bus lanes that Metro Liner service can use:
  - Fully segregated transit bus right-of-way: segregated bus lanes reserved exclusively for transit service on a full-time basis such as the right-of-way built for the G Line or the I-10 transitway used by the J Line and other transit services. These lanes may be spaced apart from streets and freeways or physically separated with physical barriers or painted lines.
  - Exclusive bus lanes operating on existing arterial roads and local streets on a part-time basis (e.g. peak period weekday, daytime weekday, etc.). These lanes are also being implemented to support the NextGen Core (Tier 1) Local bus lines and Metro Rapid lines.
  - HOV travel lanes reserved for transit, high occupancy vehicles, and sometimes, vehicles paying a toll. Separation is achieved with physical barriers or painted lines. J Line and Metro Commuter (Tier 5) services use this third type of lane on parts of the I-10 and I-110 freeways.

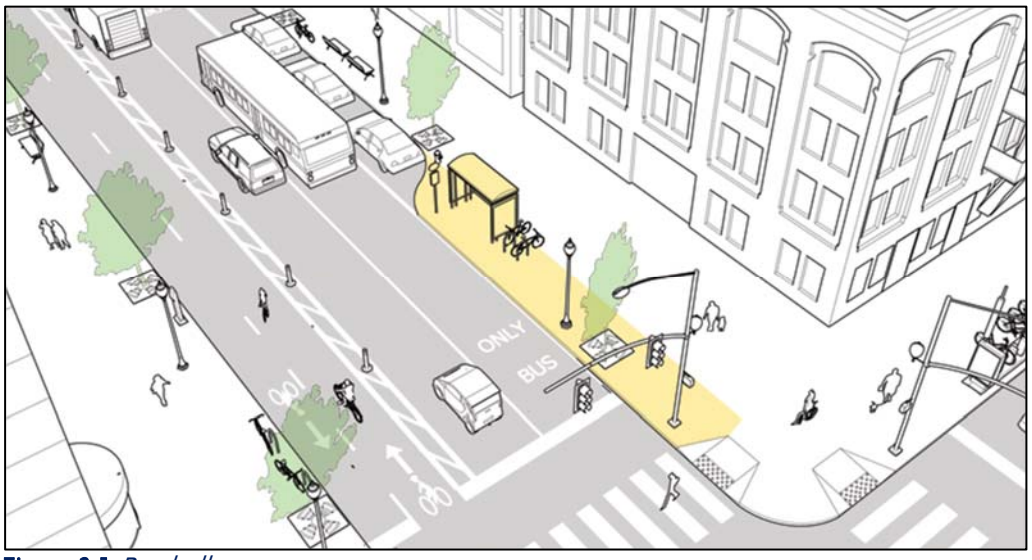



**Figure 3.1** *Bus bulb*

- **Bus Bulb Outs:** On NextGen Core (Tier 1) and Convenience (Tier 2) corridors where dedicated bus lanes are unable to be accommodated due to the need to maintain traffic and parking capacity, or where the **frequency** of service (less than 10 minute headway) does not warrant dedicated lanes, bus bulb-outs can support transit service by minimizing stop delay. Bulb-outs are extensions of the bus zone, typically across the first parking lane, that enable buses to serve the bus stop from the second traffic lane. This reduces delays for buses merging in and out of traffic and creates additional space for transit stop amenities. Figure 3.1 provides an illustration.[7]
- **Transit-Signal Priority:** This key strategy facilitates the movements of in-service transit vehicles through signalized intersections to improve transit performance by extending the green phase or shortening the red phase (advancing the green phase) of traffic signals when a transit bus is detected at an intersection. This technology already exists on former and existing Metro Rapid corridors in City of LA, selected other cities, and LA County unincorporated areas, or is being added to NextGen Core (Tier 1) and Convenience (Tier 2) routes. Metro is working with LADOT to adapt LADOT's existing Transit Signal Priority system to better serve Metro's NextGen service model using cloud-based technology. The work underway will adapt LADOT's system to provide signal priority to all Metro buses. Certain constraints of the old system such as only serving buses that arrived late and requiring individual buses to be associated with a single corridor will also be removed. This project will provide improved signal priority operation for all Metro buses operating on equipped corridors. Work on this project is ongoing with launch of the cloud-based solution to be rolled out in 2026.

[7] Illustration from National Association of City Transportation Officials Urban Design Guide: nacto.org/publication/urban-street-design-guide/street-design-elements/curb-extensions/bus-bulbs/

- **Queue jumpers:** A queue jump is where there is a separate signal phase for transit vehicles so they can get ahead of other traffic. They may operate from a regular traffic lane or be partnered with a queue bypass lane.
- **Headway-Based Service Management:** Operating the most frequent and highest usage bus lines on a system based on managing headways (or intervals) between trips rather than on time points to regulate service offers the chance to keep service moving while minimizing wait times and travel times for riders. This approach was piloted on 3rd St Line 16 between June 2023 and December 2024 as part of the NextGen Bus Speed and Reliability initiatives, using a mix of staff-and technology-based line management techniques. Results are being evaluated and appear mixed, with limited improved reliability in terms of intervals and challenges rolling out the labor required to manage multiple lines. No further pilots are planned at this time.
- **All-door boarding:** The J Line has TAP validators at both the front and back doors to facilitate all-door boarding to speed up boarding and reduce rider travel times. Metro Rapid Lines 720 (Wilshire) and 754 (Vermont) operate on two of Metro's busiest corridors and also piloted this option. All-door boarding is planned to be extended to all Metro bus lines by mid-2025 to help reduce travel times for most riders. All buses have the required rear door validators, but software testing continues.
- **Fare Payment Technology:** For convenience and faster service, major stations have ticket vending machines (TVMs) which allow customers to preload their TAP cards. All G Line Bus Rapid Transit fare collection is completed at the stations and the fleet does not have on-board fare boxes. Additional features such as the ability to access low income, student, and senior discounts, receiving two hours of free transfers, paying for transfers between TAP agencies, and participating in fare capping have also been incorporated into Metro's TAP system for ease of use.
- **Advanced Transportation Management Systems (ATMS)**: provides an array of technologies to improve service reliability and customer experience. ATMS relies on global positioning system (GPS) satellite navigation and terrestrial communication technologies to enable better tracking, management, and dispatching of vehicles. Components combine mobile voice and data communications, computer assisted dispatch (CAD), automatic voice annunciation (AVA), and automated vehicle location (AVL) to provide users with tools to manage Metro's bus fleet. This data also provides a source of real-time information that is integrated into real time service information feeds to help riders navigate the system successfully. Automatic Passenger Counting (APC) and a Video Surveillance System (VSS) are also used to gather ridership data and enhance passenger and employee safety.

## 3.2 Load Standards

Board-adopted service standards are established to ensure that service levels are maintained to meet a minimum standard of rider experience. Passenger load standards have been developed to ensure there is sufficient capacity on Metro Bus and Rail service. The loading standard for bus is based on the maximum average ratio of customers to available seating per vehicle size (i.e. 40-foot, 45-foot, and 60-foot buses). The loading standard for rail is based on

the maximum average ratio of customers per seat by service type (i.e. Heavy Rail and Light Rail). Current loading standards are shown in Table 3.4.

**Table 3.4** *Passenger Loading Standards by Vehicle Type*

| Vehicle | Seats per Vehicle | Sq. Foot per Standing Passenger (Rail)/Seat (Bus) | Maximum Passengers Onboard |
|---|---|---|---|
| Heavy Rail – A650 | 50 | 3.45 | 143 |
| Heavy Rail – HR4000 | 47 | 3.45 | 131 |
| Light Rail – P3010 | 68 | 4.25 | 133 |
| Light Rail – P2550 | 71 | 4.25 | 138 |
| Light Rail – P2000 | 70 | 4.25 | 139 |
| Bus – 40 foot | 38 | 1.30 | 49 |
| Bus – 45 foot | 46 | 1.30 | 60 |
| Bus – 60 foot | 57 | 1.30 | 74 |

- **Bus Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. This TSP maintains the current loading standard for Metro bus to 1.3 as recommended by the 2016 APTA Peer Review Committee.
- **Rail Passenger Loading Standard** expresses the maximum average ratio of customers to vehicle type and by direction for a one-hour period which should not exceed for at least 95% of all hourly periods.
  - The load standard for Metro heavy rail is number of seats plus 3.45 square feet per passenger by vehicle type and is consistent with Metro's peers like New York MTA, Chicago Transit Authority, BART and Boston MBTA.
  - The load standard for Metro light rail is number of seats plus 4.25 square feet per passenger by vehicle type and is consistent with Metro's peers like Denver RTD.

  Switching to a square footage per passenger better reflects the balance between available seating and standing room. The former metric of a multiplier by seating capacity does not respond to the changes in Metro Rail fleet seating count and standing area space. The total amount of square footage available for standees is based on the net interior square footage of the passenger cabin.

Metro Liner Transit

Metro Liner transit provides regional, high-speed line haul service in high-volume corridors. These lines are designed to operate like rail service, complete with separated right-of-way, wide stop spacing, bus stations, pre-paid and/or all door boarding, real time customer information, and transit signal priority. Currently, Metro operates two Metro Liner services:

- **G Line** operates on its own semi-exclusive right-of-way and meets the Federal Transit Administration (FTA) definition of Bus Rapid Transit (BRT)

– **J Line** operates on the I-10 and I-110 ExpressLanes (freeway toll lanes) as well as surface streets through downtown Los Angeles, so it does not fully meet the FTA definition of BRT.

Wheelchair Boardings and Pass ups.
Ideally, in a floating 6-month period, regular operating bus service will average no more than a 5% pass-up rate of customers who use wheelchairs or other mobility devices. Should the average increase to over the 5% threshold, Service Planning will adjust service to better serve the ridership patterns of the route so as to minimize pass-ups.

### 3.3 On-Time Performance

A key element of high-quality transit service, as confirmed in the NextGen Bus Study, is reliability. This element is measured firstly in terms of on time performance. Managing this metric is intended to provide a high standard of service reliability. On-time performance for buses is defined as a range from no more than 1 minute early to no more than 5 minutes late, which is measured at all timepoints along a route. For rail lines, on-time performance is measured based on end terminal arrival. This standard varies between heavy rail and light rail.

Metro internally has an internal interim goal of 78.5%. As the agency works to improve on-time performance, this goal will be progressively moved towards achieving the aspirational goal of 85%. The on-time performance standard is summarized in Table 3.5.

Table 3.5 *Target Standard for On-Time Performance*

| Service Type | On-Time Performance |
|---|---|
| Heavy Rail | 95% |
| Light Rail | 90% |
| All Metro Bus Services: Liner, Rapid, Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), Community Bus (Tier 4) Commuter (Tier 5) | 85% |

Service Cancellations:
In recent years, both pre-pandemic and during times of significant impacts from the COVID-19 pandemic on the Metro operator workforce, cancelled service due to lack of available operators has had a significant impact on service reliability. Metro should not enter into service level changes unless sufficient operators are available to provide the required extra board operator as required (OAR) ratio of 1.23 for bus and 1.25 for rail at each operating division. Cancelled service should ideally be zero each day in support of the best customer experience. As of March 2022, a target of 2% or less cancelled service has been set as part of service restoration preconditions and continues to be the goal. Current service cancellations as of mid-2025 are below 1.0% for weekdays and Saturdays and below 2.0% for Sundays.

### 3.4 Transit Stop Spacing:

Bus stops and station stop locations should balance safe, convenient access with pedestrian safety as well as other community curb space needs. Locations should support efficient

transit operations, convenient rider transfers, minimize walking distances and unnecessary crosswalk movements, and be located at a signalized or signed crosswalk to disincentive or minimize crossing against traffic lights at unprotected/uncontrolled locations (i.e., no crosswalk or signal light, etc.). Bus stops are generally located adjacent to a bus/rail station or within a short walk to medical facilities, schools, shopping centers, office buildings, multi-unit apartments, or other activity centers to provide access for uses that generally attract transit customers. Access to medical centers, senior centers, and schools have high priority when considering new bus stop locations and/or when relocating existing bus stops.

Stop/Station Spacing

The average Stop/Station spacing refers to the average distance between consecutive stops/stations along an entire bus/rail route. The standard is expressed as the maximum average stop/station spacing in miles by type of service and is not to be exceeded by at least 90% of all routes operated. Metro's average stop/station spacing by mode is summarized in Table 3.6.

**Table 3.6** *Target Average Stop/Station Spacing*

| Service Type | Average Stop/Station Spacing (miles) |
|---|---|
| Heavy Rail | 1.50 |
| Light Rail | 1.50 |
| Metro Liner | 1.25 |
| Rapid | 0.75 |
| Commuter (Tier 5) | 1.25 |
| Core (Tier1), Convenience (Tier 2), Connectivity (Tier 3), Community (Tier 4) | 0.25 |

Stop/station spacing is established based on the goals and guidelines each service type is designed to achieve as described in the following discussion:

**Heavy/Light Rail Line** station spacing is greater than bus stop/station spacing to achieve a higher operating speed, recognizing that riders are willing to access such service from a greater distance and to ensure this mode is competitive for longer distance travel, while ensuring stations serve key activity nodes and transit connection points. Rail station location is determined during the design phase. Ideal average rail station spacing should be no greater than 1.50 miles.

- **Metro Liner, Commuter Bus (Tier 5) and Rapid Bus Routes** achieve the highest bus speeds through even greater stop spacing than Local Core (Tier 1), Convenience (Tier 2), Connectivity (Tier 3), and Community (Tier 4) lines. To ensure these services provide access to major activity centers and transfer points, average stop/station spacing should be no greater than 1.5 miles, though there may be exceptions due to geography or existing facility design such as freeway HOT or HOV lanes. Target average spacings are 1.25 miles for Metro Liner and Commuter Bus service tiers, and 0.75 for Rapid Bus.
- **Core, Convenience, Connectivity, and Community Bus Routes** primarily operate on city streets and secondary streets respectively. These route types are designed to provide

service closer to a customer's destination and reduce walking times. Therefore, average stop spacing should be no greater than 0.25 miles for convenient walk access while maximum stop spacing should be 0.3 miles between any two consecutive stops except in areas where no stops are required or physically possible (freeways, bridges, undeveloped areas).

Decisions regarding bus stop spacing and location call for analysis of ridership density, customer service requirements such as balancing access to key destinations and impact to on-board riders, rider and operational safety, equipment size, service type, interaction of stopped buses with general traffic flow, and coordination with other curbside space allocations such as parking and driveways. Stops should be spaced closer in major commercial districts and farther in outlying areas. In general, bus stop spacing should not exceed 0.3 miles for local bus service except in areas where local physical conditions such as bridges, freeways, and/or areas that lack of ridership generators such as undeveloped areas may result in a wider gap between stops. Care should be taken to avoid low usage stops in areas where the buses are closest to the maximum load on board the bus. Special consideration may be given to stops near schools, senior centers, and medical centers where there is reasonable ridership (>= 15 boardings or alightings on average per weekday).

## 3.5 Bus/Rail Interface and Route Planning

BRT/Rail station locations are determined during the design phase of a fixed guideway/right-of-way. There are criteria associated with station location, including connectivity and centrality to catchments and major arterials, but also technical feasibility which is beyond the scope of this TSP. Generally, stations are located at major transfer points with bus or rail and provide access to major activity centers and arterials. No standard type of stop can be recommended for all locations, as each intersection has its own unique characteristics. An inventory of land uses that serve as major trip producers and attractors within a 0.25-mile corridor of the road under consideration should be taken prior to establishment. The location of a transit stop requires concurrence of the municipality in which the stop is located .

As the Metro Rail system expands, the surrounding bus system within 0.5 mile of each station is assessed for adjustments that would improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction for routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

Discontinuation of Parallel Limited and Express Service
Competing Community and Commuter (Tiers 4 and 5) bus services that parallel the rail corridor will be discontinued where duplication exists. Revenue services should be reinvested to improve service on lines that feed the new rail service where possible.

Bus Route Deviation
Bus routes that run parallel to a rail line may be diverted to a station when:

- Walk time from the nearest station is greater than 3 minutes;

- Diversion time in one direction is 5 minutes or less, and;
- Net travel time benefit for connecting customers is positive i.e. the transfer to rail does not result in overall increased travel time.

Intersecting bus lines or ones that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- Diversion time in one direction is 5 minutes or less
- Net travel time benefit for connections and through travel

Extend Terminating Lines

Bus routes that end within up to one mile of a rail station may be considered for extension to terminate at that station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system consistent with area travel patterns or will result in a reduction in travel time for a significant number of customers.

New Bus Routes

New rail feeder service will be considered as part of the service change process if a need is demonstrated based on significant area travel patterns and if funding is available.

Scheduling Rail/Bus Interface

Bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. Bus routes with frequencies of 20-60 minutes ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time (plus walk time between the modes). When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time (plus walk time between the modes).

## 3.6 Metro Bus Routing and Facility Guidelines

Network Route Spacing

Network route spacing refers to the average distance between two or more parallel bus and/or rail lines. It is generally accepted that customers are willing to walk up to 0.25 mile to a bus stop. Generally, bus routes operating parallel to each other in an urban area should be spaced 0.5 miles from one another, and bus routes operating parallel to rail should be spaced 0.5 miles from either side of a rail route. Bus routes operating parallel in a suburban area should be spaced no more than one mile apart from each other, and bus routes operating in low density or underdeveloped areas should be operated where needed in a cost-effective manner. Where possible, alternative delivery methods should be considered.

An easy-to-understand-and-use transit system relies on simple network and route design. Consolidating duplicative services on the same or parallel corridors within 0.25-mile to 0.50-mile distance provides an opportunity to simplify the network for ease of use, reduce underutilized capacity, and invest those resources into other areas of the network. This

concept requires coordination of schedules and transfer points and will result in an easier-to-use and more convenient system that reduces rider wait time and overall travel time.

Facility Design

Metro's directly-operated service primarily operates three types of buses: a standard 40-foot bus, a 45-foot bus, and a 60-foot "articulated" bus. To ensure that buses can adequately navigate route alignments and serve bus stops, Metro established the following standards:

- **Bus Layover Zones and Terminals**
  - Layover zones should be designed to accommodate various sizes of buses based on expected fleet deployments (including the outlook for future ridership increases and fleet options).
  - Layover zones should utilize sawtooth bay configurations where possible to ensure curb space is more efficiently and reliably utilized and can accommodate 60' buses where needed.
  - Re-striping of layover zones should be completed as needed based on the needs of the service and bus sizes scheduled.
  - Routes should be scheduled so that the amount of layover space needed is available. Layover zones should be placed as close as possible to the route terminal. Where not accommodated by the design, the added operating cost to serve the location will be computed and made part of the decision-making process for bus/rail interface.
- **Minimum turning radius clearance required for each type size bus movement**
  - 50 feet for 40-foot buses (Figure 3.2)
  - 47.5 feet for 45-foot buses (Figure 3.3)
  - 44 feet for 60-foot articulated buses (Figure 3.4)
- **Optimal Bus Stop Curb Lengths and Zone -** 40-foot buses should at minimum be:
  - Far-side – 90 feet
  - Near-side – 100 feet
  - Mid-block –150 feet

  For two 40-foot buses servicing a stop simultaneously, add 50 feet. Additional bus stop curb length may be needed for 45-foot buses.
- **60-foot bus should a minimum e:**
  - Far-side and mid-block – 120 feet
  - Near-side – 170 feet

  For two 60-foot buses servicing a stop simultaneously, add 70 feet.

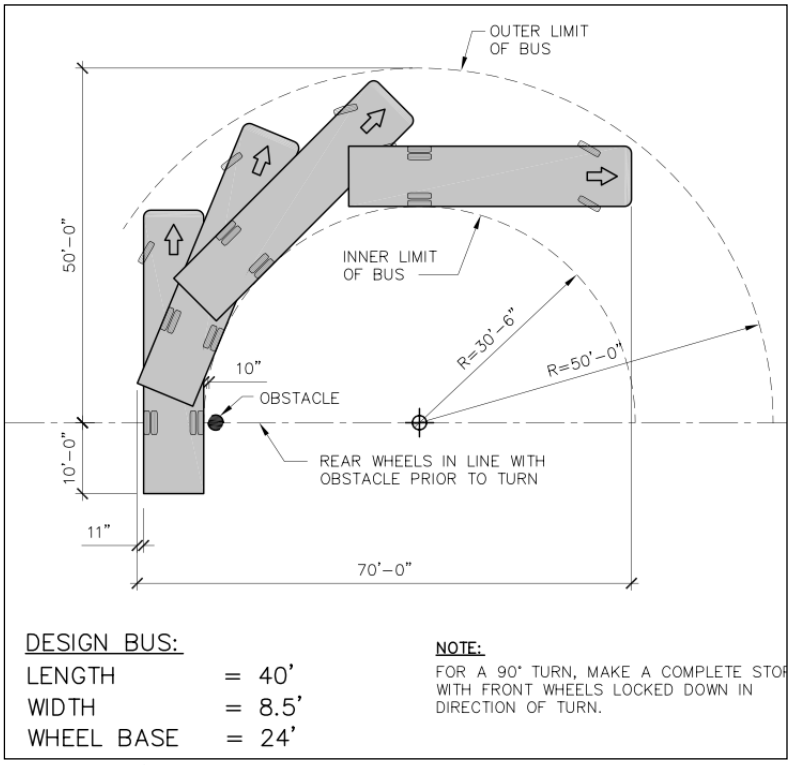



**Figure 3.2** *40-foot bus turning radius*

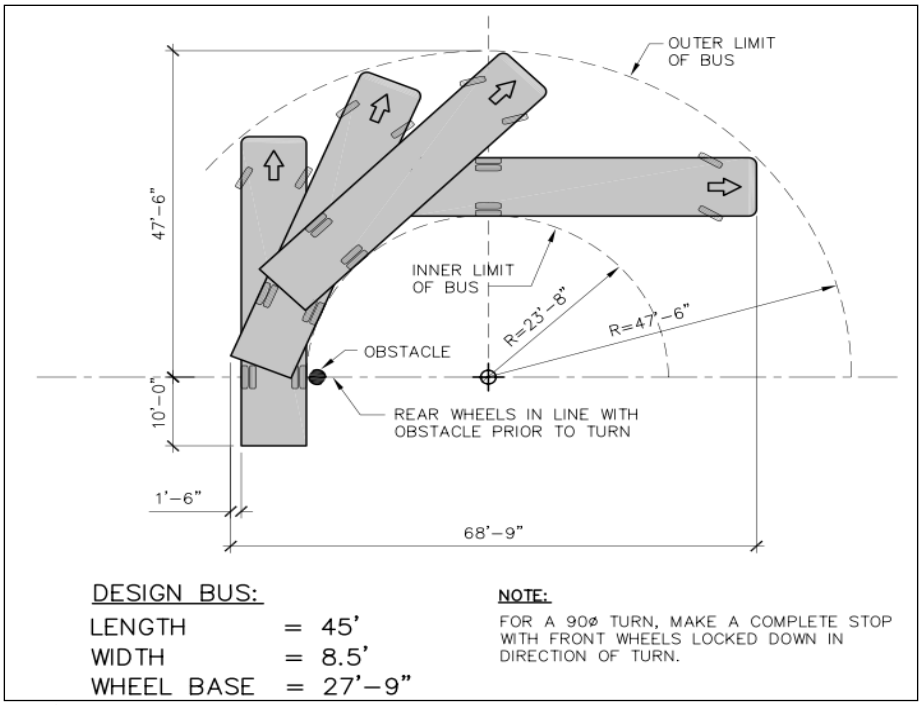



**Figure 3.3** *45-foot bus turning radius*

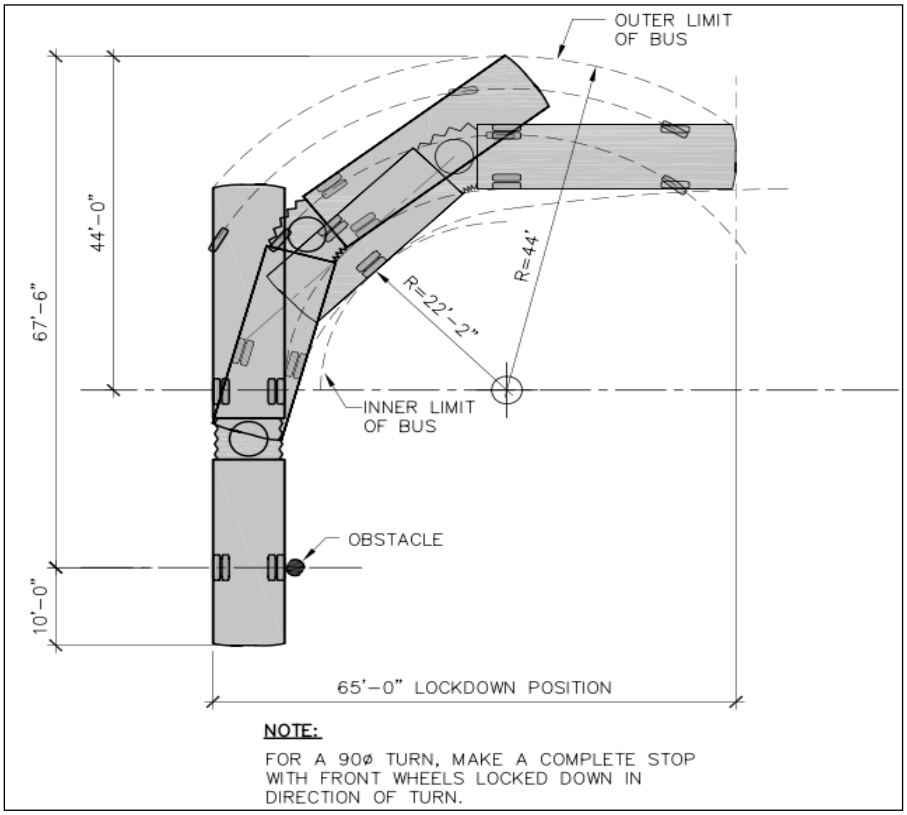



**Figure 3.4** *Articulated 60-foot bus turning radius*

- **Bus Layover Zone** general space requirements based on frequency between scheduled trips:
  - One space – 20 minute service or less frequent
  - Two spaces – 12 to 15 minute frequency
  - Three spaces – 7.5 to 10 minute frequency
  - Four spaces – 5 to 6 minute frequency
- **Desired street lane widths** for bus operations should be 12 feet or more.

Route length may impact these above requirements with longer routes needing longer layover time between trips.

Bus Stop/Station Accessibility

All stops and stations should be fully accessible in accordance with the 1990 Americans with Disabilities Act. This includes ensuring there are no obstructions preventing the boarding and alighting of customers who use wheelchairs or other assistive mobility devices, and that pathways to and from stops and stations are unobstructed. If obstructions do exist, every effort must be made to mitigate the issue(s) with the respective municipalities. In the case of bus stops, they can be moved to a new location on a permanent basis or temporary basis

depending on situations, such as during construction. There are some stops that were grandfathered in under ADA legislation to maintain service, pending future improvements.

**Table 3.7** *Comparative Analysis of Bus Stop Locations*

| Stop Type | Advantages | Disadvantages |
|---|---|---|
| **Near-Side** | – Minimizes interference when traffic is heavy on the far side of the intersection<br>– Customers access buses closest to crosswalk<br>– Intersection available to assist in pulling away from curb<br>– Buses can service customers while stopped at a red light<br>– Provides driver with opportunity to look for oncoming traffic including other buses with potential customers | – Conflicts with right turning vehicles are increased<br>– Stopped buses may obscure curbside traffic control devices and crossing pedestrians<br>– Sight distance is obscured for crossing vehicles stopped to the right of the bus.<br>– Through lane may be blocked during peak periods by queuing buses<br>– Increases sight distance problems for crossing pedestrians |
| **Far-Side** | – Minimizes conflicts between right turning vehicles<br>– Provides additional right turn capacity by making curb lane available for traffic<br>– Minimizes sight distance problems on approaches to intersection<br>– Encourages pedestrians to cross behind the bus<br>– Requires shorter deceleration distances for buses<br>– Creates traffic flow gaps for buses re-entering the flow of traffic at signalized intersections<br>– Allows bus routes that operate with signal priority to reap benefits of the technology at signalized intersections. | – Queuing buses may block intersections during peak periods<br>– Increases sight distance obstruction for crossing pedestrians and vehicles<br>– May increase number of rear-end accidents since drivers do not expect buses to stop again after stopping at a red light |
| **Mid-Block** | – Minimizes sight distance problems for vehicles and pedestrians<br>– Passenger waiting areas experience less pedestrian congestion | – Requires additional distance for no-parking restrictions<br>– Encourages customers to cross street at mid-block (jaywalking)<br>– Increases walking distance for customers crossing at intersections and for transferring customers |

Source: FTA web page (http://www.fta.dot.gov/12351_4361.html)

A summary of advantages and disadvantages to each type of stop location is provided in Table 3.7. In general, far-side bus stops are preferable, particularly at signalized intersections, though near side or mid-block stops may be justified in some situations. When two or more bus routes operate along the same corridor, stops should be consolidated to facilitate ease of transfers, provide a single location for all transit activity, avoid unnecessary crosswalk movements, and minimize confusion as to where customers should wait to catch their bus. However, for a group of bus lines operating along the same street, in the same direction, serving the same intersection (such as in the downtown environment), it may be necessary to implement two stop locations (e.g. nearside and farside) to minimize congestion and allow for required turn movements, under the following circumstances:

- Some bus lines will queue up to make a right turn while other lines continue through the intersection (unsafe right turn movements)
- Lack of space availability and no room to lengthen zone due to business owner objection, jurisdiction refusal to extend, a loading zone being located behind the current stop, etc.)

The following renderings (Figures 3.5-3.8) illustrate a typical bus stop/zone design and offers guideline for near-side, far-side, and mid-block locations. Transit Cooperative Research Program (TCRP) Report 19 "Guidelines for the Location and Design of Bus Stops" (1996) provides a more detailed discussion. Metro also adopted its own Transfers Design Guide in 2018 – see Section 2, page 12 for more information.

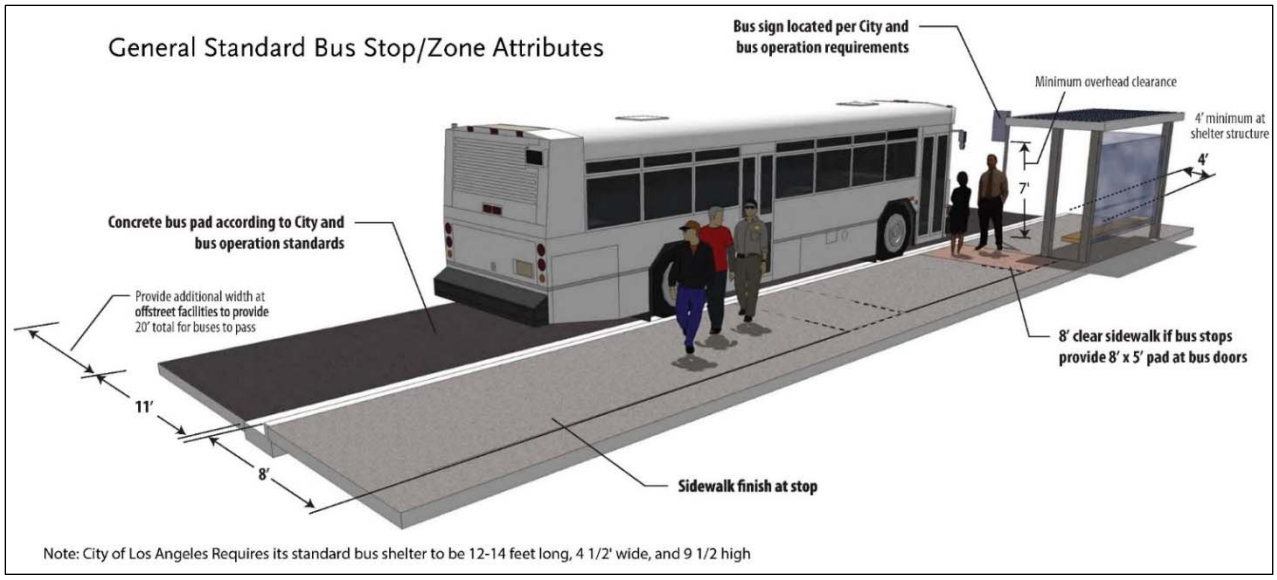



**Figure 3.5** *General Standard Bus Stop/Zone Attributes*

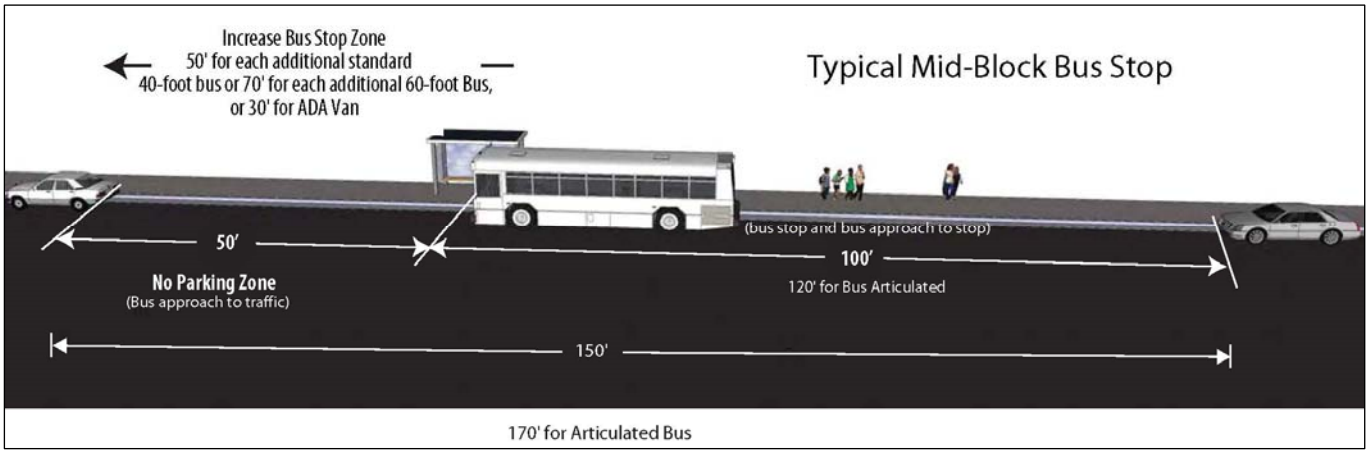



**Figure 3.6** *Typical Mid-Block Bus Stop*

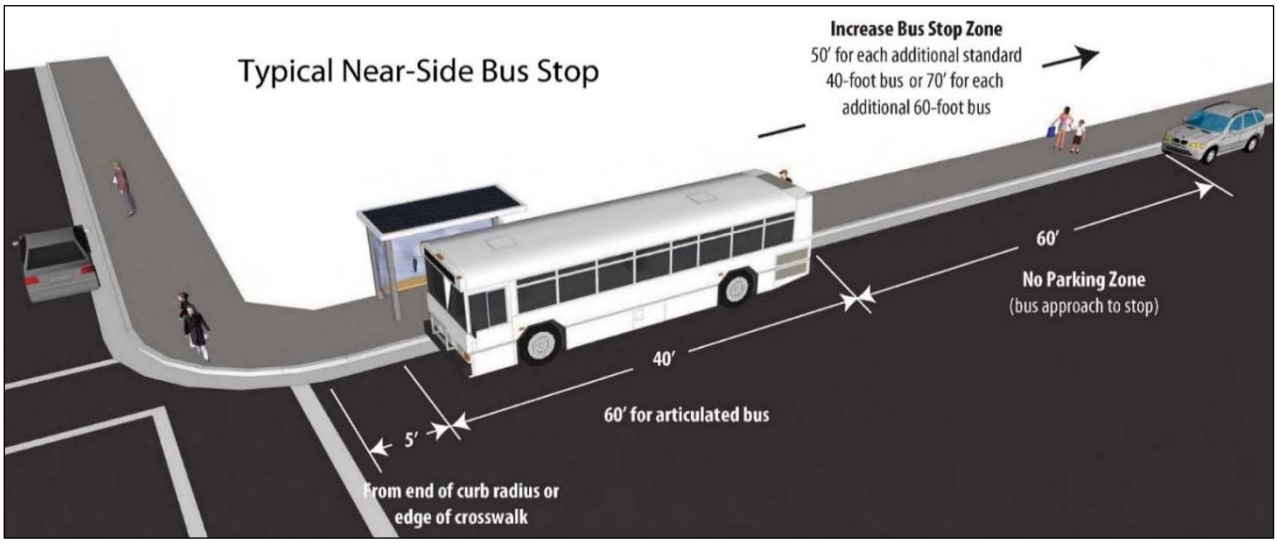



**Figure 3.7** *Typical Near-Side Bus Stop*

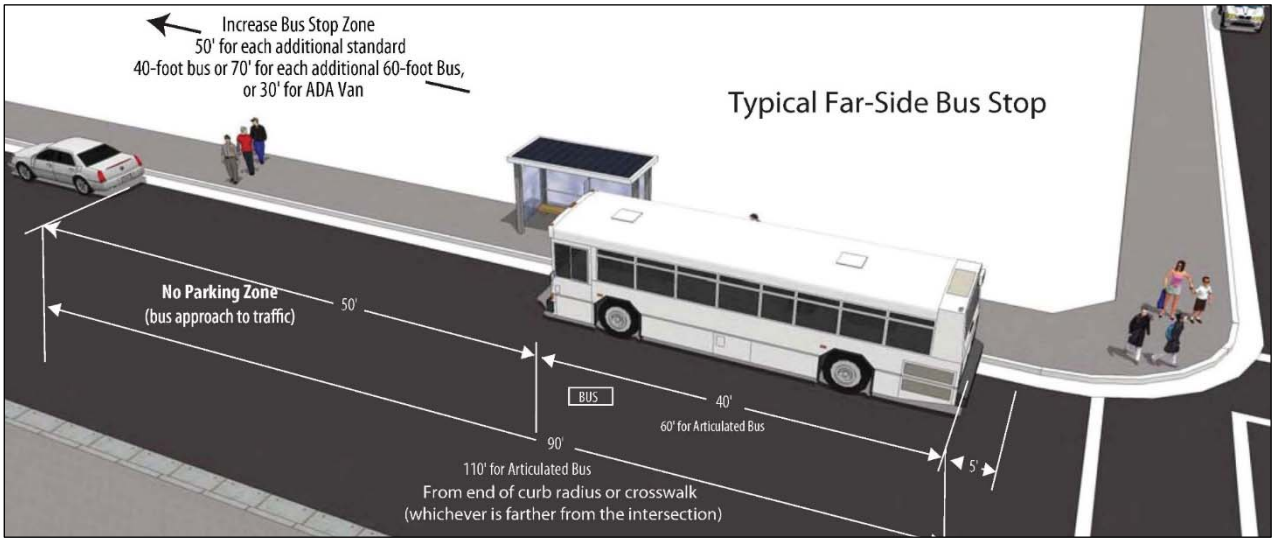



**Figure 3.8** *Typical Far-Side Bus Stop*

## 3.7 Vehicle Assignment

Metro's transit system consists of light rail, heavy rail, and bus operations. Metro's goal is to ensure a consistent basis for assigning vehicles to facilities to meet operating needs and provide equitable access to the newest vehicles across the Metro network to enhance quality of service.

- **Buses:** Buses will be assigned to individual facilities based on vehicle size requirements for lines supported by each facility. The fleet is also distributed to ensure the average age of fleet is consistent across each division for each bus type, so that all areas may have some service delivered using the newest buses.

- Articulated Buses: The G Line operates with a dedicated fleet of 60' higher capacity articulated buses. The advantage of the deployment of articulated buses is the opportunity to reduce vehicle requirements and service hours while maintaining high ridership capacity; however, deployment should not increase service intervals (i.e. reduce frequency) to the point where service quality is degraded. For this reason, bus lines with a peak headway of 5 minutes or better are ideal candidates for this type of bus. In evaluating services for higher capacity articulated buses, other factors must be considered including facility compatibility, street design, and operational factors such as buses that operate on a mix of lines during their operating day. The deployment of articulated buses must also be coordinated with the efforts to convert the Metro fleet to fully zero-emission buses.

- **Light Rail:** Cars will be assigned to individual lines based on facility compatibility, the deposition of the feet during mid-life modernization programs, and age so that no single light rail line must rely on the oldest rail fleet. Ideally, the number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise/training for mechanics who work on the different fleets. There is also a weight restriction that precludes the P2550 light rail cars from being assigned to the C Line along the I-105 freeway.
- **Heavy Rail:** Assignment policy is not applicable to heavy rail. The B and D Lines operate out of the same division, with the same vehicle type.

## 3.8 School Trippers

School trippers are extra service operated to protect against overcrowding on bus lines serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the general public. School tripper service may be operated if the following criteria are met:

- There is sufficient demand to warrant the operation of a tripper that cannot on average be accommodated within the load factor applicable to the regular service available;
- There are sufficient resources to operate a tripper;
- The school tripper will not result in a significant increase in travel time (no more than 5 minutes extra) for regular customers if the service is to be deviated via a school; and
- The school tripper is operated as part of the regularly scheduled public transportation service and is included in such schedules and available for any person to ride.

School tripper service must meet the following requirements:

- All school trippers must fully comply with established policies and procedures;
- All regularly scheduled school trippers must be published on public timetables;

- All locations where trippers board or alight customers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- School tripper changes must be provided to the public by a service change notice and/or on the Metro website at metro.net; and
- Requests for new school trippers or modifications to existing school trippers (bell time changes, etc.) will be considered when a notice is given at least 30 days in advance of the school year starting, providing ample time to complete an appropriate analysis of the request and to allow appropriate notification of changes to the public.

School tripper services changes must comply with the following procedures

- The Service Development's Scheduling section is responsible for ensuring that all school trippers in their respective service area fully comply with Metro's School Tripper Policy as discussed herein.
- Uniform documentation standards for daily school tripper arrangements must be employed. This includes standardizing the documentation form and oversight of the information being input into the scheduling system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the scheduling system regardless of whether the requested new or modified school tripper is implemented.
- The Scheduling team is responsible for working with school districts in their service area which use school tripper service, where special events and bell-time changes are disseminated to Metro through communication with district staff.
- The information fed to transit apps and trip planners, such as Transit App and Google Transit, is made available via a General Transit Feed Specification (GTFS) compatible feed which is updated weekly to reflect school tripper service changes captured in the transit service scheduling software calendar utilized by Metro.

## 3.9 Charter Service

As a grantee of Federal funds, Metro is prohibited from using its federally funded equipment and facilities to provide charter service except on an incidental basis and when one or more of the applicable exceptions below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions apply:
  - There are no willing or able private charter operators;

  - When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators who have been identified to be willing and able; and
  - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.
- All requests for charter service must be approved by the Chief Executive Officer and may require a waiver from the FTA. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
- The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.
- The operation of charter service also must comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

Charter service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract, at a fixed charge, with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests:

- Be available to the public;
- Operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure);
- Provide a published timetable; and
- Customers must pay their own fare.

## 3.10 Special Event Service

Special event services are bus routes designed to take customers to a specific venue and are not part of regularly scheduled operations. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Special event services will be provided on a full cost recovery basis and in conformance with the agency's charter bus policy, which is consistent with FTA Charter Bus regulations.

## 3.11 Service Transfer Guideline

The regional public transit network in LA County consists of 17 "Included or Eligible" fixed route operators (including Metro). Included operators (and routes) are those that were operating within LA County in 1971 at the time of adoption of the State of California Transit

Development Act/State Transit Assistance statute. Eligible operators (and routes) are those added to the Formula Allocation Procedure (FAP) since that time.

Much of the funding for operation of "Included or Eligible" fixed route public transit service in LA County is distributed according to an adopted FAP. The FAP allocates sales tax receipts for public transit each fiscal year in support of public transit throughout the region. Many of the "Included and Eligible" systems operate under the guidelines of the "reserve service areas" established in 1971. Municipal operators have also grown, providing an expanded route network that has improved connections to Metro's regional lines. There are also numerous Local Return fixed route transit providers who are not eligible for FAP funding but instead are funded through Propositions A and C (1990 sales tax initiative), Measure R (2008 sales tax initiative), and Measure M (2016 sales tax initiative). These operators are funded as "Local Return" operators (see Appendix B for a list of operators funded as Local Return and/or Included/Eligible Municipal operators).

Policy guidance states that the network should be well integrated, coordinated, reduce service duplication, and simplify service. Therefore, the evaluation of transit corridors for consideration to be operated in the future by another operator should include:

- Existing performance relative to the system average;
- Value to the customer through integration into an established nearby transit provider;
- Net cost to each operator and the region;
- Completion of another operator's route network;
- Provide improved connections to a municipal operator's established network;
- Impacts to exiting and projected ridership;
- Generation of a net cost saving to Metro based on Metro's calculation of the FAP impacts for all service realignment proposals.

Any transfer of directly operated Metro services to a municipal or contract operator must adhere to the terms and conditions governing such transfers within the adopted collective bargaining and other superseding agreements between the affected labor unions and Metro.

If a proposed service change is adopted that results in a reduction of service, Metro should reinvest at least half of the net savings (operating cost minus customer and FAP reduction) to improve service on Metro's core network of regionally significant lines in the service area from which the savings were drawn.

Any significant service modifications will be subject to review under the latest FTA procedures for adherence to Title VI of the Civil Rights Act of 1964, as amended, the approval of the appropriate Metro Service Council(s), and the local transit provider's Board of Governance, and must be in compliance with local, regional, and labor legislation or agreements. Finally, the agency that assumes service will be required to maintain or improve the days, span, and frequency of the existing Metro service for at least a two-year period for which Metro will

include such operation through the FAP. In addition, the assuming agency must be a participant in the regional TAP program to minimize fare change impacts.

## 3.12 Alternative Service Delivery Options

Alternative service delivery options generally refers to services not directly operated by Metro, such as contract services, municipal and Local Return operators, taxis, and other flexible destination operations. These alternatives can complement traditional transit service. In addition, Access Services provides mandatory ADA complementary paratransit services for functionally disabled individuals in Los Angeles County as required by federal ADA law. Access Services transportation service is available for any ADA paratransit-eligible individual to any location within 0.75 of a mile of any fixed route bus operated by the Los Angeles County public fixed route bus operators and within 0.75 of a mile around Metro Rail stations during the hours that the systems are operational. Complementary paratransit service is not required to complement commuter rail and commuter bus services, since the federal ADA law does not require that these services provide complementary paratransit service. [8]

[8] accessla.org/about_us/overview.html

# SECTION 4: BUS SERVICE PERFORMANCE EVALUATION

This Metro TSP establishes a set of performance criteria and standards that balances optimization for efficiency and productivity with customer experience measures of success. Optimization of key performance indicators ensures that the services being provided generate the maximum benefit in terms of ridership at the lowest cost. Customer experience criteria measure how well the transit system can attract customers to use the system more often and for new trip purposes.

## 4.1 Route Performance Index

The Route Performance Index (RPI) is a conventional industry measure used to ensure transit services are effective and provide a reasonable return on investment. Metro's RPI is designed to provide an objective measure of bus route performance relative to system performance. The index is based on system ridership and financial targets from the current fiscal year Metro Budget.

This measure is applied to all Metro bus lines that have been in operation for more than one year, allowing time for new lines to reach a level of maturity where riders have adapted to their availability. The RPI is used to identify under-performing lines. Specific corrective actions are taken during the service change process. Corrective actions may include marketing, service restructuring, implementing an alternative service, or discontinuation of service.

Defining RPI Variables

The RPI considers the following three variables in creating the index. No weight is given to an individual measure; rather the selected statistics represent all facets of the operation in terms of cost efficiency, service effectiveness, and customer use.

- **Utilization of Resources:** Passenger boardings per revenue service hour (RSH) are used as a measure to determine how effectively resources are used on a given line. This measure is determined by dividing the total number of boardings by the RSHs operated. A route having a higher number of boardings per RSH represents a better utilization of the service provided.
- **Utilization of Capacity:** Passenger miles per seat mile is the measure used to evaluate how the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per customer by the number of customers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. A higher resulting number indicates greater utilization of service capacity.
- **Fiscal Responsibility:** Subsidy per passenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the customer fare revenues collected. Higher subsidy services require more public funding support per passenger boarding.

The formula for calculation of the RPI for each Metro Bus line is as follows:

RPI = ((Passengers/RSH/System Avg.) +(Passengers Miles per Seat Mile/System Avg.) +(Subsidy per Passenger / System Avg.))/3

Lines with an index of 1.0 perform at the system average, while lines with an index of less than 1.0 perform below the average. Lines with an RPI lower than 0.60 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be discontinued, subject to Title VI, Metro Service Council, and Board approval processes.

The RPI is calculated and reported quarterly by Metro's Service Planning staff for use in developing revised service plans to improve route performance.

## 4.2 Customer Experience

Providing high quality mobility options that enable people to spend less time traveling on the transit network requires that service be available when and where customers want to travel, that service be competitive enough to have customers be willing to try transit over other options, and that service be attractive enough to ensure riders return for the same trip and ideally for more trips. Therefore, the recommended measures of success are aimed at evaluating the bus network implemented under the NextGen Bus Plan within these three elements, referred to as Find, Try, and Rely. These customer-focused measures help to balance the traditional metrics of productivity and efficiency (e.g. ridership, boardings per hour, subsidy per boarding). Several of these measures (italicized below) will be used to evaluate the network through the lens of equity.

Find - **How well do people understand how effectively transit can serve their needs? Is the system easy to understand and use?** Proposed measures include:

- Services and information are readily available
  - Percentage of trip ends within ¼ mile of transit stop
  - Trip planning apps and website usage rates
  - *Percent of public considering transit (survey-based)*
- Bus system is easy to understand and use
  - Percentage of out-of-direction travel
  - Percentage of route miles with all-day frequent service (<=15 min headways)
  - *Percent of public that understands how to use system (survey-based)*

Try - **How can we encourage customers to try the regional transit system? (Metro and Municipal Bus Operators)** Proposed measures include:

- Bus goes where/when customers want
  - *Percentage of trips compatible with transit by time of day and day of week*

- *Number of jobs and activity centers accessible within a 15-minute and 30-minute transit ride*
- Number of unique transit users

– Bus system is competitive
- *Door-to-door travel times*
- *Competitiveness of transit time to drive time*
- System-wide boardings

– Coverage is adequate
- *Population within ¼-mile of transit stops by frequency of service*

– Transit journeys are simple
- Average number of transfers
- Percent of trips that are one-seat rides

**Rely - How can we provide services that customers can rely on for their travel needs?**
Proposed measures include:

– Bus system is effective and productive
- *Competitive transit paths for short, evening, midday, and weekend trips*
- Number of frequent customers
- Boardings by time of day and day of week
- Boardings per revenue hours and miles
- Cost per passenger mile

– Buses are reliable
- Headway regularity on frequent routes
- On-time performance
- Real time arrival accuracy

– Customers are satisfied
- Rides per week for frequent and infrequent users
- *Percentage of customers satisfied with Metro services (survey-based)*

## 4.3 Service Evaluation Process

Services are evaluated monthly, quarterly, and biannually based on the network, lines and segments (geographic, time of day, and day of week). Services that are inconsistent with demand or do not meet system standards are identified for restructuring, reduction, or

discontinuation. Services that have potential for exceeding existing performance will be identified for possible enhancements as should markets that are currently not well served. The following priorities will be considered when restructuring the Metro system:

- **Priority 1** – Restructure services to increase system speed, on-time performance, service frequencies consistent with NextGen Bus Plan, productivity, and balance loads.
- **Priority 2** – Restructure services that are duplicative with Metro Rail, other Metro Bus lines, and Municipal and Local Return operator services. Such services will be identified for discontinuation, consolidation, reduction and/or reallocation to achieve greater productivity and cost efficiency.
- **Priority 3** – Restructure remaining services (constrained by existing budget) based on the service concept and to address major gaps and deficiencies. Prioritize these service adjustments.
- **Priority 4** – Develop new services (unconstrained) to address all gaps and deficiencies. Prioritize these new services.

Significant changes to municipal operator services are incorporated into the evaluation of existing and new services as possible enhancements to address identified gaps or deficiencies in service.

Service Change Performance Evaluation

Schedule adjustments to bus or rail should be evaluated shortly after implementation to determine if there are any obvious issues. This should include line rides and visits to the operating divisions to receive comments and recommendations from customers, operators and supervisors. Appropriate adjustments should be made as required. After three months of operations, the schedules should be evaluated in detail to begin the process of schedule adjustments for the next service change cycle.

Route modifications to bus service should also be evaluated after implementation based on the evaluation outlined above. The overall goals of the service changes such as reducing costs, improving connections, increasing bus speeds, and increasing ridership, among others, should have near term goals that are established prior to the service change process. About 6 months after service implementation, the performance of the changes should be evaluated relative to the established goals. Remedial actions, if necessary, should be developed and considered for the next service change cycle.

# SECTION 5: METRO MICRO ON DEMAND SERVICES

Some areas of LA County are difficult to serve with fixed-route transit due to terrain, narrow streets, dispersed lower density destinations, and relatively low travel activity. Metro offers microtransit service, branded as Metro Micro, to select locations in its service area to fill in gaps in fixed-route systems and make public transit more convenient for more people. Metro Micro uses smaller vehicles than fixed-route service, which facilitates the ability to serve locations that are inaccessible to transit buses and operate at a lower cost per revenue service hour.

Background

Metro launched two pilot programs to leverage demand-responsive technology to improve mobility, customer experience, and system performance by providing additional first- and last-mile service options: Mobility on Demand and Metro Micro, a microtransit service. The Mobility on Demand pilot launched in January 2019 and operated for 12 months. Metro partnered with Via, a provider of on-demand ride sourcing services, to develop on-demand technology to increase access to Metro's transit system by offering service to and from three of Metro's transit stations: North Hollywood, Artesia, and El Monte. This pilot program was funded in part by a $1.35-million Mobility on Demand (MOD) Sandbox Demonstrations grant from the FTA. The system was operated utilizing private vehicles. The Mobility on Demand pilot concluded in January 2021 and the three Mobility on Demand zones were transitioned to become part of the Metro's on-demand, van-based rideshare service branded as Metro Micro.

Metro Micro was launched in December 2020 by LA Metro as a three-year pilot. After an extension to further study the service post-pandemic, Metro Micro became a permanent service on March 16, 2025. Metro Micro was designed in parallel with the NextGen Bus Plan. The first two zones (LAX/Inglewood and Watts/Willowbrook) were launched in December 2020. The three Mobility on Demand zones were added to the Metro Micro program in January 2021. Two additional Metro Micro zones launched in June 2021 (Highland Park/Eagle Rock/Glendale and Altadena/Pasadena/Sierra Madre). The Northwest San Fernando Valley zone was launched in September 2021. The overlapping Artesia and Watts/Willowbrook zones were combined into an over 31 square mile mega zone (Watts/Compton), and the final pilot zone at UCLA/Westwood launched in December 2021.

The pilot zones were coordinated with the NextGen Bus Plan to replace some lower ridership fixed route lines or route segments where Metro Micro service could better serve these hard-to serve areas, though this was only one of a range of use cases being tested. The target maximum size for each zone was originally set at no greater than 20 square miles to ensure the goal of no more than an average 15-minute wait time for pick up could be consistently achieved. However, a number of zones were expanded to help replace some low performing fixed route services during NextGen Bus Plan implementation.

## 5.1 Micro Service Overview

Metro Micro is operated with passenger vans within eight designated zones, intended to test a range of use cases including areas where fixed route service has not been effective or is unable to access parts of a community. Metro partnered with a third-party vendor for the

technology, staffing, maintenance and vehicles to support this pilot program, while Metro provided the van operators and staff to manage, training materials, guidelines, and oversight for the operation. In March 2025, the operating model changed with a new technology vendor and a new vendor to manage operations including the provision of operators and vehicles.

Micro offers customers the ability to book rides within designated zones on the same day and up to a week in advance. Riders can reserve rides by calling Metro's Call Center, through an online reservation system, or via the service's dedicated smart phone application. Customers are directed to a virtual stop location (a designated pick-up or drop-off location which may be but is not necessarily a Metro bus stop or rail station) to be picked up by the service. All designated pickup and drop-off locations are located within the zone and must be ADA accessible. Stops are virtual because they typically do not have any signage indicating that they are service points, and they can be activated or deactivated in real-time as conditions change.

The service is designed to provide short trips within a zone where each rider would have to wait no more than 15 minutes from the time a reservation is made to when they are picked up at a designated pickup location, to facilitate pickup within a 10-minute window, and drop off at another virtual stop within the same zone. Based on experience to date, Metro Micro generally serves short trips of approximately 20 minutes in vehicle time and 1-5 miles in distance on average. These short trips are intended to serve as connections to other transit options such as Metro-operated bus and rail services and municipal operators.

Metro Micro Capacity/Load Profiles

The Micro Passenger Loading Standard expresses the maximum average ratio of customers to vehicle size and frequency by direction for a one-hour period that should not be exceeded for at least 95% of all hourly periods. Vehicles used for Metro Micro will have a load standard of 1.0 x available seats in each van. The largest vehicles have a seating capacity for up to 10 passengers; a range of seating capacities of the vans used.

Table 5.1 Metro Micro Vehicle Capacity

| Metro Micro Vehicle Type | Seats per Vehicle | Peak Passengers per Seat | Off-Peak Passengers per Seat | Maximum Passengers Onboard |
|---|---|---|---|---|
| Large Van | 7 + 2 Wheelchairs | 1.0 | 1.0 | 9 |
| Small Van | 5 | 1.0 | 1.0 | 5 |
| Small Wheelchair Accessible Vehicle | 5 or 3 + 1 Wheelchair | 1.0 | 1.0 | 5 |

Minor service changes may be conducted at any time. This includes:

- Adding, removing, or relocating virtual stops for safety, convenience, or operational reasons
- Minor changes to zone boundaries
- Reduction or expansion of revenue service hours
- Reduction or expansion of operating hours

A major service change for the purposes of microtransit is a change that exceeds 20% in any one zone: Such changes would require a public hearing similar to bus service changes. Where possible, such hearings should be held within the Micro zone.

## 5.2 Metro Micro Zone Boundaries

As of April 2025, Metro operates eight Metro Micro zones across Los Angeles County, ranging in size from <10 square miles to >30 square miles. All zones include at least one major transit station, and most zones include areas not served by fixed-route transit. These zones were determined through multi-stage process in which equity concerns (e.g. areas where it is difficult to obtain private Transportation Network Company (TNC) rides), coverage of areas without fixed-route service, and expanding access to rail and busway service. Details of each zone are provided in Table 5.1

Table 5.2 Metro Micro Zone Details

| Zone | Launch Date | Zone Sq Miles | Weekday Hours of Operation | Weekend Hours of Operation | Hours in Operation per Week |
|---|---|---|---|---|---|
| Watts/Compton | Dec 2020 | 31 | 5a–11p | 5:30a–9:30p | 122 |
| LAX/Inglewood | Dec 2020 | 19.5 | 5a–9p | 5a–9p | 112 |
| El Monte | Jan 2021 | 23.4 | 6a–10p | 10a–10p | 104 |
| North Hollywood/Burbank | Jan 2021 | 17.4 | 6a–10p | 10a–10p | 104 |
| Highland Park/Eagle Rock/ Glendale | June 2021 | 23.3 | 5:30a–10p | 5:30a–10p | 112 |
| Altadena/Pasadena/Sierra Madre | June 2021 | 23.2 | 5:30a–10p | 5:30a–10p | 112 |
| Northwest San Fernando Valley | Sept 2021 | 20 | 5:30a–10p | 5:30a–10p | 112 |
| UCLA/Westwood/VA Medical Center | Dec 2021 | 7.1 | 9a–9p | Closed | 60 |
| | TOTAL | 164.9 | | | |

In determining future changes to zone boundaries, Metro will consider equity impacts, connections to high-quality fixed-route service, geographic and topographic factors that affect fixed-route access and walk/rollability, zone size and shape, and origins and destinations. The role of each of these factors in determining Micro zones is described below:

- **Equity Impacts:** Similar to fixed-route service, Metro must consider the impact on Equity Focus Communities and target populations such as seniors and students, when determining changes to service zones. Populations with higher transit dependency, lower incomes, and historically and/or currently marginalized communities are prioritized for improved access. In particular, Metro should consider how microtransit may be able to address inequities in availability of TNC services on the private market.
- **Connections to high-quality fixed-route service:** Though Metro's fixed-route system reaches a high proportion of Angelenos, there are areas that are served only infrequently or not at all, due to a variety of factors. Microtransit service connects these areas to high-quality fixed-route service and provide an alternative to single-occupancy vehicles for shorter trips.

- **Geographic and topographic factors that affect fixed-route access and walk/rollability:** Because the service uses smaller vehicles, microtransit can serve areas where transit buses cannot go due to their size and impact on neighborhoods. Areas with hilly terrain or narrow streets often cannot accommodate transit buses but are servable by microtransit vehicles. Hilly areas also suffer from poor walk/rollability, making the traditional 0.25 mile walking distance to transit physically challenging.
- **Zone size and shape:** Microtransit works best with zones 20 square miles or smaller, with shapes that are as close as possible to circular. With larger zones, it is easier for all available vehicles to be pulled to one area of the zone, leaving many patrons out of reach when they attempt to book a ride. Irregularly-shaped zones can lead to vehicles ending up in a "sock" where they are far from many origins and destinations within the zone. Based on efficiency metrics of existing zones, any new zones should have a maximum longest diagonal of 8 miles (longest distance between two zone edges). Similarly, zones that are too small to generate significant ridership should be avoided. A zone's diameter should exceed a comfortable walking distance (> 1 mile), and in general, zones should be at least 5 square miles, and impacts of geography and topography are also important to determining zone boundaries. Obstacles such as freeways, railroad tracks, the Los Angeles River, etc. should have multiple passing points within the zone and reduce the complications of crossing a zone. Zone boundary design should avoid creation of "dead corners" at the edges of zones that are difficult to get in and out of.
- **Origins and destinations:** To efficiently allocate resources, microtransit zones should have at least one major transit access point (a rail station, busway station, transit center, etc.) as well as a variety of residential and commercial uses.

## 5.4 Microtransit NTD Reporting

Metro reports Metro Micro as a Demand Response – Purchased Transportation (DR-PT) mode. FTA requires that Demand Response modes report the following data monthly:

- Unlinked passenger trips
- Vehicle revenue miles
- Vehicle revenue hours
- Vehicles operating in maximum service

FTA defines Revenue Service Hours differently for Demand Response than for fixed-route modes. This definition is found in the NTD Reporting Manual for the current year.

DR-PT is also reported during the Annual reporting. Details on the elements required can be found in the NTD Reporting Manual for the current year and are much more extensive than the monthly reporting.

## 5.5 Microtransit Performance Evaluation

The primary performance evaluation measures for Metro Micro are:

**On-Time Performance (OTP):** The percentage of rides which pick up or drop off the passenger within one minute of the time stated at booking. OTP is calculated based on the customer's booking method:

- Leave Now: Rides booked as "Leave Now" are given an expected pickup time and ride window. This time will be the earliest time the platform was able to schedule their ride; the ride may be scheduled earlier than original expected pickup time if an earlier ride becomes available. Rides are considered on time if they pick up the customer before one minute past the given window, which is established at booking time and may be any number of minutes.
- Leave At: Rides booked as "Leave At" are provided a 10-minute window within which the pickup may occur. Rides are considered on time if they pick up the customer before one minute past the end of the window.
- Arrive By: These rides are scheduled to get the customer to their destination by a specific time. Rides are considered on time if they drop the customer off before one minute past the Arrive By time in the booking.

**Validated Complaints per 10,000 Boardings:** This is based on complaints received via Metro's Customer Relations team and in-app feedback. The goal for this metric is at or below 50. The denominator is an order of magnitude below the analogous bus and rail metric because Metro Micro has a lower overall operational footprint, with a monthly total ridership of 50,000-75,000 boardings.

**Passengers per Revenue Service Hour (PRSH):** Number of completed passenger boardings divided by the number of revenue service hours. Expectations vary by zone, but the overall goal is at least 4 PRSH.

**Ride Rating:** Customers using the web app are prompted to rate their ride after drop-off and have an opportunity to provide feedback as well.

**Combined Cancellation and No-Show Rate:** This rate is a proxy measure of how much confidence people have that their ride will arrive, and how well the service matches their transportation needs. People are more likely to cancel or no-show if they are looking for a better option than their Metro Micro booking offers. The service is expected to keep this rate at or below 37% of all bookings.

**Revenue Service Hours (RSH):** Total time that vehicles spend in zones ready to serve customer rides. This metric excludes deadhead and both paid and unpaid breaks but includes standing time where a vehicle is ready for rides but has none scheduled. The Federal Transit Administration National Transit Database reporting uses a different definition that also excludes standing time and categorizes some empty trips as deadhead instead of RSH.

**Micro Real-Time Information**: On-demand transit is heavily reliant on real-time information on dynamic pick up and drop off schedules. Real-time information is used in the following ways:

- Customers who book via the web portal or app can see an ETA, and as the pick-up time approaches, track their vehicle on the app map.
- Customer Call Center agents can check the status of rides for customers who do not have access to the web portal or app.
- Metro staff and Operations Contractor staff have access to real-time data on all vehicle positions and status, which they use to monitor service and troubleshoot performance issues.

**Wheelchair Boardings and Abandoned Rides:** Abandoned rides are those rides that are booked, but that no vehicle arrives to pick up. This may happen due to a mechanical breakdown, excessive operator absences, or unusual traffic conditions that make an area of the zone less accessible or inaccessible. These instances are analogous to cancelled runs in bus service, but another vehicle will not be scheduled to pick up the passenger unless they re-book a ride. Any ride abandonment needs to be investigated and addressed.

Ideally, in a floating 6-month period, Micro service will average no more than 0.5% in pass-ups of customers who use wheelchairs or other mobility devices. For Micro service, a trip is considered to be a wheelchair pass-up if it is unmatched, which is when a ride is booked correctly as an accessible trip but an accessible vehicle is not able to be brought to the customer to pick them up. Operations Contractor staff is responsible for monitoring for unmatched (abandoned) rides and, if one occurs, attempting to contact the customer and assisting them with new travel arrangements. Should the average increase to over the 0.5% threshold, Metro staff will work with the Operations Contractor to adjust service to better serve the ridership patterns of the zone in such a way so as to minimize unmatched/abandoned rides.

# SECTION 6: CUSTOMER INFORMATION AND AMENITIES

Customer information instructs both regular and infrequent customers how to use transit as a viable mode of transportation to and from their destinations. Clear, accurate, and timely information is an important adjunct to service quality, particularly when bus and rail services are not operating as planned. Amenities aid in the comfort and security of customers.

## 6.1 Customer Information

Both regular and infrequent customers need to know how to use transit: where to go to access it, where to alight to access their destination, whether transfers are required, when services are scheduled to depart and arrive, and how planned and unplanned service changes or disruptions impact travel, especially when they are traveling to a location they rarely visit or that is new to them. Information must be provided in accessible formats. Metro provides customer trip planning information via telephone, through customer service representatives. Metro buses, railcars, and stations also include announcement systems for stops and stations as well as other general service information.

- **Signage** at transit infrastructures such as stations and shelters, signs directing motorists to Park & Ride lots, and bus stop signs that indicate the presence of service to people not currently using transit.
- **Audible Announcements** at bus stops, rail stations and on-board vehicles to assist customers with visual impairments and customers unfamiliar with the route or area.
- **Online Information** is available 24 hours a day to anyone with Internet access and includes:
  - Real-time information streamed to many mobile devices via transit information applications and displayed on Google, Apple, and Bing Maps trip planners as well as applications such as Transit, Moovit, and Citymapper. Text/SMS messaging have expanded significantly as smart phones have become a common part of life for many. Email alerts are also shared with customers who sign up to receive them.
  - Metro's own website metro.net:
    - Route maps and timetables, fare information, detour notices, service change information, cancelled service alerts, special event detours, and other service-related information
    - Metro's blogs, "The Source" and "El Pasajero"
    - Specialized guides (Bikes, Riders with Disabilities, Safety & Security)
    - Commuter program information (carpools, vanpools, employer programs, etc.)
    - News and media information
    - Latest information on Metro projects and programs
    - Contact information
  - Metro's social media accounts including Facebook, X (Twitter), and Instagram.

- **Bus and Train Real-Time Information Signage**: Accurate, timely, relevant, and readily available trip information is useful for reassuring customers when the next transit vehicle will arrive or how long the expected delay time is if there is a service disruption. It should provide enough information to help them decide whether to continue to wait for the next transit vehicle, consider alternate routes, or take another mode of transportation to complete their trip. Real-time information is provided within selected transit shelters across the Metro network. Metro piloted e-paper real time information signs at a limited number of bus stops as an amenity in FY23. The ePaper technology provides a low power, better resolution on multi-sized tablets and displays. Metro has since expanded its use of ePaper technology to display real-time information, with ePaper real-time displays installed along Vermont Av, the new LAX/Metro Bus Center, and are in development at Patsaouras Plaza and throughout the Southeast Los Angeles region. The City of LA's Sidewalk and Transit Amenities Program (STAP) is incorporating real-time information within all new bus shelters being installed as part of the program.
- **Printed and Distributed Information** such as timetables, maps, service change notices, customer newsletters, etc., are made available at multiple locations such as Metro's own Customer Service Centers, regional libraries, and recreation and community centers, on board affected and adjacent routes, and by mail.
- **Posted Information** such as system maps, bus cubes posted at stops, stations, and on board transit vehicles.
- **Route Signage Convention** at stops and on transit vehicle head signs assist customers to quickly identify what stops to wait at and what transit vehicle to board as well as direction of travel and location the lines terminate at, as well as names of major corridors served.
- **Wayfinding** is the process of supporting the ability to navigate using informational signage, system/route maps, kiosks, bus cubes, directions, etc. so that customers can easily determine where they are, where they want to go, and how to get there.
- **Visual Displays** to assist customers with hearing impairments and to supplement on-board announcements that may be muffled by other noise.
- **Customer Information Panels (CIPs)** are interactive touch screen panels that display vehicle arrivals, service alerts, system and local maps, Metro Arts programming, advertising, and Agency public service announcements.

## 6.2 Customer Amenities

Customer amenities are those elements provided at transit stops, centers, and stations to enhance comfort, convenience, and security. Amenities include items such as shelters, benches, trash receptacles, lighting, restrooms, vending machines, and emergency telephones and intercoms. In some instances, Metro coordinates with municipalities to provide appropriate amenities.

**Table 6.1** *Customer Information and Amenities*

| Amenity | Service Type | Minimum Allocation |
|---|---|---|
| Shelters: | Heavy Rail: | n/a |
| | Light Rail: | At least 80 linear ft. per bay |
| | Bus Facilities: | At least 6 linear ft. per bay |
| Seating: | Heavy Rail: | At least 12 seats |
| | Light Rail: | At least 10 seats |
| | Bus Facilities: | At least 3 seats per bay |
| Information Displays: | Heavy Rail: | At least 12 |
| | Light Rail: | At least 10 |
| | Bus Facilities: | At least 3 |
| LED Displays: | Heavy Rail: | At least 8 arrival/departure screens |
| | Light Rail: | n/a |
| | Bus Facilities: | n/a |
| TVMs: | Heavy Rail: | At least 2 |
| | Light Rail: | At least 2 |
| | Bus Facilities: | n/a |
| Elevators: | Heavy Rail: | At least 2 |
| | Light Rail: | At least 2 for elevated/underground |
| | Bus Facilities: | At least 2 for multi-level terminals |
| Escalators: | Heavy Rail: | At least 4 (2 Up/2 Down) |
| | Light Rail: | At least 2 for multi-level terminals |
| | Bus Facilities: | At least 2 for multi-level terminals |
| Trash receptacles: | Heavy Rail: | At least 6 |
| | Light Rail: | At least 2 |
| | Bus Facilities: | At least 1 per 3 bays/2 per facility |

- **Benches** provide seating for waiting customers, help identify the stop or station, and provide an affordable alternative to shelters. Benches are provided by the local jurisdiction in coordination with Metro.
- **Elevator/Escalators** provide accessibility for those who otherwise cannot use stairs to elevated or lowered station stops.
- **Lighting** increases visibility and security and discourages misuse of bus stops when transit operations are not in service.
- **Public Restrooms** may be provided at major transit centers and maintained for public safety and convenience.
- **Shelters** provide waiting customers with protection from climate conditions and help identify the stop or station. Metro does not own or install shelters but coordinates with local jurisdictions on placement where appropriate. The NextGen Bus Plan includes an initiative to fund additional shelters across the Metro bus network in partnership with local jurisdictions.

- **Telephones/Intercoms** provide access to transit information and emergency services.
- **Trash receptacles** provide a place to discard trash and contribute to keeping bus stops and surroundings clean. Trash receptacles are placed at bus stop locations and maintained by individual municipalities.

Metro provides a minimum set of customer amenities at all rail stations and major Metro-owned, off-street bus facilities that allow for boarding as summarized in Table 6.1.

## 6.3 Rail Stations and Bus/Multi-Modal Transit Center-Facilities

When transit service is not available near one's trip origin, driving to a Park & Ride lot or utilizing another first-last mile option such as a bicycle or scooter to transit may be a viable alternative. Station parking facilities, bus transit centers and their associated amenities, bicycle storage, and micro-mobility parking areas are important amenities for transit customers.

- **Park & Ride/Station Parking Facilities** are provided in close proximity to major stops and stations for transit customers who use cars to access a bus or train. Park & Ride facilities are usually provided at rail stations or bus transit centers such as the Metro El Monte Station and Harbor Gateway Transit Center. Park & Ride lots in suburbs serve as a staging area for commuter customers. Parking may be provided for transit riders at no cost or for a nominal fee, based on demand. Adjacent development and joint use parking are encouraged.
- **Bus Transit Centers and Stop Amenities:** Stations and shelters provide customers with enhanced comfort and safety. As part of the NextGen Bus Plan, Metro will continue to work with municipalities to maximize the number of bus stops with seating and shelter, as this function is led by municipalities. An emphasis will be made on allocating many of these amenities to Equity Focus Communities where the need for high quality transit is greatest.
- **Streetscape:** Streetscape and other design features such as landscaping, pedestrian countdown signals, bicycle racks, and well-designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- **Bicycle Storage** such as bicycle racks, lockers, and hubs may be provided at transit centers and stations where demand exists and space allows, and on transit vehicles. Bicycles may be transported on bus-mounted racks located in front of a bus or on board a rail car in designated spaces. Bike racks provide a simple, relatively low-cost approach and can hold many bicycles in a relatively small space, but they can be subject to potential damage and theft. Enclosed bicycle lockers and hubs provide added protection from theft and weather but cost more to install and operate, and require more space.
- **Micro Mobility Vehicle Parking:** At their July 25, 2019 meeting, the Metro Board adopted a parking ordinance to regulate parking of micro mobility devices such as electric **scooters**. Metro operated a two-year pilot where designated parking areas were established at selected stations and transit hubs for parking of micro mobility devices; the private firms seeking to park their vehicles at Metro sites must pay a fee for use of

the parking facilities.[9] A permanent program was established following completion of the pilot and is being operated at the following stations: Wardlow, Willow A Line Stations, and 17th St/SMC, Expo Bundy, Expo Sepulveda, Culver City, La Cienega/ Jefferson, 26th St/Bergamot, and Westwood/Rancho Park E Line Stations. The program is currently collecting and analyzing data to inform how we can best scale and manage the updated program moving forward.

## 6.4 Bus Stops and Bus Stop Amenities

Bus stops are locations along the route of a bus line where customers safely wait to board or alight from a bus in service. Bus stops consist of a pole with a sign that includes line number, destination and service qualification signage, and curb markings or parking restriction signage. Select bus stops also include a bus information cube affixed to the pole. Most bus stops are located along the curb of a street; others are located at offsite facilities such as transit centers or rail stations that are owned and maintained by Metro, or in some cases by the local municipality.

Metro has no jurisdiction over a bus stop beyond a bus stop sign post; amenities are installed by the municipality where the stop is located. This function is sometimes contracted to third parties who support installation and maintenance, usually funded by advertising revenues. The NextGen Bus Plan noted the importance of bus stop amenities such as seating and shelter, and Metro will work with municipalities to maximize the number of Metro bus stops with such amenities available. Metro is able to support the municipalities with technical assistance such as ridership data, as well as support obtaining grant funding for such amenities.

Bus stop and transit center facilities are often the first and last points of contact with the customer. These facilities are an essential component of transit infrastructure that direct customers to existing transit services, provide a safe and comfortable environment in which to wait for service, and facilitate safe and efficient transfers between services. Given their importance, which was confirmed in the NextGen Bus Study, it is vital that transit routes and schedules are developed in consideration of the quality, appropriateness, and availability of facilities.

Fixed guideway stations are stops along a fixed guideway segment and have features such as loading platforms, TVMs for pre-loading of TAP cards, shelters, benches, lighting, information displays, trash receptacles, bike racks and/or lockers, public announcement systems, security cameras, and emergency call boxes. Many are located adjacent to Park & Ride lots and customer pick-up/drop off areas.

Transit centers are high-volume transfer points for multiple transit services (bus and/or rail) and layover spaces for end-of-line bus storage and turn around. Features include customer

[9] Planning and Programming Committee File #2019-0085; LACMTA Administrative Code Title 8: Metro Parking Ordinance

loading and alighting areas, benches, shelters, lighting, information displays, bicycle racks and lockers, trash receptacles, and bus layover bays.

Bus layover terminals are major offsite layover areas for multiple bus lines and may or may not allow for customer boarding and alighting. On-street bus layover zones are designated stopover points for buses at or near the end of the line.

Cost and minimization of customer disruptions are significant concerns when locating facilities for bus operations. Metro Operations staff continues to evaluate routes and layovers to reduce costs, improve efficiency, and maintain required access to restrooms for operators. As a key internal stakeholder in the environmental planning process, the Service Development Department should be involved early in the analysis of alternatives to and the development of mitigation measures to ensure adequate accommodations are incorporated to foster connectivity of future joint development or private projects.

Locating bus layover facilities (other than on-street stops) in heavily congested or urbanized areas increases the burden on the transit operator to find layover spaces for buses and operator restrooms. The extension of a line to a specific terminal may prove uneconomical and at the very least, adds costs to an already budget constrained operation. Metro continues to include such facilities in joint development projects where feasible to maximize the efficiency of bus terminal operations.

Capital costs of new support facilities are an important determinant; but more significant is the added operating cost that may be incurred due to inadequate facilities resulting in expanded line operations to reach suitable alternative layovers.

## SECTION 7: SERVICE CHANGE PROCESS

In 2003, Metro created five localized service areas (Figure 6.1), each to be overseen by a Governance Council. In 2011, Metro restructured the roles and responsibilities of the five Councils and renamed them as Service Councils. Centrally managed bus operations were re-established to include the service planning and scheduling functions, while the Service Councils maintained their authority and responsibility to help locally coordinate service changes.

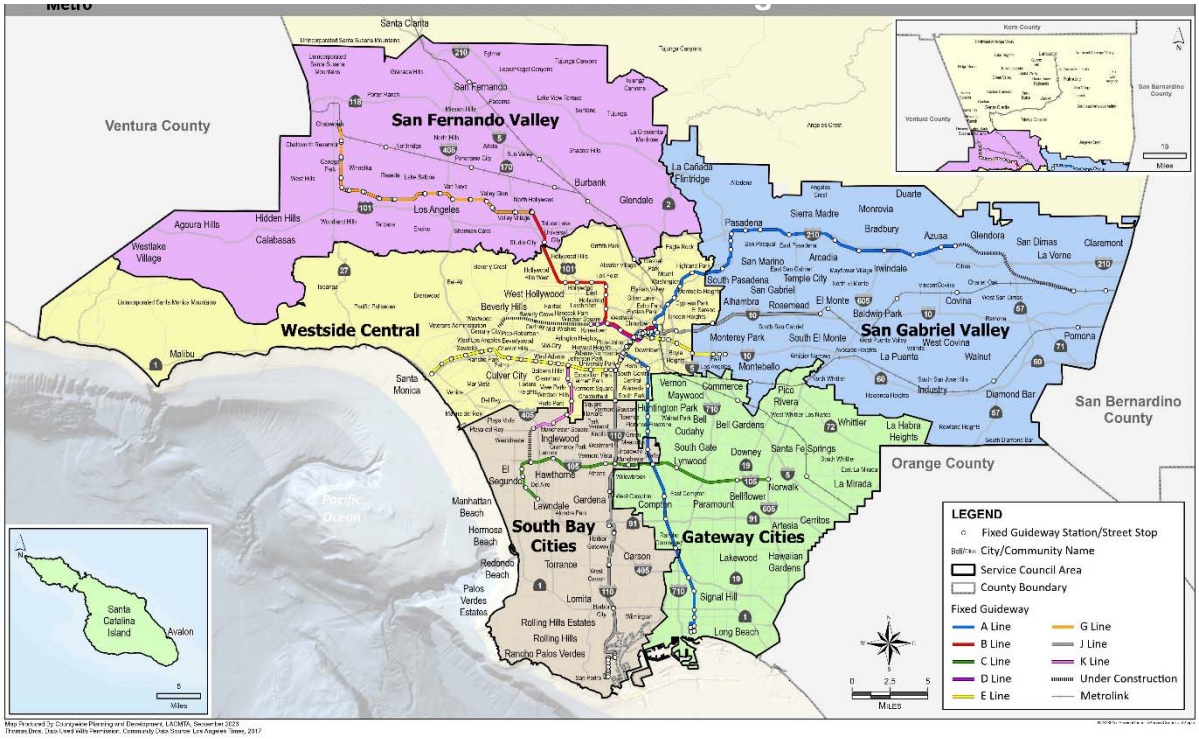



**Figure 7.1** *Metro Service Council Regions*

Metro's five Regional Service Councils provide locally accessible public forums for community members, transit users, and local municipal operators to voice concerns, suggestions, and questions on how Metro can best serve customers. Through these forums, Service Council members can:

- better understand customer needs and make recommendations;
- evaluate opportunities and service coordination issues;
- advise and approve the planning and implementation of service changes within their areas.

As stated in the 2011 update to the Service Council bylaws, one of the Service Council's primary responsibilities is to render decisions on proposed bus route changes considering staff's recommendations and public comments. Metro Service Councils (MSC) will be responsible for approving all proposed permanent major service changes, excluding

turnaround and out of service route modifications. All major service changes that require public hearings will be brought to the MSCs who will conduct public hearings then vote to approve, modify, or deny the service change proposals. Any significant temporary service change should be brought to the Council for their information but not approval. An October 2024 update to the Bylaws clarified that the Service Councils would also convene any required public hearings for the Title VI analyses of new rail service plans. See Table 6.1 to refer to the timeline for a major service change.

Each Regional Service Council is responsible for holding public hearings that relate to major service changes (as defined in the following Section 6.2 Title VI Equity Analysis) to Metro bus and rail lines that provide significant service within their region, consistent with State and Federal laws and with Metro policies pertaining to public hearings. Following receipt of public input, the Council is responsible for approving all major service changes that are to be implemented that modify, add or delete Metro bus routes within the Service Council's jurisdiction in conformance with Metro service standards, collective bargaining agreements and Metro policies. When a major service change program requires three or more Councils to hold public hearings, an additional hearing is held at a central location, normally at the Metro headquarters building, on an appropriate Saturday.

**Table 7.1** *Major Service Change Timeline*

| Key Activities | Required Lead Time (Months Prior to Implementation) |
|---|---|
| Initiate Planning Process | 12 |
| Develop Preliminary Recommendations | 7-8 |
| Impact Analysis for Proposed Changes | 6-7 |
| Title VI Equity Analysis on Major Service Change Proposals | 5-7 |
| Service Council Review and Input | 6-7 |
| Confer with Labor Relation and Union Representatives | 6-7 |
| Public Review and Input | 5 |
| Finalize Service Change Program | 4-5 |
| Program Approval | 3-4 |
| Develop New Service Schedules | 2-4 |
| Print Public Timetables and Operator Assignments | 1-2 |
| Fabricate Decals for Bus Blades | 1-2 |
| Take Ones/Rider Alerts on Buses | 0.5-1 |

All route and major service changes that are approved by the Regional Service Councils will be brought to the Metro Board of Directors as an information item. Should the Metro Board decide to move a Service Council approved service change to an Action Item, the Service Council will be notified of this change, prior to the next Service Council monthly meeting. Table 6.1 provides the established service change timeline.

## 7.1 Service Change Programs

Service change programs are developed based on input generated by a wide variety of sources including rider, community, and employee input, service restructuring studies, coordination with major Metro capital projects such as new rail alignments or joint developments, requests from other local operators, and performance monitoring results such as load levels and on-time performance. The service change process includes public review of the proposals, a technical evaluation of ridership impact, and Title VI equity analysis.

In accordance with contractual agreements with the Sheet Metal Air, Rail and Transit Union (SMART)[10], bi-annual service changes will be implemented each year in June and December. Metro service changes are conducted to modify service based on ridership and load factors, on-time performance, other performance monitoring results, rider and community input, and budget considerations. A service change process workflow is provided in Figure 6.2.

As part of the evaluation process, resource impacts to in-service hours and required vehicles are also tracked to ensure compliance with budget parameters. In summary, the purpose of an evaluation on proposed service changes is to:

- Define and evaluate the impact on customers;
- Determine whether a proposed major service change or fare increase will have disparate impact on minorities or a disproportionate burden on low-income individuals by performing a Title VI Equity Analysis;
- Consider alternatives if a disparate adverse impact to minorities or disproportionate burden on low-income individuals are identified;
- Develop appropriate mitigation measures if needed; and
- Conduct required public hearing for all major service changes (see definition in Section 6.2 Title VI Equity Analysis).

Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.

## 7.2 Title VI Equity Analysis

The framework for equity begins with Title VI of the Civil Rights Act of 1964 which protects minority communities from disparate and disproportionate negative impacts as a result of major transit service changes. Executive Order 12898 - Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations provides further protection of low-income communities from disparate and disproportionate negative impacts.

[10] The United Transportation Union (UTU) merged with the Sheet Metal Workers Union in 2014 to form SMART.

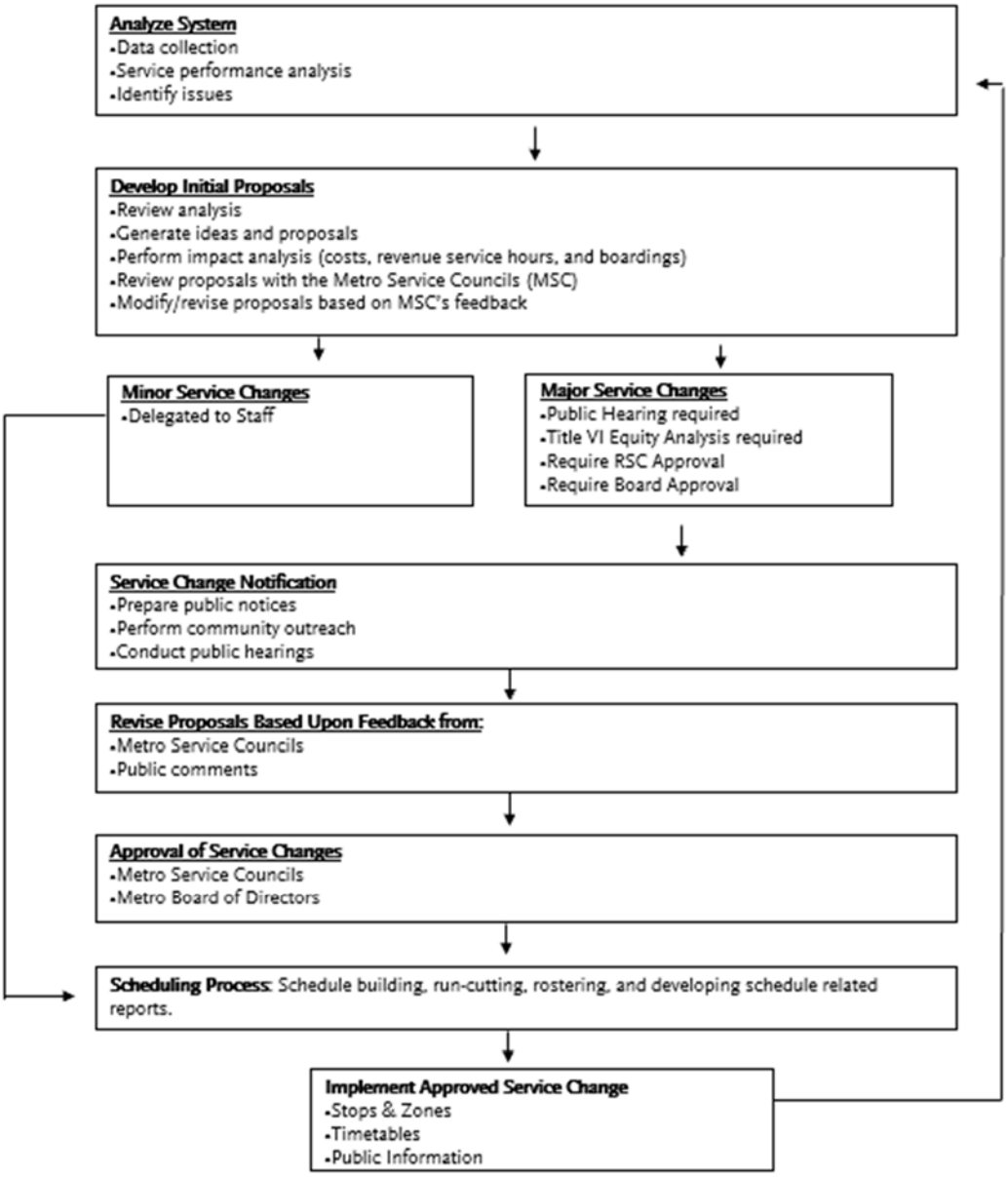



Figure 7.2 Service Change Process

Metro must ensure a Title VI Equity Analysis is performed on all major service change proposals and any fare change proposals to determine if these proposals will have a disparate adverse impact on minorities or disproportionate burden on low-income individuals prior to a public hearing. If it is determined that these proposed changes will have a disparate adverse impact on minorities or a disproportionate burden on low-income individuals, Metro will make a good-faith effort to mitigate or reduce the adverse impacts by looking for alternatives that can meet legitimate program goals with a lesser impact to protected groups.

In accordance with FTA's Title VI Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (Effective October 1, 2012), Metro's Administrative Code was revised to incorporate FTA's requirements under Title VI. The Metro Board adopted the updated Administrative Code in January 2013. Based on this Circular, Metro is required to perform a Title VI Equity Analysis on all proposed major service changes or fare changes prior to implementation. The goal is to ensure there is no *disparate adverse impact* to minorities or *disproportionate burden* on low-income individuals created by a major service or fare change.

The following definitions and criteria were updated and adopted by the Board in September 2019. The Administrative Code now contains a reference to these definitions so that it need not be amended every time there is a need to modify the definitions:

Disparate Impact Policy:
Disparate impact refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color or national origin and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects on the basis of race, color or national origin. This policy defines the threshold Metro will utilize when analyzing the impacts to minority populations and/or minority customers.

a. For major service changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least 5%.

b. For any applicable fare changes, a disparate impact will be deemed to have occurred if the absolute difference between the percentage of minority adversely affected and the overall percentage of minorities is at least 5%

Disproportionate Burden Policy:
Disproportionate burden refers to a facially neutral policy or practice that disproportionately affects low-income populations more than those populations that are not low-income. A finding of disproportionate burden for major service and fare changes requires Metro to evaluate alternatives and mitigate burdens where practicable.

1. For major service changes, a disproportionate burden will be deemed to exist if an absolute difference between percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least 5%.

2. For fare changes, a disproportionate burden will be deemed to exist if an absolute difference between the percentage of low-income adversely affected and the overall percentage of low-income is at least 5%

Discretion of the Metro Board of Directors
A *major service change* or *fare increase* may be implemented even if the Title VI Equity Analysis determines a *disparate adverse impact* to minorities was created by the change. However, the Metro Board of Directors must first ensure these changes meet two tests:

- There is a substantial legitimate justification for adopting the proposed major service change or fare increase, meaning the selected service change or fare increase meets a goal that is integral to the mission of Metro; and
- The selected alternative would have a less severe adverse effect on Title VI protected populations than other alternatives that were studied.

Major Service Change

Major service changes are defined in Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-010 as any service change that meets at least one of the following criteria:

1. A revision to an existing transit route that increases or decreases the route miles and/or the revenue miles operated by 25% or more at one time or cumulatively in any period within 36 consecutive months since the last major service change;
2. A revision to an existing transit service that increases or decreases the scheduled trips operated by at least 25% at one time or cumulatively in any period within 36 consecutive months since the last major service change;
3. An increase or decrease to the span of service of a transit line of at least 25% at any one time or cumulatively in any period within 36 consecutive months since the last major service change;
4. The implementation of a new transit route that provides at least 50% of its route miles without duplicating other routes;
5. Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the subsections 1-5 above to be inclusive of any bus/rail interface changes.
6. Experimental, demonstration or emergency service changes may be instituted for one year or less without a Title VI Equity Analysis being completed and considered by the Board of Directors. If the service is required to be operated beyond one year the Title VI Equity Analysis must be completed and considered by the Board of Directors before the end of the one year experimental, demonstration or emergency.
7. A Title VI Equity Analysis shall not be required if a Metro transit service is replaced by a different route, mode, or operator providing a service with the same headways, fare, transfer options, span of service and stops.

Fare Changes

Any fare change requires an equity evaluation consistent with the following guidance:

1. A Fare Equity Analysis shall be prepared for any fare change (increase or decrease). This includes but is not limited to permanent fare changes, temporary changes, promotional fare changes, and pilot fare programs. The analysis will evaluate the effects of fare changes on Title VI protected populations and low-income populations. The analysis will be done for fares not available to the general public such as special

discount programs for students, groups or employers.

2. If fare changes are planned due to the opening of a new fixed guideway project, an equity analysis shall be completed six months prior to opening of the service.
3. Each Title VI Fare Equity Analysis shall be completed and presented for consideration of the Board of Directors in advance of the approval of the proposed fare or fare media change by the Board of Directors. The Equity Analysis will then be forwarded to the FTA with a record of action taken by the Board.
4. A Title VI analysis is not required when:
    a) A change is instituted that provides free fares for all customers;
    b) Temporary fare reductions are provided to mitigate for other actions taken by Metro;
    c) Promotional fare reductions are less than six months in duration. An equity analysis must be conducted prior to making any temporary fare change into a permanent part of the fare system.

## 7.3 Metro's Equity Platform

The NextGen Bus Study aimed to go above and beyond Title VI requirements to analyze disparate impacts and disproportionate burden on minority and low-income populations to identify communities with the greatest mobility needs. To do this, Metro's Equity Platform was integrated into the NextGen Bus Study planning and public engagement process. In 2018, Metro's Board adopted the Equity Platform, a framework that guides how the agency works to address inequities and create more equitable access to opportunity.

The NextGen process started with analysis of Equity Focus Communities(EFCs) Metro's community designation that defines areas where transportation needs are greatest. EFCs consider where there are higher concentrations of resident and household demographics associated with mobility barriers (low-income households earning less than $60,000 per year; Black, Indigenous, or People of Color (BIPOC) populations; and households that do not have a car). Additionally, the NextGen sought to capture other metrics in a Transit Equity Index to identify transit propensity to ensure investment in transit targeted area populations with the most need to use transit. Through market research, surveys, and public input, other groups determined to be most reliant on transit include non-English speaking new immigrants, youth and seniors, persons without access to an automobile either by choice or necessity, persons with disabilities, and women, who tend to make more transit trips than men. Data available for these groups was used in the calculation of the Transit Equity Index.

The Four Pillars of the Equity Platform were integrated into the NextGen Bus Study as follows

I. **Define and Measure** – Use EFCs as a baseline for identifying communities with the greatest needs, and supplement those with market research to identify the segments of population and trips with the highest propensity for transit use. Evaluate bus network changes based on customer-focused performance metrics established within

this Transit Service Policy document with particular focus on Equity Focus Communities with the greatest mobility needs as identified above.

II. **Listen & Learn** –The technical work of the NextGen Bus Study identified important information about Metro's current and potential customers. This data was validated by a robust countywide public engagement effort that included engaging customers on board buses, at outreach sessions at community events, stakeholder briefings, interactive public workshops, digital engagement, and print advertising. Comments received were incorporated into the systemwide service design as well as individual route changes.

III. **Focus & Deliver** – Service design concepts established within this Transit Service Policy document are intended to address the recurring themes identified from the public outreach and market research, including faster and more frequent service, better reliability and accessibility to key destinations, better connectivity particularly with the municipal operators, and improved perception of safety on board buses and at bus stops. These concepts were used to redesign the routes and schedules for the NextGen Bus Plan.

As part of the NextGen Bus Study process, a Transit Propensity Index score was developed and assigned to every Census Tract in Los Angeles County. This index score considers the various market segments likelihood to use transit, the transit orientation of the environment being served, and the travel demand within the area. Areas with high scores should be prioritized for high quality transit service.

Lastly, other customer experience enhancements such as improved safety, accurate real time arrival information, cleanliness, and improved first/last mile service are critical to attracting customers to use transit.

The Board-adopted Transit Service Policy will be updated to reflect the Regional Service Concept as adopted by the Board, including the goals and objectives of the bus network, measures of success, route and network design concepts based on public input and data analysis, and the framework referenced for balancing tradeoffs in consideration of Metro's Equity Platform.

IV. **Train & Grow** –Service Planning has adopted new tools to analyze the potential impacts of service changes on EFCs. Ridership in EFCs is tracked on a monthly basis.

## 7.4 Public Outreach

Prior to a public hearing, public outreach is conducted so that the greatest number of customers may respond to the changes at either a public hearing or by submitting written comments at a hearing, or via email, mail, or fax. The distribution of information will include line number, line name, route change information, and/or fare change proposals. Other public outreach occurs at key transportation centers, bus stops, and bus and rail stations 30 days prior to the public hearing date. These efforts are made to reach and engage customers who may not have time to attend a public hearing and to inform them of alternative communication methods available to file public comments. Public participation in the public hearing process is an important step in assisting staff and Metro Service Councils in

developing and approving final service change proposals. Table 6.2 provides a timeline for public notification activities.

**Table 7.2** *Timeline for Public Notification Activities*

| Activity | Months Prior to Service Change |
|---|---|
| Service Planning staff reviews preliminary proposals. | 7 |
| Metro Service Councils set public hearing dates. Hearing notices published in local newspapers. Send LEP and minority communities written notification to elected officials, other operators and key stakeholder groups. Confer with Labor Relations and Union representatives. | 5-6 |
| Service Planning staff provides information on proposed changes to the Metro Bus Operators Subcommittee and at quarterly meetings held with the region's municipal and local operators. | 3 |
| Communication Department posts information proposed changes on Metro's website. | 5 |
| Operations staff distributes meeting notices on board vehicles. Public outreach at key transportation centers, bus stops, and on-board customer interface occurs as well. | Minimum one month prior to public hearings |
| Metro Service Councils conduct public hearings. | 4 |
| Metro Service Councils approve final service change program. | 3 |
| Metro Board receives the Service Councils' approved service change program as a Receive and File item. | 2 |
| Communication Department prepares press releases on final program and program brochures are distributed on board Metro vehicles and other outlets. | 1 |

These procedures are in accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-025:

A. Any public hearing required by Section 2-20-020 shall be conducted as set forth in this section.

B. Notice of the hearing shall be published in at least one English language and Spanish language newspaper of general circulation and at least thirty (30) days prior to the date of the hearing. Notice at least thirty (30) days prior to the date of the hearing shall also be published in the neighborhood and foreign language and ethnic newspapers as appropriate to provide notice to the members of the public most likely to be impacted by the proposed action.

C. Notice of the public hearing shall also be announced by brochures in English, Spanish and other appropriate languages on transit vehicles serving the areas to be impacted and at customer service centers.

D. To ensure that the views and comments expressed by the public are taken into consideration, MTA staff shall prepare a written response to the issues raised at the public hearing. That response should also include a general assessment of the social, economic and environmental impacts of the proposed change, including any impact on energy conservation.

E. The public hearing related to a recommendation to increase transit fares charged the public shall be held before the Board of Directors and any action taken to increase the fares charged the general public must be approved by a two-thirds vote of the members of the Board of Directors. The Board of Directors may delegate to another body or a hearing officer appointed by the Chief Executive Officer the authority to hold the public hearing related to a change in transit service.

## 7.5 Public Hearing Process

Once Metro Service Planning Staff develops a Service Change Program, the Metro Service Councils are asked to set a date, time and place for their public hearings. During the period between publication of the hearing notices and public hearings, each Service Council is provided a detailed presentation on service change proposals and given an opportunity to discuss the changes that will be the subject of public comment. After each hearing, each Service Council will meet to consider and approve, modify, or deny all proposed service changes. These actions are then summarized and presented in an informational report to the Metro Board of Directors.

Under Metro's Service Council bylaws, all service changes must be reviewed and approved by their respective Service Council(s). Public hearings are usually held at the same location where the Service Councils hold their meetings but may be held at other locations so as to be more accessible to those customers who would be affected by the proposed service changes. When a major service change program requiring the associated Councils to hold public hearings affects three or more service regions, thus, an additional hearing will be held at a central location, normally at the Metro headquarters building, on an appropriate Saturday. In accordance with Metro's Administrative Code in Chapter 2-50 Public Hearings Subsection 2-50-020, Metro will hold a public hearing on all major service change or fare change proposals that are subject to a Title VI Equity Analysis. Major service change proposals are subject to Metro Regional Service Council and Metro Board approval, while fare change proposals are under the purview of the Metro Board.

## 7.6 Implementing Minor Changes on an Interim Basis

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Minor service changes do not require a public hearing but are shared with the relevant Service Councils as a courtesy and can be implemented at the discretion of staff.

# APPENDICES

## APPENDIX A: Metro Line Identification

The purpose of establishing transit service line identification standards is to create a simple way for customers to identify, locate, and reference Metro services, and thereby make the services easier for customers to use.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including but not limited to, rail station signs, bus stop signs, bus station signs, vehicle head signs, vehicle destination signs, timetables, HASTUS and ATMS[11]. The descriptions and chart below help explain the standards, and how and when they should be implemented.

General Standards

- Transit lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along. Metro Rail and Metro BRT service which previously used the established operational names (e.g., Metro B Line, Metro D Line, Metro G Line) are being transitioned to a letter-based designation. To ensure consistent usage of transitional naming for Rail and BRT lines, updates to customer information should be referred to the Communications Department.
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination unless the intersection is required to identify short-line service.
- The destination points will be listed in a West to East or North to South order, consistent with how the line would be read on a map. Destinations on head signs, destination signs, timetables, and physical signage must always be consistent.
- Lines that have Downtown LA as one of the line's end points will list its first, as Downtown LA.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- Printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps, and service reports.

[11] HASTUS (Horaires et Assignements pour Systèmes de Transport Urban et Semi-Urban) refers to the software used to create schedules. ATMS (Advanced Transportation Management System)

- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS and ATMS.
- Trip Planners and mobile applications providing real-time data to riders will present the line name similarly to what will be shown on the vehicle head sign and bus stop sign, so customers can easily locate the appropriate line at the stop.

Rail Station Signage

- The line will be presented using the line letter designation, and destination point that the vehicle is traveling to in each direction.

Bus Stop Signage

- The line will be presented using the line number, service brand, color and destination point that the vehicle is traveling to in each direction.
- The main corridor(s) will also be listed as well as special service qualifiers including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.

Bus Route Numbering Convention

Bus line numbers are assigned to indicate the type of service provided and where the line travels.

| Line Numbers | Type of Service |
|---|---|
| 1-99 | Travel into downtown Los Angeles, referencing general corridors consecutively in a counterclockwise rotation |
| 100s | Operate from east to west and travel outside of downtown Los Angeles |
| 200s | Operate from north to south and travel outside of downtown Los Angeles |
| 300s | Metro Local buses with limited stop service |
| 400s | Arterial express bus services to/from downtown Los Angeles |
| 500s | Freeway express bus services outside of downtown Los Angeles |
| 600s | Operate local shuttle bus service |
| 700s | Metro Rapid bus service |
| 800s | Bus bridges for the rail network |
| 900s | Metro Liner bus service |

Vehicle Head Signs

- Head signs will list the destination in which the vehicle is traveling towards in one frame.
- Head signs on Rail and BRT vehicles will list the line letter designation in one frame.
- For short-line trips, the line number and destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read “Not in Service” and display the route number per Operations Notice #09-18.

- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

Automatic Voice Announcements

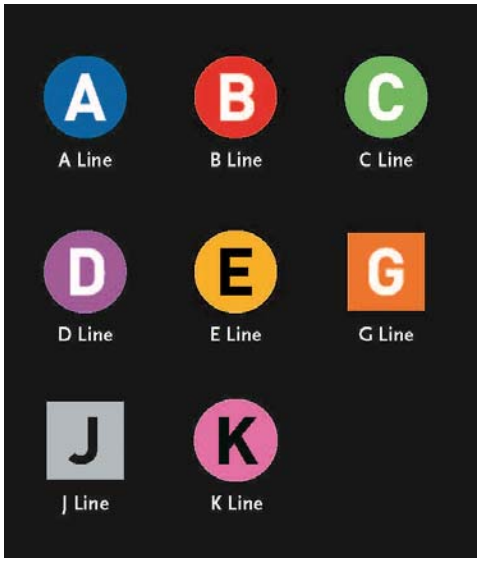
- External On-Board Announcements:
  - The line will be identified in automatic external voice announcements using the line number and destination point that the vehicle is traveling to in each direction.
  - For short-line trips, the destination noted will be the destination of that trip and not of the entire line.
- Internal On-Board Announcements:
  - When the automatic voice announcement system identifies a stop, the end destination of that line will follow.
  - The stops and stations announced onboard should be consistent with names used on maps, timetables and other printed materials.

Assigning Line Identifiers

It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors, or where temporary solutions are necessary due to construction, temporary service changes, or pilot program deployment. In these limited cases, Service Planning staff and Communications must be in consensus regarding these changes before deciding to deviate from the standards. The Stop and Zones Department may also deploy temporary signage at bus and rail facilities as needed when emergency closures or other service changes impact scheduled service. For detailed guidance on using Metro signage standards, Metro Signage and Environmental Graphic Design Standards documents may be obtained from the Communications Department.

Metro's Rail Line Identification, Naming, and Color Conventions

Rail and BRT lines previously denoted by a color transitioned to a letter/color combination beginning in November 2019. The letters assigned to each rail line generally conform to the order in which each line went into operation. The current designations are depicted in the adjacent chart.




The Regional Connector Project service plan resulted in the L designation being phased out and the relevant sections of the L Line becoming the A Line to Azuza or the E Line to East LA. The Crenshaw Line is known as the K Line with a pink color.

## APPENDIX B: Los Angeles County Local Fixed and Demand Response Route Transit Operators

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| Agoura Hills | | X | | X |
| Alhambra | | X | X | |
| Antelope Valley Transit Authority (AVTA) serves:<br>• Palmdale<br>• Lancaster<br>• Portions of Unincorporated Los Angeles County | X | X | | |
| Arcadia | | | | X |
| Artesia | | X | | |
| Avalon | | X | | |
| Azusa | | X | | |
| Baldwin Park | | X | | |
| Beach Cities Transit serves:<br>• Redondo Beach<br>• Manhattan Beach<br>• Hermosa Beach<br>• El Segundo | X | X | | |
| Bell | | X | | |
| Bell Gardens | | X | | |
| Bellflower | | X | | |
| Beverly Hills | | X | | |
| Burbank | | X | | |
| Calabasas | | X | | |
| Carson | | X | | |
| Cerritos | | X | | |
| Commerce | X | X | | |
| Compton | | X | | |
| Covina | | X | | |
| Cudahy | | X | | |
| Culver City | X | X | | |
| Diamond Bar | | | | X |
| Downey | | X | | |
| Duarte | | X | | |
| El Monte | | X | | |
| El Segundo | | X | | |
| Foothill Transit serves member cities of<br>• Arcadia<br>• Azusa<br>• Baldwin Park<br>• Bradbury | X | X | | |

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| Member cities served by Foothill Transit continued<br>• Claremont<br>• Covina<br>• Diamond Bar<br>• Duarte<br>• Glendora<br>• Industry<br>• Irwindale<br>• La Puente<br>• La Verne<br>• Monrovia<br>• Pasadena<br>• Pomona<br>• San Dimas<br>• South El Monte<br>• Temple City<br>• Walnut<br>• West Covina | | | | |
| Gardena | X | X | | |
| Glendale | | X | | |
| Glendora | | X | | |
| Hawaiian Gardens | | X | X | |
| Hawthorne | | X | | |
| Hermosa Beach | | X | | |
| Huntington Park | | X | | |
| Inglewood | | X | | |
| La Cañada Flintridge | | X | X | X |
| La Habra Heights | | | X | X |
| La Mirada | | | | X |
| La Puente | | X | X | |
| La Verne | | | X | |
| Lakewood | | | X | |
| Lawndale | | X | | |
| Lomita | | | | X |
| Long Beach | X | X | | |
| Los Angeles | X | X | | |
| Los Angeles County | | X | | |
| Lynwood | | X | | |
| Manhattan Beach | | X | | |
| Malibu | | X | | |
| Maywood | | X | | |
| Monrovia | | X | | |
| Montebello | X | X | | |

| | Municipal | Local Return | General Dial a Ride | Special Purpose Dial a Ride |
|---|---|---|---|---|
| Monterey Park | | X | | |
| Norwalk | X | X | | |
| Palos Verdes Estates | | X | | |
| Paramount | | X | | |
| Pasadena | | X | | |
| Pico Rivera | | X | | |
| Pomona | | X | | |
| Redondo Beach | | X | | |
| Rolling Hills Estates | | X | | |
| Rosemead | | X | | |
| San Dimas | | | X | |
| San Fernando | | X | | |
| San Gabriel | | | X | |
| San Marino | | | | X |
| Santa Clarita Valley Transit (SCVT) serves<br>• Santa Clarita<br>• Portions of Unincorporated Los Angeles County | X | X | | |
| Santa Fe Springs | | X | | |
| Santa Monica | X | X | | |
| Sierra Madre | | X | | |
| Signal Hill | | X | | X |
| South El Monte | | | X | |
| South Gate | | X | | |
| South Pasadena | | X | | X |
| Temple City | | | X | X |
| Torrance | X | X | | |
| Walnut | | | | X |
| West Covina | | X | | |
| West Hollywood | | X | | |
| Westlake Village | | X | | |
| Whittier | | X | | |
| **Total** | **13** | **69** | | |

Many of the Local Return systems listed above do not provide fixed route service but instead provide Demand Response services: Hawthorne, Malibu, and Manhattan Beach are examples.

# TRANSIT SERVICE POLICY UPDATE

July 17, 2025

Operations, Safety, & Customer Experience Committee Meeting

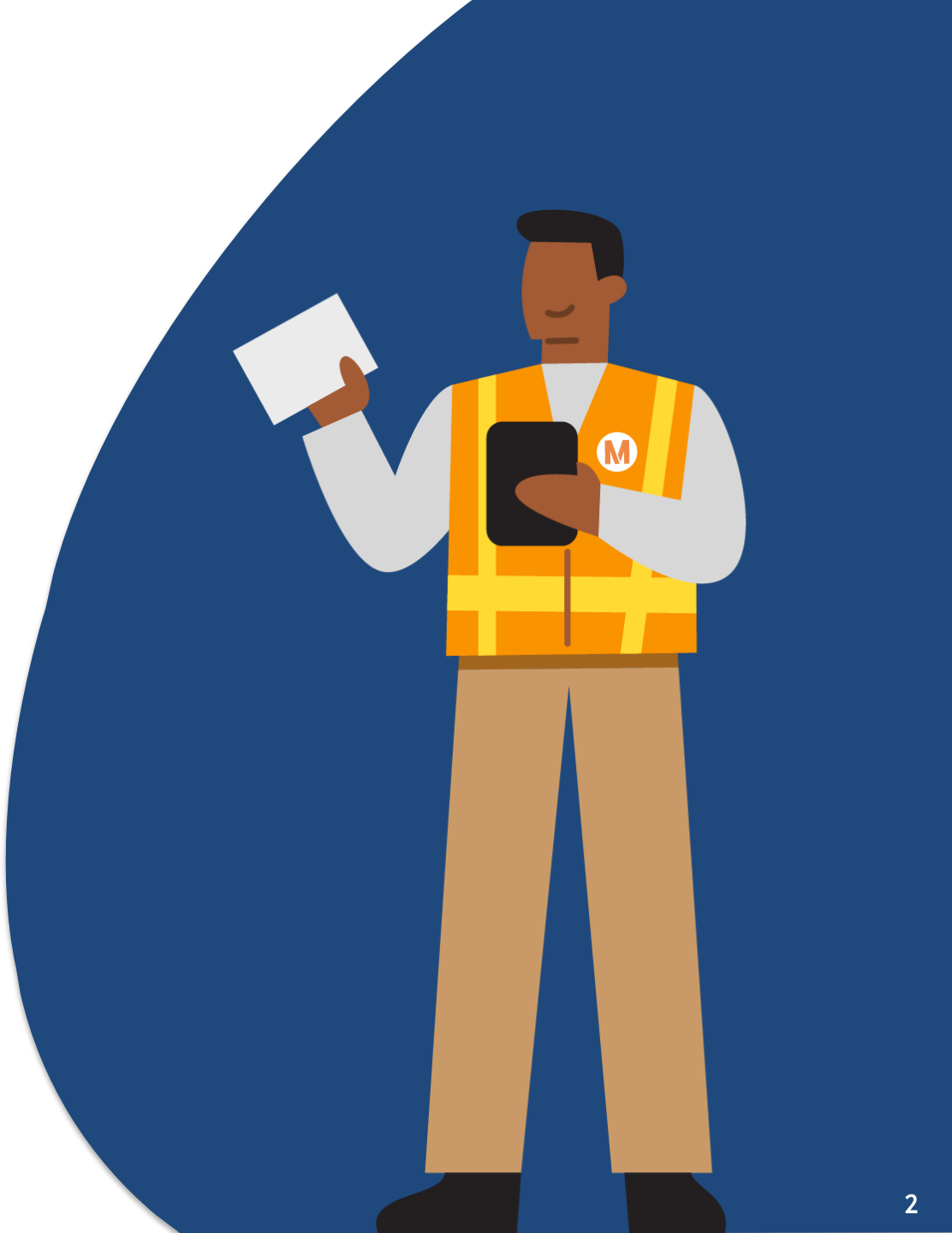
Metro

## Recommendation

Approve 2025 Transit Service Policy

## Issue

This policy is required as part of Federal Title VI compliance, and the plan is usually updated every three years when the Metro Title VI Plan is updated, which will occur in 2025.



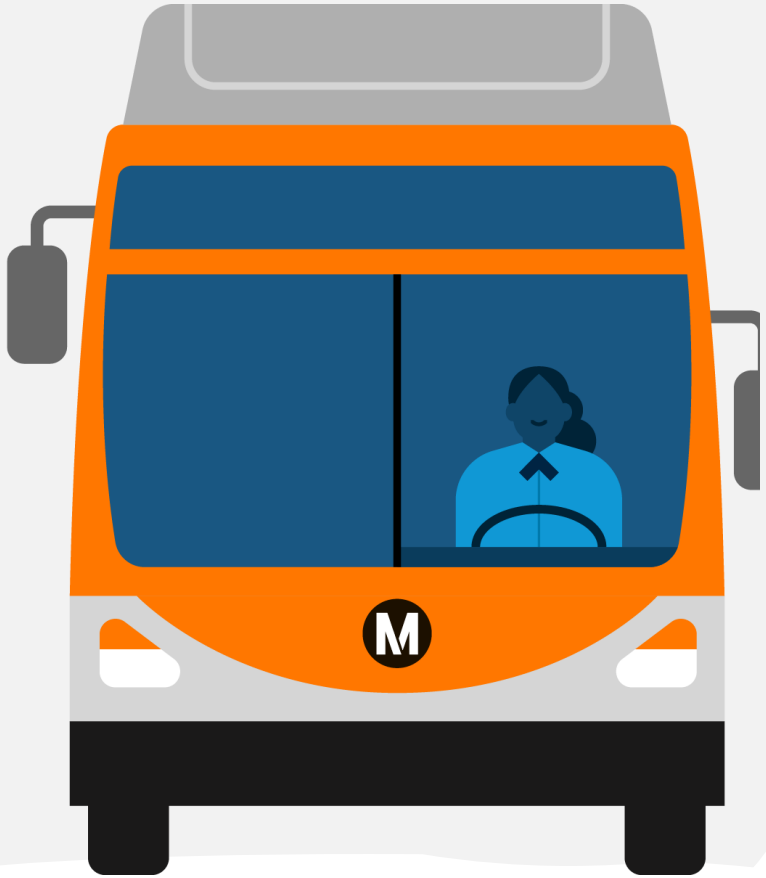
Metro

# Discussion

## 2025 Transit Service Policy Updates

- Incorporates opening of K Line and Regional Connector
- Reducing the standard for pass ups of customers who use wheelchairs or other mobility devices from an average of no more than 6% to an average of no more than 5% for regular operating bus service.
- Breakout of heavy and light rail standards by rail car model
- Rail passenger load standard revised from a passenger per seat ratio (noting changed seating) to number of seated passengers plus the number standees that can be accommodated.
- Revised Average Stop Spacing Standard of 0.25 miles to include a maximum 0.3 mile between any two consecutive stops.
- Incorporates Metro Micro existing framework

**Next steps:** Provide approved policy as a part of Metro's 2025 Title VI Plan update



Metro

# Rail Fleet Load Standard

2022

| Service Type | Seats per Vehicle | Peak Passengers per Seat | Off-Peak Passengers per Seat | Maximum Passengers Onboard |
|---|---|---|---|---|
| Heavy Rail | 52 | 2.30 | 2.30 | 120 |
| Light Rail | 60-76 | 1.75 | 1.75 | 105-133 |

2025

| Vehicle | Seats per Vehicle | Sq. Foot per Standing Passenger | Maximum Passengers Onboard |
|---|---|---|---|
| Heavy Rail – A650 | 50 | 3.45 | 143 |
| Heavy Rail – HR4000 | 47 | 3.45 | 131 |
| Light Rail – P3010 | 68 | 4.25 | 133 |
| Light Rail – P2550 | 71 | 4.25 | 138 |
| Light Rail – P2000 | 70 | 4.25 | 139 |

Metro

## Stop Consolidation

- Metro continues to review bus stop placement to ensure an appropriate balance between travel time on the bus and easy access to bus stops.
- A good balance should allow minimized overall travel time for riders.
- New details clarify how average and maximum bus stop spacings should be applied.

## Stop Spacing

- Revised Average Stop Spacing Standard of 0.25 miles to now include a maximum 0.3 mile between any two consecutive stops.
- Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses such as undeveloped land, bridges, freeways, etc.

# Metro Micro

Added background framework for Metro Micro to the TSP

- Zone descriptions
- Components (Software platform, contract operator, etc.)
- Booking options and methods
- Vehicle fleet with capacities (10 seats, no standees) with accessible vehicles
- Operating protocols and standards (e.g., pick up/drop off on time performance)
- Federal reporting requirements

| MicroTransit Vehicle Type | Seats per Vehicle | Peak Passengers per Seat | Off-Peak Passengers per Seat | Maximum Passengers Onboard |
|---|---|---|---|---|
| Large Van | 7 + 2 Wheelchairs | 1.0 | 1.0 | 9 |
| Small Van | 5 | 1.0 | 1.0 | 5 |
| Small Wheelchair Accessible Vehicle | 5 or 3 + 1 Wheelchair | 1.0 | 1.0 | 5 |

Metro

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

**File #:** 2025-0327, **File Type:** Contract **Agenda Number:** 38.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: RAIL OPERATIONS CONTROL EXPANSION**

**ACTION: APPROVE RECOMMENDATIONS**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. ESTABLISH a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. AWARD a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. FIND that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department (TCPSD) operations; and

D. EXECUTE individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

## ISSUE

The ROC facility will reach maximum capacity when the Purple Line Extension (PLE) Section 3 begins revenue service in 2027. To support the East San Fernando Valley (ESFV) Transit Corridor Light Rail Expansion, the ROC facility must be reconfigured to expand its floor space. Additionally, in preparation for the upcoming ESFV rail expansion project, Los Angeles County Sheriff's Department (LASD) personnel must be relocated from the ROC facility. In consultation with LASD, staff has identified a modular building that will be constructed at Metro Division 4 to temporarily house LASD.

## BACKGROUND

The ROC facility is located next to the Willowbrook/Rosa Parks Station and was built alongside the opening of the Metro A Line (formerly the Blue Line) in 1990. The facility consists of a two-story building with approximately 30,000 square feet of space and around 300 surface parking spaces. The facility functions as the central hub for supervising, controlling, and managing the daily operations of all Metro Rail lines. Over the past 30 years, the facility has expanded to accommodate several new rail expansion lines. Each new rail line or extension requires adjustments, reconfigurations, expansions, and upgrades to the ROC facility as well as its systems to meet the specific central control needs of the project and ensure seamless integration into the existing facility and operations.

Metro is working to complete all necessary ROC facility preparations to support rail expansion lines under construction. To minimize disruptions to ongoing ROC operations, Metro is performing preparations to ensure each line is ready on time for system-wide integration and testing with its respective prime contractor. Currently, ROC preparations and systems integration are underway for the Foothill Extension Phase 2B and Purple Line Extension (PLE) Section 1, both projected to begin revenue service in 2025. Similar efforts are ongoing for PLE Sections 2 and 3, with expected service launches in 2026 and 2027, respectively.

Currently, the LASD occupies approximately 5,000 square feet of the ROC, along with additional trailers in the parking lot. This space supports law enforcement operations and the dispatch of officers across the Metro transit system. The balance of the facility houses offices for ROC technical staff, as well as rooms for vital communications systems and equipment used to manage rail service operations. To accommodate the expansion of the Control Room and CCTV Observer Area for the ESFV rail project, it is necessary to relocate LASD personnel from the ROC facility into a modular building at Division 4, allowing Metro staff to move into the western half of the floor.

## DISCUSSION

In preparation for the ESFV rail project, the second-floor space will be reconfigured to expand the Control Room and CCTV Observation Area into the area currently occupied by Metro staff administrative offices. The ESFV rail project will be the final expansion line added to the ROC facility, with revenue service anticipated in 2031.

Metro is also developing plans for a future centralized Rail Operations Control and Bus Operations Control facility (known as ROC/BOC) to replace the existing ROC on the site of Metro Division 10. This state-of-the-art operations center will support the long-term growth of Metro's transit system as outlined in Measure M, with completion currently forecasted for 2032. To ensure uninterrupted service operations, the existing ROC and BOC facilities will be repurposed as backups to the new ROC/BOC facility.

A sole source contract is recommended to be awarded to WillScot for the construction of a 15,000-square-foot modular building to relocate and temporarily house LASD personnel and support law enforcement operations for the Metro transit system. The building will later be utilized by the TCPSD to serve as a Metro transit law enforcement facility when contract services with LASD reach their

conclusion. The building will be constructed in the rear yard of Division 4, located in Downey, CA. The scope of work consists of two phases. Phase 1 includes design, permitting, site preparation, foundation work, modular construction, installation of an armory, radio communications systems, HVAC, fire alarm and suppression systems, plumbing and electrical utilities, and an occupancy certificate. Phase 2 is a lease agreement with a term of no less than five years. Due to the specialized design and specifications required for law enforcement use, staff conducted a market survey to identify qualified contractors. The specialized requirements include a customized layout featuring dedicated offices, general office areas, conference rooms, men's and women's locker rooms with restrooms and showers, and separate sleeping bunks for male and female personnel. Additional features include pit-set foundation, a gym with a reinforced floor, a fully reinforced with steel structural floor throughout the building, a masonry armory, a dedicated communications room with an uninterruptible power supply, a dispatch center, and a public service counter. The facility will also provide an exterior covered patio and lunch area, a concrete-and-steel armory, secured parking, CCTV surveillance, perimeter lighting, and outdoor riot gear storage. The interior finishes would be upgraded to meet the standards typically found in commercial office buildings. Metro reached out to other modular building suppliers but was unable to find an alternate supplier that could meet Metro's and LASD's requirements. The procurement summary for Contract No. C130977000 is shown in Attachment A.

Based on the ROC expansion scope and the modular facility to serve as a Metro transit law enforcement facility supporting LASD and TCPSD operations, staff calculated an LOP budget requirement of $17,000,000. The expenditure plan for the project is shown in Attachment B.

## DETERMINATION OF SAFETY IMPACT

The ROC facility is central to Metro rail operations. Expanding and reconfiguring the facility ensures that the ROC can continue to safely supervise, monitor, and manage an increasingly complex and growing Metro rail network. Relocating LASD personnel to a purpose-built modular building allows Metro to optimize the Control Room and CCTV Observation Area space while ensuring law enforcement operations remain fully functional. The project supports the continued safe operation of current and future rail lines, including the ESFV rail expansion line.

## FINANCIAL IMPACT

This action will establish a $17,000,000 LOP budget for a new capital project, Rail Operations Control Expansion. The $13,200,048 of the LOP budget will be for the award of a contract to relocate the LASD (currently at the existing ROC) to Division 4, with the remaining balance of $3,799,952 to facilitate the ROC expansion. Funds required for FY26 Budget expenditures will be supported by a net zero budget transfer.

### Impact to Budget

The current sources of funds for this action are local funds, which are eligible for Rail Capital and Operating Projects. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines. Metro continues to explore other avenues of funding to offset the cost of this facility expansion\.

## EQUITY PLATFORM

The equity benefits of this action include improving transit infrastructure and enhancing the safety of Metro riders along transit lines through the expansion to the ESFV, including low-income riders and others who primarily use the Metro transit system to travel. Metro is committed to expanding transit assets to provide reliable and equitable transportation options for Metro riders.

The Diversity & Economic Opportunity Department (DEOD) recommended a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this sole source procurement. The recommended contractor, WillScot, exceeded the goal by making a 30.23% SBE commitment and a 3.00% DVBE commitment, as summarized in Attachment C.

## VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through capital improvement investments to expand the ROC facility necessary for rail line expansion. These capital improvement investments further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

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

## IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of the recommendations aligns with Metro's Strategic Plan by advancing Goal No. 1, which is to provide high-quality mobility options that enable people to spend less time traveling; Goal No.2, which is to deliver outstanding trip experiences for all transportation system users; and Goal No. 3, which is to enhance communities and lives through mobility and access to opportunity.

## ALTERNATIVES CONSIDERED

The Board may choose not to authorize the LOP budget for the ROC expansion project. However, this is not recommended because the existing ROC facility will reach full capacity by 2027 with the opening of the PLE Section 3. Without expanding and reconfiguring the ROC facility, Metro will not be able to support the additional requirements of the ESFV rail project. This would jeopardize the system-wide integration for the ESFV rail project and disrupt revenue service commencement.

The Board may also choose not to award Contract No. C130977000 and instead direct staff to pursue the construction of a permanent Metro transit police station building for LASD and TCPSD law enforcement operations. However, this alternative would require a significantly extended schedule that does not align with the timeline for the ROC facility expansion. Another option would be to deliver a less robust solution, such as standard trailers, which would not meet the operational requirements of LASD.

## NEXT STEPS

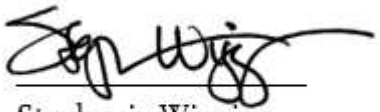
Upon approval by the Board, staff will execute Contract No. C130977000 with Williams Scotsman, Inc., dba WillScot, and proceed with the project delivery for the LASD and TCPSD modular building and expand the ROC facility to accommodate the ESFV rail project.

## ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Project Expenditure Plan
Attachment C - DEOD Summary

Prepared by: Geyner Paz, Chief Administrative Analyst, (213) 922-3744
Rudy Loera, Deputy Executive Officer, Facilities Maintenance (213) 617-6225
Errol Taylor, Deputy Chief Operations Officer, Infrastructure Maintenance and Engineering, (213) 922-3227
Carolina Coppolo, Deputy Chief, Vendor/Contract Management, (213) 922-4471

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



Stephanie Wiggins
Chief Executive Officer

# PROCUREMENT SUMMARY

## DIVISION 4 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD) MULTI-MODULAR BUILDING / C130977000

| | | |
|---|---|---|
| **1.** | **Contract Number**: C130977000 | |
| **2.** | **Recommended Vendor**: Williams Scotsman, Inc. dba WillScot | |
| **3.** | **Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☐ **RFP–A&E**<br>☒ **Non-Competitive** ☐ **Modification** ☐ **Task Order** | |
| **4.** | **Procurement Dates**: | |
| | **A. Issued**: March 18, 2025 | |
| | **B. Advertised/Publicized**: N/A | |
| | **C. Pre-Proposal Conference**: N/A | |
| | **D. Proposals Due**: April 25, 2025 | |
| | **E. Pre-Qualification Completed**: N/A | |
| | **F. Ethics Declaration Forms Submitted to Ethics**: April 29, 2025 | |
| | **G. Protest Period End Date**: June 23, 2025 | |
| **5.** | **Solicitations Picked up/Downloaded**:<br>1 | **Bids/Proposals Received**:<br>1 |
| **6.** | **Contract Administrator**:<br>Diana Sogomonyan | **Telephone Number**:<br>(213) 922-7243 |
| **7.** | **Project Manager**:<br>Rudy Loera | **Telephone Number**:<br>(213) 617-6225 |

## A. Procurement Background

This Board Action is to approve Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, issued in support of relocating the Los Angeles Sherriff Department (LASD) from its current location at the Metro Rail Operations Center (ROC) to the new location at Metro Division 4 / Downey, located at 7878 Telegraph Rd., Downey, CA 90240, to support future ROC improvements. The Contractor will provide engineering design and construction for a multi-modular buildingto serve as the new LASD satellite facility to support Metro security operations. Contract awards are subject to the resolution of any properly submitted protest(s), if any.

The Scope of Work consists of two Phases:

- Phase I – Design and construction to deliver the multi-modular building, including: materials, labor, debris removal, disposal, and commissioning for the building; and
- Phase II – Lease Agreement for a term of not less than 5 years.

This sole source procurement was issued in accordance with Metro's Acquisition Policy. The contract type is a firm fixed price with a design-build project delivery method. The Diversity & Economic Opportunity Department (DEOD) recommended a Small Business Enterprise (SBE) goal of 24% and a Disabled Veteran Business Enterprise (DVBE) goal of 3%.

Two (2) amendments were issued to the sole source proposer:

- Amendment No. 1, issued on April 11, 2025, clarified the Letter of Invitation by revising the SBE/DVBE goal to 24% and 3%, respectively; updated the Contract Document percentage of work to be completed by the Prime to 25%; and added five additional Specification Sections to the Contract Technical Documents.
- Amendment No. 2, issued on April 16, 2025, revised the Proposal Due Date to April 25, 2025.

A proposal was received on April 25, 2025, from Williams Scotsman, Inc. dba WillScot (WillScot).

## B. Evaluation of Proposal

WillScot demonstrated its understanding of the design and construction services detailed in the Scope of Work and that it can develop and effectively execute appropriate and efficient solutions to technical issues in performing the work. WillScot demonstrated that it will employ means and methods that will optimally utilize construction activities and manage the design and construction of the Project. WillScot further highlighted its commitment to delivering a successful project during negotiations.

Qualifications Summary of Recommended Firm:

WillScot demonstrated that its proposed team has the skill and experience in projects of similar size and complexity and that its key personnel have the relevant qualifications and experience to safely and timely deliver a quality project in accordance with the Scope of Work and agreed upon Work Completion Schedule.

WillScot demonstrated it can provide a Quality Management system that ensures the requirements of the Project will be met or exceeded and has an acceptable safety record. WillScot demonstrated it will adhere to Metro Safety Department requirements to ensure it minimizes impacts to Division 4 operations and maintains safety for pedestrian and vehicular traffic flows during construction. This is inclusive of WillScot's general approach in mitigating risks and addressing Project challenges.

## C. Cost/Price Analysis

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

| | Proposer Name | Proposal Amount | Metro ICE | Negotiated Amount |
|---|---|---|---|---|

| | | | | |
|---|---|---|---|---|
| 1. | Williams Scotsman, Inc. dba WillScot | $13,494,840.68 | $10,800,000 | $13,200,048 |

WillScot's proposed price to complete the project is approximately 22% higher than Metro's ICE. Pricing is consistent with the proposed means and methods required to complete the Scope of Work. The variance of WillScot's proposed price over the ICE is due to the factors listed below, which were further clarified by WillScot during negotiations:

- Pit-Set Foundation: Shoring requirements due to sandy soil conditions and benching requirements are greater than anticipated by the ICE.
- Building modifications: The requested customized floor plan requires new frames to be fabricated and new supporting materials to complete building construction.
- Building delivery, installation and set up: Due to the building modifications, delivery and installation costs increased to account for the customized floor plan.
- Building Communications & Electrical Power: Added scope by Metro Corporate Safety for the subject building Fire Alarm to be connected to the existing Fire Alarm Control Panel (FACP) at the site.
- Utilities: Electrical, plumbing, fire suppression, site work and connections; added scope by Metro Corporate Safety for a fire suppression flow indicator with connectivity to the division FACP.
- Dismantle & Return: The proposed price is based on the projected need to retrofit customized units back to a standard marketable unit.

## D. Background on Recommended Contractor

Williams Scotsman, Inc. dba WillScot is headquartered in Phoenix, AZ, with more than 250 locations nationwide, including in Los Angeles County. WillScot has been in business for 80 years and is a leader in the technology for building mobile offices. WillScot has the ability to customize their facilities to meet customer needs and is an industry expert in modular construction, offering an experienced team to complete the Design Build project efficiently and safely.

WillScot has teamed up with several subcontractors to deliver this project, including certified SBEs and DVBEs. WillScot has performed as the Prime Contractor and Subcontractor on several projects. Some current projects include: classrooms for Long Beach Unified School District, RJC Walsh Construction CTA Red Line Extension in Illinois, and Bremerton School District, Washington. WillScot's completed projects include: the LA Rams Training Facility in Woodland Hills, California, King Kamehameha III Elementary School, Pulelehua, Hawaii, and Conoco Willow, Alaska.

**ATTACHMENT B**

## Funding and Expenditure Plan
## Rail Operations Control Facility Expansion

| Use of Funds | FY25 | FY26 | FY27 | FY28 | Total |
|---|---|---|---|---|---|
| Contract No. C130977000 - Division 4 LASD Modular Building Construction | | $ 7,000,000 | $ 6,200,048 | | $ 13,200,048 |
| Rail Operations Control Facility Reconfiguration Costs | | | $ 1,000,000 | $ 500,000 | $ 1,500,000 |
| Metro Workforces | | $ 300,000 | $ 350,000 | $ 349,952 | $ 999,952 |
| Contingency | | | | $ 1,300,000 | $ 1,300,000 |
| **Total Project Costs** | **$ -** | **$ 7,300,000** | **$ 7,550,048** | **$ 2,149,952** | **$ 17,000,000** |

| Source of Funds | FY25 | FY26 | FY27 | FY28 | Total |
|---|---|---|---|---|---|
| Local : Measure XX | | $ 7,300,000 | $ 7,550,048 | $ 2,149,952 | $ 17,000,000 |
| **Total Project Funding** | **$ -** | **$ 7,300,000** | **$ 7,550,048** | **$ 2,149,952** | **$ 17,000,000** |

Note: Future fundng sources will be pursued as opportunites become available.

## DEOD SUMMARY

## DIVISION 4 LOS ANGELES COUNTY SHERIFF'S DEPARTMENT (LASD) MULTI-MODULAR BUILDING/C130977000

### A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise goal for this Sole Source procurement. Williams Scotsman, Inc. dba WillScot exceeded the goal by making a 30.23% SBE commitment, and a 3.00% DVBE commitment.

| **Small Business Goal** | **24% SBE 3% DVBE** | **Small Business Commitment** | **30.23% SBE 3.00% DVBE** |
|---|---|---|---|

| | **SBE Subcontractors** | **% Committed** |
|---|---|---|
| 1. | Craft Construction & Development, Inc. | 21.96% |
| 2. | A1 Electric Service Co., Inc. | 5.90% |
| 3. | ICI Engineers | 0.55% |
| 4. | MCM Integrated Systems Inc. | 0.54% |
| 5. | Sequoia Consultants, Inc. | 0.50% |
| 6. | SoCal Walden, Inc. dba Walden & Associates | 0.78% |
| | **Total SBE Commitment** | **30.23%** |

| | **DVBE Subcontractor** | **% Committed** |
|---|---|---|
| 1. | Elevating Sales Corp. | 3.00% |
| | **Total DVBE Commitment** | **3.00%** |

### B. Local Small Business Enterprise (LSBE) Preference:

The LSBE Preference Program does not apply to this sole source procurement.

### C. Prevailing Wage Applicability

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

### D. Living Wage Service Contract Worker Retention Policy Applicability

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

## E. Project Labor Agreement/Construction Careers Policy (PLA/CCP)

PLA/CCP is applicable only to construction contracts that have a construction related value in excess of $2.5 million. The PLA/CCP will apply to Phase I of this project only.

# RAIL OPERATIONS CONTROL EXPANSION

## July 17, 2025

Metro

Operations, Safety, & Customer Experience Committee Meeting

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. Establish a Life-of-Project (LOP) Budget of $17,000,000 for the Rail Operations Control (ROC) Facility Expansion Project;

B. Award a firm fixed price, sole source Contract No. C130977000 to Williams Scotsman, Inc. dba WillScot, in the amount of $13,200,048, for the design and construction of a multi-modular building, to relocate Los Angeles County Sherriff's Department (LASD) personnel to Metro Division 4 that are currently housed at the ROC and accommodate the ROC facility expansion, subject to the resolution of properly submitted protest(s), if any;

C. Find that there is only a single source of procurement for the item set forth in Recommendation B above and that the sole purpose is to construct a multi-modular facility to serve as a Metro transit law enforcement facility supporting LASD and Transit Community Public Safety Department (TCPSD) operations; and

D. Execute individual contract modifications within and up to the Board authorized Contract Modification Authority (CMA) limit.

(REQUIRES TWO-THIRDS VOTE OF THE FULL BOARD)

Metro

# ISSUE & DISCUSSION

## AWARDEE

Williams Scotsman, Inc. dba WillScot

## NUMBER OF BIDS/PROPOSALS

| | Proposer Name | Proposal Amount | Metro ICE | Negotiated Amount |
|---|---|---|---|---|
| 1. | Williams Scotsman, Inc. dba WillScot | $13,494,840.68 | $10,800,000 | $13,200,048 |

## DEOD COMMITMENT

The Diversity & Economic Opportunity Department (DEOD) recommended a 24% Small Business Enterprise (SBE) goal and a 3% Disabled Veteran Business Enterprise (DVBE) goal for this sole source procurement. The SBE commitment by the Awardee is 30.23% and DVBE commitment is 3%.

Metro

# ISSUE & DISCUSSION

## ISSUE

Currently, the LASD occupies approximately 5,000 square feet of the ROC facility, along with additional trailers in the parking lot. The ROC facility will reach maximum capacity when the Purple Line Extension (PLE) Section 3 begins revenue service in 2027.

## DISCUSSION

To accommodate the expansion of the Control Room and CCTV Observer Area for the East San Fernando Valley (ESFV) rail project at the ROC facility, it is necessary to relocate LASD personnel. The proposed 15,000-square-foot modular building to be constructed in the rear yard of Division 4 will house LASD personnel and support law enforcement operations for the Metro transit system. The building will later be utilized by the Transit Community Public Safety Department as a substation when contract services with LASD reach their conclusion. The building will include special features such as steel reinforced floors, pit-set foundation and a masonry armory.

Metro

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

Metro

# Board Report

**File #:** 2025-0476, **File Type:** Contract **Agenda Number:** 39.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE**
**JULY 17, 2025**

**SUBJECT: SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES**

**ACTION: AWARD CONTRACTS**

## RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. AWARD Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc.; AE52668001 with Iteris, Inc.; AE52668002 with Parsons Transportation Group, Inc.; and AE52668003 with Advantec Consulting Engineers, Inc., respectively, for the Shared Mobility Intelligent Transportation Systems On-Call Services bench for a four-year period for a cumulative Not-To-Exceed (NTE) amount of $50,000,000, subject to the resolution of any properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved NTE cumulative value.

## ISSUE

Metro's Shared Mobility Intelligent Transportation Systems (ITS) and Speed and Reliability groups in Operations require professional services support to accelerate the delivery of ITS and transportation technology projects. The Shared Mobility ITS On-Call Services contracts will enable the award of task orders in support of subregional and agency-wide priorities and delivery of projects to support the 2028 Olympic and Paralympic Games (2028 Games) and allow for expeditious and cost-effective delivery of projects. Task orders will be competed and issued as the need for services arises and as funding is made available.

## BACKGROUND

Metro's Shared Mobility ITS and Speed and Reliability groups have developed small to large-scale transportation projects that will need to advance to the planning, design, and implementation phases by 2028. These projects support the various programs within the Shared Mobility Department with a focus on ITS, transportation planning, traffic engineering, traveler information, big data, tolling, network communications, and administration.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Metro is seeking on-call services to help advance and support the delivery of these projects, many of which align with Metro's NextGen Bus Plan, the Regional Integration of Intelligent Transportation Systems (RIITS), Metro's Long Range Transportation Plan (LRTP), and the 2028 Games. These projects may be competed as task orders as funding is made available.

## DISCUSSION

Approval of these contract awards will support Metro's ITS and Speed and Reliability groups to deliver projects that align with Metro's NextGen Bus Plan, RIITS, 2028 Games, and the LRTP. The on-call services contracts will allow the advancement of several projects and programs, such as transit signal priority, integrated corridor management, regional transportation data sharing and collaboration through RIITS, performance measurement, bus lane treatments, traveler information through Southern California 511, and other support services for various Shared Mobility programs. Previously, the Shared Mobility ITS group has utilized the Multi-Modal Highway On-call contracts as a mechanism to advance projects and programs more effectively. The on-call services contracts will also be made available to other departments within Shared Mobility.

The on-call services contracts will include the following service areas for potential task orders: 1) Planning and Technical Studies; 2) Plan, Specifications, and Estimates ; 3) ITS and Transportation Technology Support Services; 4) Traffic Engineering Support Services; 5) Project/Program Management Support; 6) Construction Management Support; 7) Tolling System Software Support; 8) Software/Developer Services; 9) Graphics/Website Services; and 10) Administrative Support.

## DETERMINATION OF SAFETY IMPACT

Approving this item will not jeopardize the safety of Metro's customers or employees. On the contrary, granting this approval will enhance safety, enhance Metro bus and rail service and infrastructure, and support the development of a safer multimodal transportation system that will provide high-quality mobility options to enable people to spend less time traveling.

## FINANCIAL IMPACT

Funding for the individual task orders will be based on the availability of funds during the fiscal year they are intended to be issued, and for projects that have been approved by the board. Funding for these services is currently included in the approved FY26 budget under Shared Mobility project budgets in cost centers 4740 and 4741. Approved annual budgets of other cost centers in current and future years that will be using these On-call services contracts will also fund individual task orders through their established annual project budgets. Since these are multi-year contracts, the project manager, cost center manager, and Deputy Chief Operations Officer of Shared Mobility will be accountable for budgeting the costs for future fiscal years.

Impact to Budget

There is no impact on the Fiscal Year 26 budget as funds for this action will be included in the approved budget for each project. Task orders for projects will be locally funded by Proposition C, Measure R, Measure M, State, or federal grants (contingent on funding availability and grant awards). These sources are not eligible for bus and rail operations.

## EQUITY PLATFORM

To ensure maximum opportunity for participation within these contracts, the Request for Proposals (RFP) No. AE52668 was issued in accordance with Metro's Acquisition Policy as a firm fixed unit price contract. The Proposal Evaluation Team (PET) was gender, racially, and ethnically diverse, with over half of the PET being women who represented various departments at Metro. Of the recommended contractors, one prime contractor is a Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) certified firm.

The Diversity & Economic Opportunity Department (DEOD) recommended a SBE goal of 27% and a Disabled Veteran Business Enterprise (DVBE) goal of 3% for all state, local, and/or Measure M funded task orders. DEOD established a 30% Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders. Each recommended contractor committed to meet the overall 30% DBE goal and the overall 30% SBE goal.

## VEHICLE MILES TRAVELED OUTCOME

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

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through planning, operational, and investment activities that will improve and encourage transit ridership and ridesharing, including transit signal priority, bus priority corridors, bus lane treatments, regional transportation data exchange, and transportation systems management. 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 project supports the goals outlined in the Metro Vision 2028 Strategic Plan: Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling; Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system; Goal 3: Enhance Communities through Mobility and Enhanced Access to Opportunity; and Goal 4: Transform LA County through regional collaboration and national leadership.

## ALTERNATIVES CONSIDERED

The Board has the option to forgo entering into contracts for the Shared Mobility ITS On-Call Services and rely solely on staff to advance projects through separate procurements. However, the current staffing levels lack the capacity and resources needed to deliver the projects/programs and services on schedule to support the 2028 Games, as well as other Metro priorities for the NextGen Bus Plan.

## NEXT STEPS

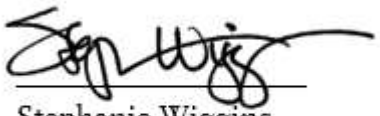
Upon Board approval, staff will execute Contract Nos. AE52668000 with Kimley-Horn and Associates, Inc., AE52668001 with Iteris, Inc., AE52668002 with Parsons Transportation Group, Inc., and AE52668003 with Advantec Consulting Engineers, Inc., for Shared Mobility Intelligent Transportation Systems On-Call Services.

## ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - DEOD Summary

Prepared by: Edward Alegre, Deputy Executive Officer, Shared Mobility, (213) 418-3287
Steven Gota, Executive Officer, Shared Mobility, (213) 922-3043
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, Transit Operations, (213) 922-2920



Stephanie Wiggins
Chief Executive Officer

## PROCUREMENT SUMMARY

## SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES / AE52668000-AE52668003

| | | |
|---|---|---|
| **1.** | **Contract Number**: **AE52668000 - AE52668003** | |
| **2.** | **Recommended Vendor**: Kimley-Horn and Associates, Inc. (AE52668000), Iteris, Inc. (AE52668001), Parsons Transportation Group, Inc. (AE52668002) and Advantec Consulting Engineers, Inc. (AE52668003) | |
| **3.** | **Type of Procurement (check one):** ☐ **IFB** ☐ **RFP** ☒ **RFP–A&E**<br>☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order** | |
| **4.** | **Procurement Dates**: | |
| | **A. Issued**: December 24, 2024 | |
| | **B. Advertised/Publicized**: December 28, 2024, January 2 and 9, 2025 | |
| | **C. Pre-Proposal Conference**: January 23, 2025 | |
| | **D. Proposals Due**: February 26, 2025 | |
| | **E. Pre-Qualification Completed**: June 19, 2015 | |
| | **F. Ethics Declaration Forms submitted to Ethics**: February 27, 2025 | |
| | **G. Protest Period End Date**: June 24, 2025 | |
| **5.** | **Solicitations Downloaded**:<br>125 | **Bids/Proposals Received**:<br>6 |
| **6.** | **Contract Administrator**:<br>Victor Zepeda | **Telephone Number**:<br>(213) 922-1458 |
| **7.** | **Project Manager**:<br>Edward Alegre | **Telephone Number**:<br>(213) 418-3287 |

## A. Procurement Background

This Board Action is to approve Contract Nos. AE52668000 through AE52668003 issued to provide professional and technical services in support of Shared Mobility Intelligent Transportation projects on an on-call basis. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On December 24, 2024, Request for Proposals (RFP) No. AE52668 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The Diversity and Economic Opportunity Department recommended a Disadvantaged Business Enterprise (DBE) goal of 30% on all federally funded task orders, and a Small Business Enterprise (SBE) goal of 27%, and a Disabled Veteran Business Enterprise (DVBE) goal of 3% for all state, local and/or Measure M funded task orders. Task orders will only be issued on an as-needed basis as the need for support services arises and as funding is available.

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

- Amendment No. 1, issued on January 8, 2025, provided additional DEOD Goal language to the Letter of Invitation;
- Amendment No. 2, issued on January 17, 2025, revised the Statement of Work to include the anticipated hours of work;

- Amendment No. 3, issued on January 21, 2025, provided the required SBE and DVBE Forms 5A and 5B;
- Amendment No. 4, issued on January 28, 2025, modified the proposal page limit from 50 to 60 pages;
- Amendment No. 5, issued on January 30, 2025, added Exhibit 15, Public Works Contract Registration Verification Form, as a required Exhibit;
- Amendment No. 6, issued on February 11, 2025, modified the proposal page limit from 60 to 75 and updated the title of the Contract Manager position in the Submittal Requirement section of the RFP.

A total of 125 downloads of the RFP were included in the planholder's list. A virtual pre-proposal conference was held on January 23, 2025, and was attended by 66 participants representing 31 firms. There were 58 questions received for this RFP and responses were provided prior to the proposal due date.

A total of six proposals were received on February 26, 2025, and are listed below in alphabetical order:

1. Advantec Consulting Engineers, Inc. (Advantec)
2. CDM Smith, Inc. (CDM)
3. Iteris, Inc. (Iteris)
4. Jacobs Engineering Group, Inc. (Jacobs)
5. Kimley-Horn and Associates, Inc. (Kimley-Horn)
6. Parsons Transportation Group, Inc. (Parsons)

## B. Evaluation of Proposals

The Proposal Evaluation Team (PET) consisting of staff from Countywide Planning and Development, Express Lanes, and Shared Mobility was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- Proposer's Experience and Qualifications 35 percent
- Project Manager and Key Personnel 40 percent
- Understanding of the Work and Approach 25 percent

Several factors were considered when developing these weights, giving the greatest importance to the project manager and key personnel.

This is an A&E, qualifications-based procurement; therefore, price cannot be used as an evaluation factor pursuant to state and federal law.

From March 18, 2025 through April 17, 2025, the PET independently evaluated and scored the proposals. The firms were invited for interviews on April 15 and 16,

2025. Each firm had the opportunity to present each team's qualifications and respond to the PET's questions. The final scoring, after interviews, determined CDM and Jacobs to be outside of the competitive range and were excluded from further evaluation. The highest technically qualified firms are Advantec, Iteris, Kimley-Horn, and Parsons.

**Qualifications Summary of Firms within the Competitive Range:**

**Kimley-Horn and Associates, Inc.**

Kimley-Horn and Associates, Inc. (Kimley-Horn) was founded in 1967 and has provided consulting services in technology, tolling, and mobility projects. Kimley-Horn has worked on numerous Metro projects over the last 30 years and their performance has been satisfactory.

The organizational chart and staff summaries demonstrated superior local relationships with complex jurisdictions, such as Los Angeles. Overall, a well-rounded proposal with the majority of client agencies based in the LA County area.

**Iteris, Inc.**

Iteris, Inc. (Iteris) was founded in the 1980s and specializes in transportation-related services. Iteris has expanded its services to include transportation planning, traffic engineering, signal timing, and other ITS-related projects.

Iteris' proposal demonstrated its focus on small projects and clear knowledge of shared mobility. In addition, the proposal demonstrated good conformance with stated requirements in terms of competence, analytical work, and efficient use of resources.

**Parsons Transportation Group, Inc.**

Parsons Transportation Group, Inc. (Parsons) is an engineering firm founded in 1944 with a strong presence in the Los Angeles County area. Parsons specializes in smart mobility projects.

Parsons' proposal included project descriptions that demonstrate experience in smart mobility projects for agencies that are similar in size to Metro. The proposal detailed the planning and management tools it has developed to ensure quality and safety of work performance metrics.

**Advantec Consulting Engineers, Inc.**

Advantec Consulting Engineers, Inc. (Advantec) was founded in 1998 with offices in LA County. Advantec specializes in transportation technology for the formation of

smart cities, mobility solutions, intelligent transportation systems, and other automated systems.

Advantec's proposal included project descriptions that demonstrate experience in smart mobility projects with agencies that are comparable to Metro. The proposal demonstrated conformance with stated requirements.

A summary of the PET scores is provided below:

| 1 | Firm | Average Score | Factor Weight | Weighted Average Score | Rank |
|---|---|---|---|---|---|
| 2 | **Kimley-Horn and Associates, Inc.** | | | | |
| 3 | Proposer's Experience and Qualifications | 84.76 | 35.00% | 29.67 | |
| 4 | Project Manager and Key Personnel | 80.00 | 40.00% | 32.00 | |
| 5 | Understanding of the Work and Approach | 85.33 | 25.00% | 21.33 | |
| 6 | **Total** | | **100.00%** | **83.00** | **1** |
| 7 | **Iteris Inc.** | | | | |
| 8 | Proposer's Experience and Qualifications | 71.90 | 35.00% | 25.17 | |
| 9 | Project Manager and Key Personnel | 78.33 | 40.00% | 31.33 | |
| 10 | Understanding of the Work and Approach | 76.67 | 25.00% | 19.17 | |
| 11 | **Total** | | **100.00%** | **75.67** | **2** |
| 12 | **Parsons Transportation Group, Inc.** | | | | |
| 13 | Proposer's Experience and Qualifications | 78.57 | 35.00% | 27.50 | |
| 14 | Project Manager and Key Personnel | 72.50 | 40.00% | 29.00 | |
| 15 | Understanding of the Work and Approach | 68.00 | 25.00% | 17.00 | |
| 16 | **Total** | | **100.00%** | **73.50** | **3** |
| 17 | **Advantec Consulting Engineers, Inc.** | | | | |
| 18 | Proposer's Experience and Qualifications | 75.71 | 35.00% | 26.50 | |
| 19 | Project Manager and Key Personnel | 69.17 | 40.00% | 27.67 | |
| 20 | Understanding of the Work and Approach | 74.67 | 25.00% | 18.67 | |
| 21 | **Total** | | **100.00%** | **72.84** | **4** |

## C. Cost Analysis

The proposed fully burdened hourly rates have been determined to be fair and reasonable based on a cost analysis, technical analysis, fact finding, and negotiations.

Each future task order will contain a specific scope of services and will be competed amongst the recommended firms. Proposals submitted for each task order will be subject to cost/price analysis, technical evaluation, fact finding, and negotiations to determine price fairness and reasonableness.

## D. Background on Recommended Contractor

**Kimley-Horn**
Kimley-Horn has a local office in the Los Angeles downtown area. Kimley-Horn's projects include Caltrans' Historic Arroyo Seco Parkway Strategic program, transit feasibility studies for the San Gabriel Valley Association of Governments, and Metro's Measure Up Project, providing data analysis.

Kimley-Horn's proposed Contract Manager has over 25 years of experience in project management controls and has previously managed on-call contracts for both Metro and Caltrans. The Deputy Contract Manager brings technical expertise in cloud-based transit signal priority deployments, ITS Planning, and project management delivery systems.

**Iteris Inc.**
Iteris is headquartered in Santa Ana, CA, and has a local office in downtown Los Angeles. Iteris' projects include countywide signal priority projects, the Metro's Bus Signal Priority Project, and various transit projects with municipal bus agencies such as Foothill Transit and Culver City.

The proposed Contract Manager has over 25 years of experience in transportation technology projects and has supported Metro's Countywide Signal Priority Program.

The Deputy Contract Manager has over 25 years of mobility consulting experience, having led several TSP deployments in the Southern California area.

**Parsons Transportation Group, Inc.**
Parsons Transportation Group, Inc. (Parsons) located in Irvine, CA, has been in business over 80 years and has numerous IT-related projects with various agencies in the Southern California area such as LA SAFE, SCAG, SANDAG, OCTA, LA City, Metro and other LA adjacent cities.

Parsons' proposed Contract Manager has over 25 years of IT experience with recent experience as a Project Manager for the Los Angeles World Airport's ITS Decision Support System. The proposed Deputy Contract Manager possesses over 24 years of civil engineering experience and is licensed as a PE in three states. Recently, the Deputy Contract Manager completed work as the project manager on Metro's I-710 ICM and Countywide NextGen Transit Signal Priority Project.

**Advantec Consulting Engineers, Inc.**
Advantec Consulting Engineers, Inc. is located in Diamond Bar, CA, and has been in business for 27 years specializing in smart city technology engineering services. The firm's current and recently completed projects include the Master Plan for the Coachella Valley Sync Region Phases 1 – 3, Traffic Engineering Services for the City of Monterey Park, Intelligent Transportation System Master Plan for the City of Pico Rivera, modeling services and Metro's CEQA/NEPA impact analysis for the LA Olympics 2028.

The founder of the firm and proposed Contract Manager has over 36 years of civil engineering experience with an emphasis on technology-based projects. The Task Order Manager has over 25 years of experience in traffic and transportation-related projects.

## DEOD SUMMARY

## SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS ON-CALL SERVICES / AE52668000 – AE52668003

### A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established an overall thirty percent (30%) Disadvantaged Business Enterprise (DBE) goal on all federally funded task orders and an overall thirty percent (30%) Small Business Enterprise (SBE) goal, inclusive of 27% SBE and 3% Disabled Veteran Business Enterprise (DVBE), on all state, local, and or Measure M funded task orders on this bench contract. Each firm committed to meet the overall 30% DBE goal and the overall 30% SBE goals. Proposers were encouraged to form teams that included DBE, SBE, and DVBE firms without schedules or specific dollar commitment to designated subcontractors.

Four (4) firms were selected as prime consultants, one of which is DBE and SBE certified: Kimley Horn and Associates, Iteris, Inc., Parsons Transportation Group, and Advantec Consulting Engineers, Inc.

In response to a specific Task Order request with a defined scope of work, prime consultants will be required to identify DBE/SBE/DVBE subcontractor activity and actual dollar value commitments for that Task Order. Overall DBE/SBE/DVBE achievement in meeting the commitments will be determined based on cumulative participation of all Task Orders awarded to each prime consultant.

**Prime: Kimley Horn and Associates**

| **Small Business Goal** | **30% DBE<br>27% SBE<br>3% DVBE** | **Small Business Commitment** | **30% DBE<br>27% SBE<br>3% DVBE** |
|---|---|---|---|

| | **DBE/SBE/DVBE Subcontractors** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|
| 1. | AET & Associates, Inc. | TBD | TBD | - |
| 2. | Allied Network Solutions | - | - | TBD |
| 3. | Arellano and Associates | TBD | TBD | - |
| 4. | FPL and Associates, Inc. | TBD | TBD | - |
| 5. | Irving Global Consulting, Inc. | - | TBD | - |
| 6. | Jada Systems, Inc. | TBD | TBD | - |
| 7. | LIN Consulting, Inc. | TBD | TBD | - |
| 8. | MA Engineering | TBD | TBD | TBD |
| 9. | Mindhop, Inc. | TBD | TBD | - |
| 10. | OZ Engineering, LLC | TBD | TBD | - |
| 11. | Silicon Transportation Consultants | TBD | TBD | - |

| | | | | |
|---|---|---|---|---|
| 12. | System Metric Group, Inc. | TBD | TBD | - |
| 13. | TransSight, LLC | TBD | TBD | - |
| 14. | West Coast Cable | - | TBD | - |
| 15. | Wiltec | TBD | TBD | - |
| **Total Commitment** | | **30%** | **27%** | **3%** |

**Prime: Iteris, Inc.**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **30% DBE<br>27% SBE<br>3% DVBE** | **Small Business Commitment** | **30% DBE<br>27% SBE<br>3% DVBE** |

| | DBE/SBE/DVBE Subcontractors | DBE Commitment | SBE Commitment | DVBE Commitment |
|---|---|---|---|---|
| 1. | ABBA Project Management | - | - | TBD |
| 2. | AET & Associates, Inc. | TBD | TBD | - |
| 3. | FPL and Associates, Inc. | TBD | TBD | - |
| 4. | Irving Global Consulting | - | TBD | - |
| 5. | Intueor Consulting, Inc. | TBD | TBD | - |
| 6. | JMDiaz, Inc. | TBD | TBD | - |
| 7. | OZ Engineering, LLC | TBD | TBD | - |
| 8. | System Metric Group, Inc. | TBD | TBD | - |
| 9. | TransLink Consulting, LLC | TBD | TBD | - |
| 10. | BIkeHub dba Tranzito | TBD | TBD | - |
| **Total Commitment** | | **30%** | **27%** | **3%** |

**Prime: Parsons Transportation Group**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **30% DBE<br>27% SBE<br>3% DVBE** | **Small Business Commitment** | **30% DBE<br>27% SBE<br>3% DVBE** |

| | DBE/SBE/DVBE Subcontractors | DBE Commitment | SBE Commitment | DVBE Commitment |
|---|---|---|---|---|
| 1. | ABBA Project Management | - | - | TBD |
| 2. | Advantec Consulting Engineers, Inc. | TBD | TBD | - |
| 3. | AET & Associates, Inc. | TBD | TBD | - |
| 4. | Birdi Systems, Inc. | TBD | TBD | - |
| 5. | Elite Transportation Group, Inc. | TBD | TBD | - |
| 6. | Media Arts, LLC | TBD | TBD | - |
| 7. | System Metrics Group, Inc. | TBD | TBD | - |

| | | | | |
|---|---|---|---|---|
| 8. | STC Traffic,Inc. | - | TBD | - |
| 9. | TransSIGHT LLC | TBD | TBD | - |
| | **Total Commitment** | **30%** | **27%** | **3%** |

**Prime: Advantec Consulting Engineers, Inc.**

| | | | |
|---|---|---|---|
| **Small Business Goal** | **30% DBE<br>27% SBE<br>3% DVBE** | **Small Business Commitment** | **30% DBE<br>27% SBE<br>3% DVBE** |

| | **DBE/SBE/DVBE Subcontractors** | **DBE Commitment** | **SBE Commitment** | **DVBE Commitment** |
|---|---|---|---|---|
| 1. | Advantec Consulting Engineers, Inc. (DBE/SBE Prime) | TBD | TBD | - |
| 2. | 227 InfoSec, Inc. | - | - | TBD |
| 3. | Advanced Mobility Group | - | TBD | - |
| 4. | CR Associates | TBD | TBD | - |
| 5. | Irvine Global Consulting | - | TBD | - |
| 6. | Mindhop, Inc. | - | TBD | - |
| 7. | Raymak Consulting Inc. | - | TBD | - |
| 8. | Zone Traffic Engineering Consulting | TBD | TBD | TBD |
| | **Total Commitment** | **30%** | **27%** | **3%** |

**B. Local Small Business Enterprise (LSBE) Preference**

The LSBE preference was not applicable to this A&E procurement, as state and federal law requires A&E firms to be selected based on demonstrated competence and qualifications, and not solely on price.

**C. Living Wage and Service Contract Worker Retention Policy Applicability**

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

**D. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this contract. DEOD will monitor contractors' compliance with the State of California Department of Industrial

Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

## E. Project Labor Agreement/Construction Careers Policy

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

Shared Mobility

# SHARED MOBILITY INTELLIGENT TRANSPORTATION SYSTEMS (ITS) ON-CALL SERVICES

Metro

Operations, Safety, & Customer Experience Committee Meeting
July 17, 2025

# RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

A. EXECUTE Contract Nos. AE52668000 with Kimley-Horn and Associates; AE52668001 with Iteris Inc.; AE52668002 with Parsons Transportation Group Inc.; and AE52668003 with Advantec Consulting Engineers, Inc. for the Shared Mobility Intelligent Transportation Systems On-Call Services and other related work, for a four-year period for an aggregate not-to-exceed amount of $50,000,000, subject to resolution of properly submitted protest(s), if any; and

B. EXECUTE Task Orders within the approved not to exceed cumulative value.

Metro

# ISSUE

Metro's Shared Mobility Intelligent Transportation Systems (ITS) and Speed and Reliability groups in Operations require professional services support to accelerate the delivery of ITS and transportation technology projects.

The Shared Mobility ITS On-Call Services contracts will enable the award of task orders in support of subregional and agency-wide priorities and delivery of projects, enabling expeditious and cost-effective delivery of projects.

Task orders will be completed as the need for services arises and as funding is made available.

Metro

# DISCUSSION

**Approval of these contract awards will support:**

- Metro's ITS and Speed and Reliability groups to deliver projects that align with Metro's NextGen Bus Plan
- Regional Integration of Intelligent Transportation Systems (RIITS)
- 2028 Olympic and Paralympic Games, and
- The Long-Range Transportation Plan.

**The On-Call Services contracts will allow for advancement of the following projects and programs:**

- Transit signal priority
- Integrated corridor management
- Regional transportation data sharing and collaboration through RIITS
- Performance measurement
- Bus lane treatments
- Traveler information through Southern California 511
- Other support services for various Shared Mobility programs

# PROCUREMENT SUMMARY

| Evaluation Criteria | Maximum Points | Kimley-Horn and Associates | Iteris Inc. | Parsons Transportation Group, Inc. | Advantec Consulting Engineers |
|---|---|---|---|---|---|
| **Proposer's Experience and Qualifications** | 35 | 29.67 | 25.17 | 27.50 | 26.50 |
| **Project Manager and Key Personnel** | 40 | 32.00 | 31.33 | 29.00 | 27.67 |
| **Understanding of the Work and Approach** | 25 | 21.33 | 19.17 | 17.00 | 18.67 |
| Total Score | **100** | **83.00** | **75.67** | **73.50** | **72.84** |

**DEOD COMMITMENT**

- ✓ SBE: 27%, DVBE: 3% (locally funded projects)
- ✓ DBE: 30% (federally funded projects)

Metro