



ITEM ID: 2026-181-0

TRANSMITTAL DATE: March 20, 2026

MEETING DATE: March 27, 2026

TO: Board of Directors

FROM: Donald Filippi, Chief Operating Officer

SUBJECT: Critical Temporary Service Reduction Effective March 23, 2026

Issue

Persistent parts shortages have negatively impacted the Agency's ability to repair trains when mechanical issues arise. The Agency reached a critical point where current service levels could not be confidently maintained as a result of mechanical-related disruptions. To be proactive in anticipation of future failures and to allow time to align with the decreased availability of reliable equipment and parts, on March 18, the CEO made the decision to temporarily reduce service on trains with modest ridership, effective March 23, 2026.

Recommendation

Receive and file.

Strategic Commitment

This report aligns with the Strategic Business Plan commitment of:

- **Customers Are Our Business:** We respect and value our customers, putting them at the heart of all we do, and work hard to attract and retain new customers by understanding their needs and finding new and innovative ways to bring them on board. By taking extraordinary actions to address persistent service disruptions, the agency is pursuing its priority of providing safe and reliable service.

Background

At the January 2026 Board workshop, staff provided a clear and candid assessment of the agency's ability to meet set service levels. Included in the presentation was information the F-125 Fleet's Reliability and Useful Life, Material Shortages & Limited Inventory, Cannibalization of Equipment and Key Takeaways and Path Forward. (The relative slides from that presentation are included as Attachment A.)

Next Steps

CEO will keep the Board apprised of any developments during the affected period and will update the Board at its April 2026 meeting.

Prepared by: Darren Kettle, Chief Executive Officer

Approved by: Darren Kettle, Chief Executive Officer

Attachment(s)

[Attachment A - Jan. 2026 Board Workshop Presentation Slides](#)