

# CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington  
Chief Executive Officer

Friday, August 21, 2015

150821-1

In this Issue:

## Ideas in Action

The Future of LA Transit with Zocalo Public Square

I Hear You: Body Art Policy is Revised

Lunch with Los Angeles County Mayors

Beverly Hills City Council Authorizes Street Work for Purple Line Section

2

Metro Receives Three Environmental and Energy Leadership Recognitions

Metro Security Rescues Kidnapped Child

Rappin' with Phil, Literally

Gold Line New Station Dedications – Duarte and Arcadia

Metro to Run Enhanced Weekend Service for FYF Music Festival at Exposition Park and LA Sports Arena

Procurement Postings

Construction Notices – Green Line, I-5

---

## Ideas in Action

**How will you exemplify our vision to provide excellence in service and support?**

Here are more great ideas from pledge cards I've received from the Vision mailer below:

*"To provide excellence in service and support, every employee has an opportunity to help passengers navigate our system, but to do so, employees must know the system. Encourage and incentivize employees to know our bus routes, key transfer points and how our fare media interoperates with other munis."*

*"Develop a new file format using FIS to initiate weekly LA TAP fare media sweeps from 3<sup>rd</sup> Party vendor's account. The new file format will save approximately \$20K per year."*

*"Print Vision Statement on the front and at the bottom of all agency business cards."*

*"Create an automatic email reply that includes your name, title-optional, phone number and vision statement. This helps receiver know and can easily contact the sender by phone without looking it up and communicates our vision statement."*

*"Please make it a priority to focus on funding Traction Power Department to be able to stay on the ball with state of the art equipment. Our hi-rail trucks are embarrassing in comparison to what the contractors are using."*

---

## **The Future of LA Transit with Zocalo Public Square**

I would like to thank Zocalo Public Square and Conan Nolan for inviting me to speak at their public forum, "What is the future of LA's transit?" on Wednesday night. It was inspiring to discuss the future of Los Angeles on the site where the City of Los Angeles was founded. I appreciated the questions of the audience, as well as the opportunity to share my vision for Metro with the group.

---

One of the first questions Conan Nolan asked me is if I feel daunted by the challenge of working in a County with a greater population than 42 states. I do not feel daunted. I feel excited, and I feel as strongly as ever that the power of this population, the stakeholders, the politicians and the employees getting behind the vision of becoming the best in the world is immense. I came away from the event with some new ideas and perspectives on how to make that happen. I hope that the crowd felt compelled to get on board, so that when future generations look back on this time period in Los Angeles, they will say that we were the generation that invested in our infrastructure for the future, and that the nation followed.

For video, audio and more specific takeaways from the event as posted on The Source, please click [here](#).

---

### **I Hear You: Body Art Policy is Revised**

On Wednesday, I revised the Body Art Policy to rescind the full ban on visible body art in the workplace. The new policy, HR22, replaces the ban with language that focuses on body art that can reasonably be considered 'offensive.' Any body art deemed to be offensive must be covered during work time, or when otherwise representing Metro. This change applies to all employees. The new policy (namely section 1.5, page 3) is available online at:

<http://mymetro/AdminPolicies/Policies/Appropriate%20Workplace%20Attire%20HR%2022.pdf>.

---

### **Lunch with Los Angeles County Mayors**

On Wednesday, I welcomed Mayors or their delegated elected official from cities throughout LA County to Metro for lunch and an open dialogue. Over 30 cities were represented, and we were also joined by Metro Directors Mike Bonin and Jacquelyn Dupont-Walker. This is part of our ongoing effort to strengthen our relationships with the 88 cities in the County. At the lunch, I provided an overview of my vision and goals for Metro; additionally Chief Planning Officer Martha Welborne, Executive Director of Program Management Bryan Pennington provided overviews of the work going on in their departments. Director of Government Relations Raffi Hamparian then provided an update on state legislation relating to a potential ballot measure.

I enjoyed the open and frank dialogue, where the elected representatives shared their thoughts on a variety of topics including bike infrastructure, open streets initiatives, a potential ballot measure, and how to best partner with Metro. I hope to make these lunches a regular occurrence.

---

### **Beverly Hills City Council Authorizes Street Work for Purple Line Section 2**

On Tuesday night, the Beverly Hills City Council voted unanimously (5-0) to direct their staff to issue permits to Metro for preconstruction activities on the city's streets for Section 2 of the Purple Line Extension. This work represents the first street work in that city west of the La Cienega Station site, which is part of Section 1. Beginning next month, Metro will perform geotechnical tests along the approved tunnel alignment and also conduct potholing and trenching to identify the utilities underneath the street in advance of utility relocation around the future Wilshire/Rodeo station box. This unanimous approval is a testament to the excellent work of our Construction and Community Relations staff and coordination with Beverly Hills city staff. We welcome this show of support for the subway by the Beverly Hills City Council and look forward to continuing to work closely with them during construction and operation of the Purple Line.

---

### **Metro Receives Three Environmental and Energy Leadership Recognitions**

I am proud to report that within a one month period, our agency has received three outstanding innovation recognitions by state, national, and international organizations for our environmental and sustainability programs.

This week the California Energy Efficiency Industry Council recognized our agency for our visionary energy efficiency and renewable energy program. Metro has the most comprehensive energy plan of any transit agency in the country. Our cost-saving investments in energy infrastructure have so far yielded approximately \$2 million in annual energy cost savings. We are currently working with our partners to determine the continued monetization of carbon credits from renewable energy use; and to further enhance our revenue-generating potential from environmental commodities.

Almost a month ago today, our Bus Division 7 achieved a Leadership in Energy and Environmental Design (LEED)-Silver designation from the U.S. Green Building Council (USGBC) under its Existing Building (EB) rating system. The division's achievements that led to the award include (among others) a 44% reduction in commuting trips made using single occupant, conventionally powered and conventionally fueled vehicles; 34% reduction in indoor water use through the installation of low flow plumbing fixtures; and approximately 30% of potential reduction in energy costs resulting from energy efficiency opportunities. Division 7 is Metro's eighth LEED-certified facility with at least three more to be certified within the next year. We strive to optimally decrease our carbon footprint, decrease our dependence on non-renewable resources, enhance workplace conditions, and significantly reduce our operating costs while continually improving mobility; and in the process we will simultaneously achieve LEED certification for all of our operating facilities by 2020.

Finally, this week, we also received our agency-wide International Standards Organization (ISO) 14001 certification for our Environmental Management System (EMS) from Underwriter Laboratories (UL)-DQS. Our EMS, which has been ranked as the best in the nation by Columbia University, started out as a pilot project at the Red Line Yard in 2008 through an FTA Technology Transfer grant. Now, our world class EMS is set-up and implemented in all of our bus and rail divisions and the Central Maintenance Facility. Our EMS' innovative and practical environmental and sustainable solutions increased the awareness and practice of environmental stewardship; reduced environmental and safety-related incidents; increased the energy-efficiency, cost-efficiency, and resource-efficiency of our operations; and most importantly ensured a safe and environmentally friendly work space for each of our frontline staff.

Metro's Environmental Compliance/Sustainability (EC/S) staff oversees, among other things, our agency's energy, operational sustainability, and EMS programs. EC/S staff continually works and coordinates with our Transit Operations, Facilities Maintenance, Vehicle Maintenance, Corporate Safety, Engineering and Construction, Vendor/Contract Management, and Homeland Security staff in the implementation of projects within these programs.

Recognition programs are being organized at your divisions to congratulate you for these achievements.

The innovations we develop and implement at Metro (in cooperation with our industry, non-profit, and academic partners) would not happen without you. To be the best, we must understand major trends, think big, and think ahead. Recognitions such as these increase morale and will make us the best, most flexible and innovative agency in the world. Our employees should have a genuine and elevated sense of pride in themselves and what they do.

---

### **Metro Security Rescues Kidnapped Child**

On Saturday night, Arcadia Police Department broadcasted an Amber Alert regarding a child abduction at the Westfield Santa Anita Mall. Later that night, Metro Security Officers Wilson and Sy observed a female jumping down onto the tracks. It also appeared that she and the child who accompanied her may be lost. The Officers questioned the female and after hearing notable inconsistencies in her responses, requested assistance from the Transit Security Bureau. Unit 690A1 Deputy Sol responded and upon contacting the female with the child, informed Metro Security that the

child had been taken from the Arcadia Mall. Arcadia Police Department responded to take custody of the female suspect and child. The child was unharmed.

I applaud these officers for their heroic actions and the professionalism they showed in policing our system by being alert, observant, acting on the situation and having the instincts to know something was suspicious. I would like to thank the Metro Security teams for the hard work and sacrifices they make daily to help support our overall goal of becoming the safest and greatest transit system in the world. Safety and security are priority #1.

---

### Rappin' with Phil, Literally

Last Friday morning, I experienced a new first at Metro. Marie Sullivan, a Transportation Planner with the Joint Development group sat down to rap with me, took a deep breathe, and then literally rapped...and it was really good, check it out:

*Yo, I'm real pretty and I build cities  
So listen up, and check this ditty*

*I gotta sweet job at the MTA  
Where we work real hard to move LA  
The 96 is my bus. The Purple line's my train  
And I ride a bike if there ain't no rain*

*Metro is expanding  
To where the planes be landin'  
But there's so much more  
We could be working toward*

*Let's turn TODs into TOCs  
We need to fund projects with IFDs  
Driverless buses should be on the streets  
To augment the traditional fleet*

*Let's integrate with Lyft and Uber  
Before they take us over  
Free WiFi on the transit  
So the snobs can stand it  
And sell snacks in the stations  
Like they do in other nations*

*Let's give the buses names  
Numbers sound the same  
I'd much rather take the Sunset Express  
Than the 2/302/704 – that mess*

*If all this is gonna fly  
We need a mile high guy  
Who's thinkin' 'bout the future and technology  
Talkin' private sector 'cuz he knows that's key  
And cuttin' down on bureaucracy  
**'Cuz we gotta move people from the mountains to the sea***

Thank you Marie, for sharing your ideas in this creative way, and for bringing humor and courage to your work.

---

## **Gold Line New Station Dedications – Duarte and Arcadia**

Last Saturday, The Gold Line Foothill Extension Construction Authority began holding dedication ceremonies for each of the six new stations. The first station to be dedicated, Duarte Station, is located near the intersection of Duarte Road and Highland Avenue, about one quarter mile east of the entrance to City of Hope. This Saturday, August 22, 2015 at 10:00 a.m., the Gold Line Construction Authority will dedicate the Arcadia Station. These dedications are meaningful not only because of the access to mobility and opportunity that the line will bring, but also as celebrations of the delivery of this project on time and on budget. For the press release from the Construction Authority on the dedication of Arcadia Station and information on future station dedications, please click [here](#).

The Gold Line Foothill Extension adds 11.5 miles to the Gold Line from the existing Sierra Madre Villa Station to the Azusa/ Glendora border. The extension also includes stations in Monrovia, Irwindale, two stations in Azusa. The Construction Authority will begin the process of turning over the project to Metro this fall, with the line opening in 2016.

---

## **Metro to Run Enhanced Weekend Service for FYF Music Festival at Exposition Park and LA Sports Arena**

This weekend, Saturday, August 22, and Sunday, August 23, 2015, Metro will be partnering with Goldenvoice to run enhanced service to serve the 12th annual FYF music festival at Exposition Park and LA Sports Arena. Nearly 60 artists are scheduled to perform including Kanye West, Bloc Party, D'Angelo, Solange, Purity Ring and Morrissey. The first 1,000 customers with a valid TAP card will receive free water and a gift inside the venue.

Skip the hassle of driving and parking and Go Metro for an easy, convenient ride to and from the concert. Metro staff will be present along the Expo Line and key transfer stations as plenty of attendees are expected to ride Metro Rail. Festival goers are encouraged to use Expo/Vermont Station for the nearest concert entrance and to load round trip fare or a Day Pass in advance to skip return lines. On both Saturday and Sunday nights, Metro Rail, Orange and Silver Lines will run until approximately 2:00 a.m. to ensure everyone gets home safe. Metro will also be monitoring social media throughout the weekend to respond to customer inquiries. For more information on going Metro to the festival, please click [here](#).

---

## **Procurement Postings**

### **Rail Central Supervisory Workstation for Rail Fire Detection (IFB)**

Metro will release an Invitation for Bids (IFB) to provide equipment and related services. The procurement process blackout period is expected to run from Monday, August 24, 2015 through Saturday, October 24, 2015.

Metro Rail Operations Control Center requires a dedicated and UL listed Rail Central Supervisory Workstation for rail fire detection that is compatible with existing fire detection systems.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Ben Calmes, Interim Director of Contract Administration at (213) 922-7341.

### **Uniform Rental Services (IFB)**

Metro will release an Invitation for Bids (IFB) to procure uniform rental and laundry services. This solicitation will have a 5% Small Business Enterprise (SBE) Price Preference goal. The procurement process blackout period is expected to run from Wednesday, August 26, 2015 through Thursday, January 28, 2016.

The procurement will result in a uniform rental service program to approximately 2,257 Metro employees. The uniform rental program will also include laundry services for uniforms, hand towels, and floor mats.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Rommel Hilario, Senior Contract Administrator at (213) 922-4654.

---

## **Construction Notices – Green Line, I-5**

Green Line: August 22 and 23, 2015. Single tracking at Mariposa due to painting and beautification work

Caltrans Interstate 5: All Construction Updates

---

*“Good ideas are common – what’s uncommon are people who’ll work hard enough to bring them about.”*

*~Ashleigh Brilliant*



**Los Angeles County  
Metropolitan  
Transportation  
Authority**

[Press Room](#) | [Projects & Programs](#) | [Meeting Agendas](#) | [Riding Metro](#) |  
[Metro Library](#)

**1 Gateway Plaza, 25th  
Floor  
Los Angeles, CA 90012  
(213) 922-6000**

[\*\*metro.net\*\*](#)