

CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington
Chief Executive Officer

Friday, September 4,
2015
150904-1

In this Issue:

Metro Welcomes Congressional Delegation
House Majority Leader Kevin McCarthy and the Southern California Development Forum Event
How Can Metro Increase Ridership?
Willowbrook/Rosa Parks Station Improvements to Enhance Customer Experience
Redesigned TAP Website Debuted
Metro Ready to Take Fans to USC and UCLA Football this Season
Five Counties Convene for Mobility 21 Summit
Have a Safe and Enjoyable Labor Day
Procurement Postings
Construction and Service Notices – Metro Purple Line, Metro Red Line

Metro Welcomes Congressional Delegation

On Thursday, I was honored to meet and have a shared dialogue with five members of the Los Angeles County Congressional Delegation. The meeting, hosted by Congressman Xavier Becerra (D-34), included the participation of Congressmembers Judy Chu (D-27), Janice Hahn (D-44), Lucille Roybal-Allard (D-40) and Maxine Waters (D-43). After providing the Members of Congress with a brief review of my background, I was pleased to have a strong dialogue on a number of key issues with these Members of Congress, including the importance of local hiring and ensuring that all regions of Los Angeles County benefit from our mobility agenda. Moving forward, it is my hope to continue holding such consultations with members of the Los Angeles County Congressional Delegation on a regular basis. I want to thank Congressman Becerra for hosting this briefing and express my appreciation to the other distinguished Members of Congress for attending and sharing with our agency their transportation priorities.

House Majority Leader Kevin McCarthy and the Southern California Development Forum Event

This Thursday, I was pleased to participate in an event organized by the Southern California Development Forum with House Majority Leader Kevin McCarthy (R-23). The forum was moderated by Will Kempton, Executive Director of the California Transportation Commission. It was a genuine pleasure exchanging ideas with the House Majority Leader and moderator Will Kempton on the need to creatively engage the challenges facing our nation's aging infrastructure. It was encouraging to hear from House Majority Leader McCarthy that the U.S. House of Representatives will endeavor to adopt a fully funded surface transportation authorization bill later this month. Among the key issues discussed at the forum were the need for a long-term bill and the need to reform federal rules that would expedite the construction of projects, both in Los Angeles County and across the nation.

How Can Metro Increase Ridership?

This month, Metro will be soliciting ideas to improve ridership by encouraging the public to attend and share their ideas at Metro Service Council meetings. For a list of the Service Council Meetings, please click [here](#).

So how can Metro increase ridership?

I urge our Metro family to think about this important question often, not just as employees, but also as customers and community members.

Better experiences on our system will lead to more riders and more rides. To provide excellence in service and support, we need to improve the customer experience, and I believe that we can improve it in many ways. Focusing on cleaner, safer, more reliable, and more integrated service, with simpler and more efficient connections, is critical to earning (and keeping) loyal customers, decreasing congestion, and becoming the best transportation agency in the world. However, while I cannot stress how critical these fundamentals are, they are not the only ways to increase ridership. We must simultaneously focus on the basics and think outside of the box. Plus, safety, reliability, etc. are focus areas in need of more input and more strategic and tactical development – calling them out is only the beginning.

Some important ridership boosting ideas and areas are being talked about, while I am certain that others are not. I am always open to great ideas. We must think about this important question and consider the closely related goals of increasing ridership and improving the customer experience as mission critical.

Willowbrook/Rosa Parks Station Improvements to Enhance Customer Experience

Last weekend, I joined Senate pro Tem Kevin de León, Senator Isadore Hall, California State Transportation Secretary Brian Kelly, Los Angeles County Supervisor and Metro Board Chair Mark Ridley-Thomas, California Air Resources Board Vice Chair Sandra Berg, and Coalition for Clean Air CEO and South Coast Air Quality Management District Board Member Joe Lyou to announce that Metro will receive a \$38.4 million state grant for improvements to Willowbrook/ Rosa Parks Station, in addition to upgrades for the Blue Line signals and tracks. The station improvements include better lighting, access and connection to the Green Line and surrounding community.

Improving this vital and heavily trafficked station will achieve many elements of our vision: it will enhance the customer experience and make it safer, it will help clean our air and environment, and it will keep some of our oldest rail assets in a state of good repair. I am pleased to have leaders from around the state coming together to support this project.

Redesigned TAP Website Debuted

Taptogo.net is up and running. This new website improves the customer experience, and will make it easier for customers to get information, load TAP cards, and apply for senior, disabled, K-12 student and college/vocational reduced fare cards, 24/7/365. Please visit the site and spread the word. Being able to easily purchase fares online and get information about TAP is a very important milestone.

While the website makes it easier for riders to manage their TAP accounts, we encourage riders to purchase their fare at a Ticket Vending Machine or TAP vendor if they plan to use the card that same day. This is because TAP cards are not connected to the internet; the validators are connected to the internet, and the validators on buses connect when they pull in to the division at night. The fare that has been added to the card will transfer from the validator to the card once the validator connects to the internet and receives the information. Metro is looking at technologies to speed up the transfer of information, but in the meantime, it may take a day for your online purchased fare to load onto your TAP card.

Metro Ready to Take Fans to USC and UCLA Football this Season

Fall marks the beginning of another season of exciting Pac-12 college football. With both the Trojans and Bruins nationally ranked in the Top 25 preseason poll, Metro is ready to take fans to both the Los Angeles Memorial Coliseum and the Rose Bowl. This weekend, USC kicks off the season against Arkansas State at the Coliseum and UCLA takes on Virginia at the Rose Bowl.

Getting to both venues is easy and affordable. Enhanced rail service will operate each gameday to ensure fast and convenient service for customers.

- To access the Coliseum, fans can take the Expo Line to Expo Park/USC or Expo/Vermont, or take the Silver Line to 37th St/USC. Metro and law enforcement personnel will be on hand to provide passenger support and safety.
- For the Rose Bowl, fans should take a Pasadena-bound Gold Line train to Memorial Park and connect with the free Rose Bowl shuttle located two blocks west at the Parsons Lot on Holly St.
- Last trains run until 2:00 a.m. every Saturday night, so customers can rest assured and take their time returning to Metro after the game.
- To save time, fans are encouraged to load \$3.50 roundtrip fare on their TAP card for expedited pre and postgame boarding.

For more information and other gameday tips, please visit metro.net/gameday.

Five Counties Convene for Mobility 21 Summit

Last Friday, I joined Metro Vice Chair Fasana, Directors Dupont-Walker, Najarian and Bowen, representatives from the offices of Chair Ridley-Thomas and Directors Garcetti, Antonovich, Kuehl, Bonin, and Solis, as well as Metro staff, regional leaders and transportation stakeholders to discuss Southern California's transportation challenges and opportunities for the future, recognize trends, and celebrate transportation leaders. On behalf of Metro and as a member of the Mobility 21 Board, I'd like to congratulate the four leaders who were recognized Senate pro Tem Kevin De Leon, Noel Massie, Thomas V. McKernan and Larry Sharp. I'd also like to thank Mobility 21 for convening this summit to take an inclusive, regional approach towards exploring solutions, for highlighting industry innovations in their Expo, and for helping to ensure that California remains competitive.

The power of leaders understanding the key issues and moving in the same direction is tremendous, and it will be my pleasure to continue many of the conversations of this past weekend to ensure that we continue to work together and move forward.

Have a Safe and Enjoyable Labor Day

The greatest asset to a company is its employees, and Labor Day is a day dedicated to the social and economic achievements of American workers whose contributions have helped make our country what it is today. I would like to wish each and every one of you a safe, relaxing and enjoyable Labor Day as we celebrate the hard work we have, and will continue to put in to achieve our vision. And I would like to especially thank those workers who are working to provide excellence in service and support on Labor Day, a day when we celebrate you.

Procurement Postings

Curtainside Trailers (IFB)

Metro will release an Invitation for Bids (IFB) to procure curtainside trailers. The procurement process blackout period is expected to run from Wednesday, September 9, 2015 through Monday, November 2, 2015.

This procurement is for the purchase of two (2) curtainside trailers for the replacement of trailers in the current fleet that have exceeded their useful life.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Greg Baker, Contract Administrator at (213) 922-7577.

Super Duty Truck with Commercial Canopy (IFB)

Metro will release an Invitation for Bids (IFB) to procure super duty trucks with commercial canopies. The procurement process blackout period is expected to run from Tuesday, September 8, 2015 through Tuesday, November 3, 2015.

This procurement is for the purchase of ten (10) super duty trucks with commercial canopies for the replacement of paint vehicles used to support bus and rail operations.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Greg Baker, Contract Administrator at (213) 922-7577.

Commercial and Industrial Door Repair and Preventative Maintenance Services (IFB)

Metro will release an Invitation for Bids (IFB) to procure commercial and industrial door repair and preventative services. The procurement process blackout period is expected to run from Thursday, September 10, 2015 through Thursday, January 28, 2016.

Metro is seeking a qualified firm to provide installation, automation and repair services for rollup and hinged fire doors, hinged single and double glass/aluminum doors, steel roll-up doors/grilles and all other types of doors, and preventive maintenance for all steel roll-up doors/grilles as directed, throughout Metro bus and rail facilities.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Tom Meng, Senior Contract Administrator at (213) 922-1074.

Construction and Service Notices – Metro Purple Line, Metro Red Line

Metro Purple Line: Late Night & Early Morning Maintenance – Every 20 minutes for Tunnel Maintenance

- Work begins Friday, September 4, 2015 at 11:00 p.m. through Saturday, September 5, 2015 at 8:30 a.m.

Metro Red Line: Late Night & Early Morning Maintenance, & Boarding Change – Every 20 minutes for Tunnel Maintenance

- Work begins Friday, September 4, 2015 at 11:00 p.m. through Saturday, September 5, 2015 at 8:30 a.m.
- Boarding Change – Trains share 1 track at Universal/Studio City Station.

Caltrans Interstate 5: All construction updates

*“Improvement begins with I.”
~Arnold H. Glasgow*



**Los Angeles County
Metropolitan
Transportation
Authority**

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

metro.net

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