

# CEO BRIEF | EVERY VOICE COUNTS

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Chief Executive Officer

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### **Chair Fasana Receives Award at NAACP Pasadena Ruby McKnight Williams Awards Dinner**

Yesterday evening, Metro Chair and Duarte City Councilmember John Fasana attended the 31st Annual Ruby McKnight Williams Awards Dinner and was called up to receive the Civic Award. The NAACP Pasadena chapter seeks to ensure a society in which all individuals have equal rights without discrimination based on race. In addition to Chair Fasana, this event honored eleven other inspiring individuals and businesses that have made tremendous contributions to the community to improve the quality of life for all citizens.

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### **LA African American Women's Public Policy Institute: Women in Action**

I want to congratulate Metro Board Member Jacquelyn Dupont-Walker for being an honoree at the Los Angeles African American Women's Public Policy Institute's (LAAAWPPI) Women in Action Awards held at the Millennium Biltmore Hotel in Downtown Los Angeles. LAAAWPPI is a non-profit organization with a mission to increase the number of African-American Women in leadership positions within the public policy field by providing professional development through educational programs and networking opportunities.

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### **Metro Hosts 59th Class of Coro Southern California Fellows**

On Tuesday, I had the opportunity to sit down with the Coro Fellows as part of their annual Transportation Focus Week. The Coro Fellowship is a nine-month leadership development program that trains ethical leaders in public affairs through a variety of experiential learning experiences. I enjoyed discussing the importance of securing transportation funding sources, how to balance major capital projects while maintaining a state of good repair across our system and Measure M. Highlights from the fellow's week include a tour of Division 7 in West Hollywood led by Director of Transportation Barbara Maycott, a panel discussion with the Office of Extraordinary Innovation and a historical overview with our Librarian/Historian Matt Barrett. I would like to thank everyone at Metro who took time out of their busy schedule to help host this year's Coro class.



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### **Calm Responsive Customer Service Helps Man Retrieve Lost Bag with Medication**

I want to report some incredible customer service this week by Metro Passenger Relations Representative Ms. Brooke Jenkins. Earlier this week, a gentleman was riding Metro bus Line 704 and due to being exhausted from recent chemotherapy, had noticed he had forgotten his bag after departing the bus. What ensued became a frantic and stressful chase-down by foot and Uber. From his own feedback and words to our Customer Relations Director Gail Harvey, he would not have been able to compose himself to effectively find this bag carrying his wallet and cancer medication without the continuous support and calming from Brooke, the Metro Passenger Relations Representative that answered his call to the customer center. Thank you, Brooke, for going above and beyond and providing Excellence in Service and Support. Also, thank you to the customer, Gregg S. from West Hollywood, for taking the time to let us know about this outstanding service he received.

Here is an excerpt from his own letter after he mentioned that he was using Find my iPhone App to track his bag which included his iPhone:

*I called an Uber and had him try to catch up to the original bus. By now, [Brooke] had figured out that the original bus had already reached its last stop, Sepulveda, and started to head back East. But I could see my phone still traveling west on Santa Monica Blvd. At this point, she could've easily hung up on me since my phone was no longer on a Metro bus and it would not be her concern...BUT SHE DIDN'T!!!!*

*Long story short: after a 15 minute foot chase through 2 stores and an alley, I was able to find the person who took my bag and got it back! ALL THE WHILE [Brooke] talking to me, helping me stay calm!!!*

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### **Metro Well Represented at Rail-Volution in San Francisco**

Earlier this week, I was proud to have a good group of Metro staff in San Francisco for this years

Rail-Volution Conference: Building Livable Communities with Transit. Community Relations Manager, Ginny Brideau participated in the panel “Grassroots Wins: Community Outreach Success Stories.” Alongside colleagues from Sound Transit and Metropolitan Planning Organization, Ginny presented anecdotes and approaches used on the Purple Line Extension, Crenshaw/LAX Transit Project, and Regional Connector. Her presentation focused on the use of social media in low-income and minority communities directly impacted by construction activities. Images and examples included Japanese and Spanish language social media posts from Regional Connector’s Shoe-fly construction, Purple Line Extension’s La Brea decking, and the Crenshaw/LAX general construction update campaigns.

I participated on the plenary session “Where do we go from here?” which focused on Transit Oriented Development where I provided the perspective from the transportation-side while panelist Lindy Hahn gave a broad perspective from a regulated investment and capital provider’s point of view. Also sitting on the panel was Nancy Andrews of Low Income Investment Fund who provided her experience with various development projects. Other Metro staff that joined this conference for their own panels included Laura Cornejo with Active Transportation, Jenna Hornstock with Countywide Planning and Development, and Heidi Zeller with Metro Art. Thank you all for coming up to the conference and representing Metro with excellence.

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### **Reopening of Patsaouras Transit Plaza with Customer Appreciation Day**

Monday morning, Patsaouras Transit Plaza officially reopened to the public following a three-month closure for needed repairs and improvements. Celebrating this opening with customer appreciation Metro bags was Metro Deputy CEO Stephanie Wiggins, Public Relations Managers Jose Ubaldo and Rick Jager, and General Services Deputy Executive Officer Steve Jaffe. This rehabilitation project is Metro’s latest effort to provide a better, safer plaza for its transit customers making connections at Union Station. Work crews resurfaced the plaza, replaced the waterproofing and drainage system, and installed safety fencing that prevents pedestrians from walking into bus traffic. Crews also widened the south turning area, among other plaza improvements.

With the construction of a new passenger pick-up and drop-off facility located on the first parking level of the plaza, automobiles will now be separated from bus traffic on the plaza. The separation of bus and auto traffic will improve the efficiency of bus operations, helping buses get in and out of the station more quickly. This project was a great team effort lead by Tim Lindholm with the Program Management Department and Steve Jaffe overseeing General Services at Gateway and Union Station.





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### **Go Metro to the 11th Annual Taste of Soul Festival**

Tomorrow, the Taste of Soul Festival is taking place from 10:00 a.m. to 7:00 p.m. on Crenshaw Boulevard between Rodeo Road and Stocker Street. Metro is encouraging the public to Go Metro in order to avoid the traffic and parking situations. Festival-goers can take Metro Expo Line to the Expo/Crenshaw Station; or bus route options are also available with detours that still allow short distant walks to the festival. The annual family festival includes delicious food, live music and local crafts and vendors. Taste of Soul has become a traditional festival not only for the residents of the Crenshaw community, but for the rest of Los Angeles County that come out year after year to enjoy this unique event.

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### **Dodger Stadium Express Keeps Rolling**

With an incredible Game 5 of the National League Divisional Series between the Dodgers and the Washington Nationals, Los Angeles has advanced to the National League Championship Series (NLCS) with my Chicago Cubs. Tuesday, next week, the Cubs will be in town for Game 3 and I am sure it is going to be a packed stadium. The Dodger Stadium Express (DSE) will be in full service ready to get baseball fans in and out of the stadium with ease. The DSE picks up passengers on the westside of Union Station near the Mozaic Apartments.

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### **Procurement Postings**

#### Software as a Service (SaaS) for Regional Transportation Improvement Program (RTIP) - (RFP)

Metro will release a Request for Proposals (RFP) to procure professional services for the Software as a Service (SaaS) for the Regional Transportation Improvement Program (RTIP). The procurement process blackout period is expected to run from October 17, 2016 through January 9, 2017.

Metro is seeking services to continue and upgrade SaaS and manage the web-based RTIP database, called ProgramMetro, for transportation projects adoptions and amendments process. The Contractor will also provide technical support to upgrade ProgramMetro to improve user interface and functionality for better database management.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Jesse Zepeda, Sr. Contract Administrator, at (213) 922-4156.

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### **Construction Notices - Regional Connector, I-5**

Metro Regional Connector Project: Flower Street Closure -- From 3rd Street to 5th Street

- Regional Connector Constructors will perform cut and cover activities on Flower St. between 4th and 5th street.
- The first of up to 14 weekend closures will begin at 7:00 p.m. Friday, October 14 to 5:00 a.m. on

Monday, October 17.

Caltrans Interstate 5: All Construction Updates [here](#).

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“You can, you should, and if you're brave enough to start, you will.”

~ Stephen King

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