

# CEO BRIEF | EVERY VOICE COUNTS

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Chief Executive Officer

Friday, April 28, 2017

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### Safety First: Construction Safety Week

Yesterday, I joined Chair Fasana and our construction contractors to promote National Safety Week in Los Angeles, Monday, May 1 through Friday, May 5, 2017. More than 60 construction firms across the U.S. and Canada have joined forces for the annual campaign. I took this opportunity to call on all construction contractors in our region to work safely when building Metro transit projects including the Metro Purple Line Extension, Crenshaw/LAX Transit Corridor, Regional Connector and Patsaouras Plaza Busway Station Projects, among others. The Safety Week campaign seeks to inspire everyone in the construction industry to be leaders in safety.

Metro currently has an excellent collective construction safety record. The agency's contractors were selected, in part, because of their ability to manage an assertive safety program for their employees and subcontractors. They have been very successful in keeping industrial injuries well below heavy civil construction averages. However, Metro and our contractors still want to do better and will strive to do so.



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### **Safety First: No Running in the Building**

Yesterday was also Metro's Annual Take Our Daughters and Sons to Work Day. I welcomed the kids bright and early that morning down at the Gateway Plaza. It was a day filled with the sights and sounds around our offices of youthful energy and kids on a field trip. We use this opportunity to enrich the educational experience of our kids by providing them a glimpse into a typical day at their mother or father's workplace. This year's theme, "Count on Me" is to present who we can count on to not let us down - friends, teammates, family, mentors and teachers.

The kids took tours of Division 13, Union Station and Gateway Headquarters where some of them came marching through the floors to get a glimpse of the amazing views of the city. I want to thank all of those involved in preparing this wonderful day and for the chaperone's who assisted in the tours.

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### **Los Angeles Recognizes Denim Day: Sexual Violence Awareness**

On Wednesday, Metro Deputy CEO Stephanie Wiggins participated in a press conference at Los Angeles City Hall to proclaim today, Denim Day in Los Angeles. Organized by Metro's consultant Peace Over Violence, the annual event raises awareness about sexual violence and declares that it is not acceptable under any circumstances. Stephanie spoke about Metro's participation in the campaign, as well as specific agency efforts to combat this problem including Metro's "It's Off Limits" sexual harassment prevention campaign, 24/7 counseling hotline, Transit Watch smart phone app, and new law enforcement surges intended to elicit voluntary compliance to Metro's Code of Conduct that prohibits sexual harassment.

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### **Strong Metro Representation for Eno's Transit Mid-Manager Seminar**

Metro proudly invests in our employees and strongly supports their professional development. I am pleased to announce that out of more than 95 nominated applicants across the country, all of Metro's nine nominees have been selected to attend the Eno Center for Transportation's Transit Mid-Manager Seminar. They are:

#### Boston Cohort

- Karla Aleman – Division 2 Director
- Melissa Rosen – Marketing Design Studio
- Alvin Kusumoto – Environmental Compliance Program Manager

#### Denver Cohort

- Carolyn Kreslake – Senior Manager, Transportation Planning
- Lilia Montoya – Division 18 Director
- Robin O'Hara – Deputy Executive Officer, TAP

#### Cleveland Cohort

- Shonda Breland – Division 3 Manager
- Yvette Suarez – Senior Manager, Audit
- Ron Tien – Director of Engineering

The Eno Center for Transportation's Transit Mid-Manager Seminar is a leadership training program that includes an intensive weeklong course that provides mid-level managers in the transit industry with the leadership and management skills to succeed. Students in the program will hear from seasoned instructors as well as key industry leaders. Congratulations to our Metro representatives.

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#### **Award for Excellence in Financial Reporting for FY16 Comprehensive Annual Financial Report**

I want to congratulate Executive Officer of Finance Jesse Soto and the Accounting Department on a great achievement for Metro. The Government Finance Officers Association of the United States and Canada (GFOA) has presented the Metro Accounting Department with a Certificate of Achievement for Excellence in Financial Reporting. GFOA said, "The Certificate of Achievement is the highest form of recognition in governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management." Keep up the great work.

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#### **Metro in the Community**

I am including a new feature to my Every Voice Counts weekly brief titled "Metro in the Community" to focus on Metro employees who are giving back to the community or being recognized for their community service. In this week's first edition, I would like to acknowledge the work of Senior Federal Affairs Director Raffi Hamparian and Deputy Executive Officer of Real Estate Velma Marshall.

Raffi Hamparian, a thirteen-year Metro employee, is heavily involved in the Armenian American community and currently serves as the Chairman of the Armenian National Committee of America. He recently received a request from a student at Sacred Heart Academy to speak to students about the importance of recognizing the Armenian Genocide. The day following his speech to over twenty-thousand marchers for Armenian Genocide Remembrance Day, Raffi made it to three Sacred Heart Academy classrooms to fulfill the young lady's request. His ultimate message to students according to [LA Times](#) reporter Sara Cardine was encourage "students to be 'upstanders,' who speak out against wrongs, rather than hapless bystanders." I commend Raffi for the incredible work he does in his community and for taking the time to educate our youth.

Also outstanding, 34-year Metro employee Velma Marshall recently received an Extraordinary Women Rock Award presented by The Golden State of the Eastern Star. This organization recognized Velma for the extraordinary community service work she has been involved with the past 30 years. She actively participates in and leads various services to uplift communities.

Thank you very much to both Velma and Raffi for being positive role models in our communities. For those who know them, you may likely understand these recognitions as both of these individuals bring enthusiasm and inspiration to our workplace daily. I encourage the Metro family to notify the Office of the CEO at [oceo@metro.net](mailto:oceo@metro.net) of other individuals at our agency who are providing excellence in service and support outside of their uniforms and offices.

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## **Rail Operations and Lost & Found Team Display Metro's Honesty**

I received a wonderful letter from a Metro rider this week who wanted to give thanks and praise to our honest and respectable Metro employees working along the Blue Line this past Saturday during the L.A. March for Science. Connie H. from Long Beach was devastated when she came to realize that her wallet was missing from her purse. After retracing her steps, revisiting locations and thoroughly searching areas, she came up empty-handed and defeated. However, our Metro teams were already in possession of the lost wallet and taking the steps necessary to get it back to her, ultimately providing Excellence in Service and Support. Here is an excerpt from Ms. Connie's letter:

*Many, many thanks to your organization for finding my wallet on your Blue Line train. This wallet was brand new... Your staffers took the trouble to call my credit union when they couldn't find a contact number in my wallet. I picked it up at your Long Beach facility that same day. Happy girl!*

*In addition to being very thankful for the efficiency and honesty of your employees, I was super impressed by the professionalism, friendliness and collegiality of the staff at the Operations Center. As a person who has also led a large organization, I know that the qualities of the staff reflect the leader. So, I'm tremendously impressed with what an awesome leader you must be.*

*So thrilled to have my very expensive wallet back and to have had such a positive experience with your organization.*

Actions like these are what will continue to make us the greatest transportation agency in the world. This is a fabulous display of Metro's honesty and determination to provide the greatest customer experience possible – whether it is assisting with directions or finding a wallet and getting it back to its owner – the Metro family goes above and beyond and I thank you for that.

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## **Regional Transit Providers Meetings**

This week, Metro hosted our Transit Service Provider partners for meetings in their subregions. Conducted by our Community & Municipal Affairs and Service Planning and Development units, we met with the providers in the San Fernando Valley/North County, South Bay/Westside, San Gabriel Valley and Gateway Cities subregions. These meetings provide an important opportunity to collaborate and coordinate with our transit partners throughout the County. More than 20 municipal operators, as well as Metrolink, Los Angeles County Public Works, Los Angeles World Airport, and Access Services shared and received updates on local programs and projects with potential impacts on transit service and operations within each region.

There was a wide range of information shared at each meeting, including an overview on the upcoming changes at LAX, fare restructuring proposals for Foothill Transit and Montebello Bus Lines, an update on the Metro Joint Development Project at the North Hollywood Station, and an update on Willowbrook/Rosa Parks Station Improvements. Regional Transit Providers meetings allow Metro to demonstrate our commitment to provide excellence in service and support, and we thank all who participated.

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## **Metro is Celebrating Small Business Week with Lunch and Learn Series**

Next week, join the Department of Economic Opportunity and Diversity (DEOD) for the Lunch and Learn Lecture Series for small businesses. There will be small, interactive discussions of Metro programs and Metro Connect opportunities for our small business community. We encourage the small business community to prepare for and take advantage of Metro's commitment to small businesses. Metro

Executives, staff and special guests will share insights and information on how Metro and small businesses work together. The series of lunch sessions begin this coming Monday, May 1, and continue through Friday.

To close out the series, I will be joining Metro Chief Innovation Officer Joshua Schank on Friday, May 5, for the series titled, "Public Private Partnerships and You." For information on all lectures throughout the week and to register for any of the sessions, please visit the registration page [here](#).

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## Procurement Postings

### TAP Fare Collection Equipment Installation Services (RFP) - Small Business Prime

Metro released a Request for Proposals (RFP) to procure the services of a Contractor to install TAP fare collection equipment at various locations. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from Wednesday April 26, 2017 through Thursday, July 6, 2017.

The purpose of this procurement is to establish a contract with a qualified Contractor to install, remove, and/or provide required services to facilitate the installation of Metro's Ticket Vending Machines (TVMs), Fare Gate Equipment, and Stand-Alone Validators (SAVs) at various locations, including municipal operator locations, on an as-needed basis.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Ana Rodriguez, Contract Administration Manager, at (213) 922-1076.

### Carpet Flooring Installation and Repair Services (IFB)

Metro will release an Invitation for Bid (IFB) seeking a qualified licensed carpet flooring contractor for the installation and repair maintenance services throughout Metro bus and rail facilities (excluding Union Station Gateway headquarters). The procurement process blackout period is expected to run from Tuesday, May 2, 2017 through Saturday, July 1, 2017.

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

### Tree Trimming Services for Metro Transit Facilities (Excluding Metro Orange Line) (IFB)

Metro will release an Invitation for Bid (IFB) to procure tree trimming services for Metro Transit Facilities (excluding Metro Orange Line). The procurement process blackout period is expected to run from Monday, May 1, 2017 through Thursday, September 22, 2017.

Metro is seeking a qualified licensed Contractor to provide tree trimming services for Metro properties system-wide within Los Angeles County.

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

### A650 Red Line DC Traction Motor Overhaul

Metro released a Request for Proposals (RFP) seeking bids from qualified firms to perform overhaul services for the Red Line A650 heavy rail vehicles (HRV) DC traction motors. The procurement process blackout period is expected to run from Friday, April 28, 2017 through August 3, 2017.

This procurement is to provide overhaul services for 120 Direct Current (DC) Traction Motors used on the Metro Red Line A650 Passenger Heavy Rail Vehicles (LRV) operated by Metro. The Contractor shall pickup, overhaul, test, deliver, and warrant the DC Traction Motor Kits according to the specifications in the solicitation.

Any inquiries concerning this procurement action during the blackout period must be directed to and may

only be answered by Jean Davis, Sr. Contract Administrator at (213) 922-1041.

Pulse with Stepper Valve (IFB)

Metro released an Invitation for Bids (IFB) to procure Pulse with Stepper Valves (PSV). The procurement process blackout period is expected to run from Friday, April 28, 2017 through Thursday, August 31, 2017.

This procurement is for the purchase of PSV valve controls which delivers fuel to the bus engines needed to maintain the fleet and thus avoid disruption in service. Award of a contract will provide a commitment from the supplier to ensure availability at a fixed, competitive price.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Tanya Allen, Procurement Planning Administrator at (213) 922-1018.

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**Construction Notices: Regional Connector, Patsouras Bus Plaza, I-5**

Regional Connector Transit Project: Concrete Placement -- Flower St. between 4th St. and 5th St.

Regional Connector Constructors (RCC) will place concrete slabs at Flower St between 4th St. and 5th St. Work will begin on Friday, April 28, 2017. Anticipated work hours are 7:00 p.m. to 6:00 a.m. the following day. Activities include: Concrete pumping and placement within the work area.

Patsouras Plaza Bus Station: Two-Month Closure -- Ramirez St. between Center St. and Keller St.

Beginning Monday, May 1, 2017 a small a small portion of Ramirez St. (between Center St. & Keller St., adjacent to Piper Tech), will close for approximately 2 months. General access to Piper Tech through the security kiosk at Ramirez St. will remain open. Access to Keller St. will be re-routed.

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

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"Ten people who speak make more noise than ten thousand who are silent."

- Napoleon Bonaparte

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6:30am - 7pm (Monday - Friday)

8:00am - 4:30pm (Saturday/Sunday)

