

CEO BRIEF | EVERY VOICE COUNTS

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Chief Executive Officer

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In this Issue

- [Metro Convenes Its Certified Sustainability Professionals](#)
- [Metro Promotes Transit at Carson Senior Health Fair](#)
- [Visiting with Staff at Central Maintenance Facility](#)
- [Announcement of Metro Talent Show Participants](#)
- [Introducing the New Customer Care Department](#)
- [Procurement Postings](#)
- [Construction Notices](#)

Metro Convenes Its Certified Sustainability Professionals

We are transforming Los Angeles County. Post Measure M and with the recent announcement of the 2028 Olympics coming to Los Angeles, we need to assess how we currently do things; and build an adapted and relevant transportation system for our region. Sustainably? Yes indeed.

Key to this is for our agency to create a greener workforce through education and certification of professionals who will lead the planning, design, and construction of sustainable infrastructure. This involves training Metro employees as well as current and future contractors in the concepts related to sustainability practices and the foundational knowledge of green infrastructure.

This year, Metro has embarked on one of the most ambitious and visionary programs in our industry by setting a goal of certifying up to 500 Metro employees and up to 1,000 business partners in the Envision Rating System. In a complementary program Metro aims to have up to 200 Metro employees and up to 500 business partners trained and certified in the G-PRO System.

Envision provides a unifying language of sustainability amongst all of our stakeholders in a systematic framework; while G-Pro allows the incorporation of sustainable principles in the construction and operations and maintenance of buildings using trade-specific green construction knowledge. While the training programs just started in February, our agency has already achieved 20% of our internal certified Envision Sustainability Professionals goal and 50% of our internal G-Pro goal.

Yesterday, Deputy CEO Stephanie Wiggins and Executive Officer, Environmental Compliance and Sustainability Cris Liban joined Metro's certified sustainability professionals in a convening meeting. The group discussed the current sustainability initiatives here in our agency, our Board and Metro's

commitments to sustainability, and capped the morning with a workshop to bring about environmental, social, and economic stewardship ideas that can be implemented in each Metro department, amongst the various business units in our agency, and the rest of our County.

All Metro employees are encouraged to attend the Envision and G-Pro courses and also get certified as a sustainability professional. You can obtain more information here: (<https://www.metro.net/projects/sustainability-training/>).



Metro Promotes Transit at Carson Senior Health Fair

Today, Metro supported the Annual Free Senior Health Fair hosted by Congresswoman Nanette Diaz Barragan at the Carson Community Center. About 1,000 residents from local communities attended the six-hour wellness event which featured eye exams, blood pressure checks and diabetes screenings. Staff from Metro Customer Care (MCC) and Metro Community Education (MCE) hosted transportation resource tables and provided information on mass transit options and services in Los Angeles to the patrons.

MCC members assisted the attendees with applications for reduced fare senior TAP cards, took their photographs and issued temporary cards for immediate use. MCE staff was on hand teaching people how to safely use the Metro system and also distributed Pedestrian and Driver Safety Tips pocket guides. Staff also educated attendees on Metro programs and projects such as Metro's *On The Move Riders Program* which encourages older adults to learn how to safely and independently travel on buses and trains.

Metro is a vital enabler for many older adults in our communities – getting them to their doctor appointments, senior centers and visits with family. Metro is glad to be a part of senior health and resource fairs like this event in Carson. The residents in attendance were members of senior centers and constituents from South Gate, Lynwood, Compton, Carson, San Pedro, Wilmington and Walnut Park.



Visiting with Staff at Central Maintenance Facility

On Wednesday, Chief Operations Officer Jim Gallagher and I walked over to our Central Maintenance Facility (CMF) to take a short tour and visit with staff. We had a look into our sheet metal shop and spoke with some of the staff there about the projects they are working on. We also went over to meet staff working on rebuilding bus transmissions.

CMF is recognized as one of the most advanced and efficient bus repair operations facilities of its kind in the world and contains the functions including: Electronic fare box repair emissions testing, alternate fuels testing, body shop, bus painting unit repair, heavy maintenance bus and support for central stores (Logistics). CMF also serves as the primary site for Operations Central Instruction (OCI) function which is responsible for training all new bus operators, mechanics, service attendants, rail track inspectors, and non-revenue staff training, as well as refresher training classes. In addition, OCI provides training to Metro contractors.



Announcement of Metro Talent Show Participants

After two full days of auditions, 25 Metro employees will be heading to the Gold Line Mariachi Plaza Station in Boyle Heights next month to perform at Metro's first-ever Employee Talent Showcase. With acts ranging from Sri Lankan percussion and jazz bands, to tap dancing and acoustic guitarists, there will be something for everyone at the event. Be sure to bring the whole family to watch our Metro stars. Local vendors will be providing face-painting and arts & crafts booths for the kids. See below for a complete list of participants and be sure to view the [promo video](#) for a sneak peak at Metro's talent.

Ananda Arachchige
Marilyn Archie
Dennis Arnold
Olubunmi Banjo
Bonnie Bradford
Chere Craig
Devon Deming
Enrique Emery
Stephen Hines

Christopher James
LA Sons of Jazz (Michael Jones)
A.P. Laws (Paul Burke)
Dan Mahgerefteh
DJ Lexi & Raul (Alexia Hinton & Raul Hermsillo)
Metro Swingers (Jenna Hornstock & Casaundra Mangan)
Joshua Schank
Smooth Styles (Ruben Rios)
Urban Groove Band (Daryll Whitlow)
Pablo Villicana
Tap Funk (Carolyn Kreslake, Jody Litvak, Ayda Safaei, Pauletta Tonilas)

Introducing the New Customer Care Department

We are taking customer service here at Metro to a whole new level. Through a recent reorganization in the Communications Department, the Customer Relations Department and Customer Programs and Services Department have been merged into one department – the Customer Care Department. This will enhance our ability to provide seamless customer service in a unified, consistent and coordinated manner, and streamline some functions of the department to provide efficiency and enhanced cross-training and development opportunities.

Next Wednesday, August 30, make your way down to the Gateway Plaza Level at 11:30 a.m. for the official “kick-off” of Customer Care. It’s a chance to learn about the various functions of Customer Care – Customer Information, TAP Information, Customer Relations and Customer Programs and Services – and celebrate our customer service colleagues who care for our customers every day as we strive to enhance the customer experience and provide excellence in service and support.

Procurement Postings

Degreaser Cleaner (IFB) - Small Business Prime

Metro released an Invitation for Bids (IFB) to procure Degreaser Cleaner. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from Thursday August 24, 2017 through Friday, January 12, 2018.

This procurement is for the purchase of Degreaser Cleaner is needed to maintain the bus and rail 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.

Metro Talent Development Bench (RFIQ) - Small Business Prime

Metro will release a Request for Information and Qualification (RFIQ) to establish a list of contractor for its Talent Development Bench. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from Monday, August 28, 2017 through Friday, January 5, 2018.

Metro is seeking to establish a list of qualified contractors who would provide specialized training and services in computer training, soft skills training (stress, conflict resolution, change management) communications, project management, team building, and basic English/writing skills.

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

only be answered by Marc Margoni, Principal Contract Administrator at (213) 922-1304.

Drum – Brake, Rear, 10”, 14.500” Standard Finish (IFB)

Metro released an Invitation for Bid (IFB) to Rear Brake Drums. The procurement process blackout period is expected to run from August 23, 2017 to October 23, 2017.

Metro is seeking a vendor to supply DRUM – BRAKE, REAR, 10”, 14.500” STANDARD FINISHED on an as needed basis for a twelve month period with a one (1) year option for additional quantities.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Juelene Close, Contract Administrator, at (213) 922-1066.

Construction Notices: Purple Line Extension, Gold Line Station, I-5

Purple Line Extension Transit Project: Traffic Control Measures -- Wilshire Blvd between Western and Manhattan

On Saturday, August 26 from 7:00 a.m. to 5:00 p.m., there will be pot holing and utility investigation on Wilshire Blvd. between Western Ave. and Manhattan Pl. Traffic control measure will be in place during these off peak hours. For the full construction notice, click the underlined title above.

Metro Gold Line: Access Ramp Construction -- South Pasadena Station

Beginning Thursday, August 24, 2017 and continuing through October 2017, Metro crews will construct a concrete ADA-compliant access ramp at the Gold Line South Pasadena Station, southeast entrance, near the El Centro St. Temporary access to the station entrance will continue throughout construction. For the full construction notice, click the underlined title above.

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

"I do not think much of a man who is not wiser today than he was yesterday."

- Abraham Lincoln

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

