

CEO BRIEF | EVERY VOICE COUNTS

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Chief Executive Officer

Tuesday, January 22, 2019

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Metro Participates in the Annual Martin Luther King Jr. Parade

Metro was proud to celebrate the legacy of Dr. Martin Luther King, Jr. by driving our special “Rosa Parks Bus” through the 34th Annual Kingdom Day Parade here in Los Angeles. This year’s parade theme was “Healthy Bodies. Healthy Minds. Healthy Democracy”. With the focus on health, we brought out the Metro Bikes this year to ride alongside the “Rosa Parks Bus”. This offered a great opportunity for Metro Bikeshare to remind the nearly 250,000 attendees and millions of TV viewers of the health and environmental benefits of riding a bike for transportation. This was also a perfect opportunity to promote the NextGen Bus Study. Metro displayed a separate bus with banners and digital signage announcing the upcoming NextGen Workshops while Metro volunteer walkers distributed TAP cards and Metro information to parade attendees.

The Kingdom Day Parade is the country’s longest running and most widely viewed birthday celebration of civil rights leader, Dr. Martin Luther King, Jr. Los Angeles Dodgers Manager Dave Roberts was named this year’s Grand Marshal. I want to thank Metro Board Member Jacquelyn Dupont-Walker for another great year joining Metro Crenshaw/LAX Project staff, Metro African American Employees Association and many other Metro representatives onboard the Rosa Parks Bus during the parade route. Also, a special thank you to Metro Senior Executive Officer of Maintenance Alex DiNuzzo and Metro Manager of Community Relations JC Lacey for the tireless work and effort they put into the planning and coordination of this event. It is an honor to be a part of this fantastic celebration and I look forward to next year.



Metro Displays Excellence at the 98th Annual TRB Conference in Washington, D.C.

Last week, our NextGen Bus Study earned 2nd Place out of 8 finalists for the *2019 Innovations in Transit Performance Measurement* at Transportation Research Board's (TRB) 98th Annual Meeting in Washington, D.C. Metro's entry focused on the creation of a Transit Market Share Performance Measure Dashboard, which allows us to visually look at our existing transit market share relative to all other modal trips made in Los Angeles County. By integrating anonymized location-based, cell phone data with our existing TAP farecard data, this innovative approach reveals new opportunities to reach potential markets that could be transit competitive.

The public is invited to interact with our award-winning dashboard at our public workshops currently underway through mid-February. So far, over 300 attendees have learned more about the NextGen Bus Study and provided helpful feedback and overall support of our study. More info and workshop schedule can be found at metro.net/nextgen.

Metro Arts & Design staff also presented at the annual meeting. Metro Public Arts & Design Director Zipporah Yamamoto co-led a workshop session on innovative engagement methods for making connections through art, culture and design excellence, along with fellow Metro colleagues Senior Manager Peter Carter and Senior Manager Tony Loui. These activities followed a [paper](#) presented at last year's meeting by Yamamoto, which used Metro's popular art tour program, Metro Art Moves, as a case study. Additionally, Metro Senior Manager Heidi Zeller presented a paper illustrating how Metro's well-received cultural programming series, Metro Art Presents, enriches the transit experience for customers: "We Have Arrived: The Enduring Effects of Arts and Cultural Programming at Los Angeles Union Station." I want to thank all of our Metro staff in attendance for showcasing the incredible work we are doing here at LA Metro.



South End of Metro Blue Line to Suspend Service this Saturday

Today, Metro Board Member and City of Long Beach Mayor Robert Garcia, Metro Board Member and Los Angeles County Supervisor Janice Hahn and Metro Board Member Jacquelyn Dupont-Walker were joined by Metro officials at a press conference to announce the start of the \$350-million New Blue Improvements Project on the Blue Line.

Rail service will be suspended south of 103rd Street/Watts Tower Station beginning at 4 a.m. on Saturday, January 26, through late May 2019 with rail service replaced by three types of bus shuttles – local, select and express. Work on the northern segment will begin after the southern segment is completed. The Willowbrook/Rosa Parks station will also be closed for the entire eight-month period for a complete renovation. Metro will monitor the supplemental bus service to make adjustments according to rider demand.

For complete information including bus shuttle service to replace rail service, please visit the [New Blue Project webpage](#).



4th Annual Celebrating Excellence in the Workplace Awards

Our greatest asset at Metro is you – the Metro Team. That is why I want to remind you to come out and celebrate the Metro workforce at our 4th Annual Excellence in the Workplace Awards taking place Friday, January 25, at the historic Orpheum Theatre. Arrive at 8:00 a.m. to enjoy a continental breakfast from *Porto's* and a live performance by our talented colleagues in the Metro Express band. Commencement of the All Hands Meeting and Awards Ceremony will begin promptly at 9:00 a.m.

This Awards and All-Hands Meeting will select winners from nominees, submitted by their colleagues, who are considered to have closely followed Metro's vision of excellence in service and support in one of the following five categories: Customer Service, Innovation, Safety, Spirit and Teamwork. Additionally, awards for

Wheelchair Securement and Division of the Year will be presented. There are plenty of options to get to the Orpheum Theatre - see information by clicking, [here](#).

Metro Gathers Feedback for Climate Action and Adaptation Plan Update

Earlier this month, Metro staff launched a ridership survey as part of the update to the Metro Climate Action and Adaptation Plan (CAAP). Originally published in 2012, the CAAP provides the framework and strategies that Metro can adopt to reduce greenhouse gas (GHG) emissions from its operations. Staff is also updating the CAAP to assess Metro's progress in climate change adaptation. The survey was developed to capture the various perspectives of staff and our stakeholders on the CAAP update. The survey is gathering feedback about how high heat days and other extreme weather events affect the passenger experience on the Metro system.

Outreach for the survey is being conducted as part of the NextGen workshops hosted by the Service Councils this month through early February. I encourage you to take the survey and share your experiences online at www.metro.net/climatesurvey.



Metro's Office of Civil Rights Presents: Accessibility Awards Luncheon

Last Tuesday, I joined The Office of Civil Rights (OCR), Accessibility Unit, as they presented the 3rd Annual Accessibility Awards Luncheon and Wheelchair Securement Finale. The awards ceremony honored Metro's best in wheelchair securement, with Division 2 Operator, Woody Thomas, being awarded the 2018 Wheelchair Securement Champion. Runner ups, Aubrey McGlory, Division 7, and Gilbert Loera, Division 3, came in at 2nd and 3rd place respectively. Congratulations to our winners and thanks to all of our competitors for their hard work and dedication to our customers.

For the past 3 years, OCR has partnered with Bus Operations and Operations Central Instruction (OCI) to host division training sessions (Accessibility Fairs) to provide operators an opportunity to improve wheelchair securement skills and identify methods to better assist customers with disabilities. I would like to thank Chief Civil Rights Program Officer, Dan Levy and key personnel in Bus Operations for coordinating this annual Accessibility Awards ceremony that aims to honor Bus Operators who have gone above and beyond to provide excellent customer service and support to Metro's riders with disabilities.



January 2019 Operations Employees of the Month

Operations Department recognized some employees from Transportation and Maintenance during Thursday's Operations, Safety, and Customer Experience Meeting as the department's January 2019 employees of the Month.

The Transportation Employee of the Month award was presented to Rail Transportation Operations Supervisor Lauro Trejo. Mr. Trejo goes above and beyond his necessary duties. He was once working at the Green Line Mariposa station providing customer support due to track closures for work on the Crenshaw/LAX and Green Line tie-in project when he was approached by a customer who was visibly frantic and explaining he forgot his backpack on the train, which had their Canadian passports and two iPads. Mr. Trejo immediately contacted the Rail Operations Control Center and arranged for a sweep of the train the customers had exited which no backpack was found. Mr. Trejo did not stop there. He asked for a radio call to all train operators to do a sweep of their trains and also contacted L.A. County Sheriff's Department. A call came in to the CCTV observer from a patron who had found a backpack on the train and did not know where to turn it in. The observer was able to keep the person on the line and dispatch the bag owner and deputies to meet her at the Douglas station. Thanks to Mr. Trejo's swift action and everyone's collaboration the bag was returned to the very appreciative owner.

The Maintenance Employee of the Month award was presented to Senior Service Attendant at Downtown LA Division 1 Jonathan Rodriguez. He has an exceptional attendance record and his performance is of the highest caliber as he goes above and beyond the call of duty to support the division. He attends the latest trainings available and returns to share the knowledge with his team at the Division to keep everyone up to date on new information. Mr. Rodriguez takes pride in anything he does and it shows in the quality of his work. Mr. Rodriguez always observes proper safety practices, keeps a very clean work area and immediately addresses hazards to ensure he and his co-workers remain injury-free. As a result of his hard work and dedication he has been featured in the EMS (environmental management system) newsletter on the vast improvement within the Division environmental compliance. He has recently been enrolled in the On The Job Training program to further his mechanical skills where he is eager to help and gain more knowledge.

I want to thank our outstanding employees of the month for their commitment to providing excellence in service and support.



Additional NextGen Workshops Added

This past week, we hosted 120 people at two NextGen Public Workshops held in San Gabriel and Torrance. Various Metro departments are participating in the workshops to answer questions and provide important information that is highly valued by our customers. Five more workshops in each of the Service Council areas are scheduled through early February. Newly scheduled workshops were added this week in South LA, East LA, and West LA, as well as a workshop focused on people with disabilities at the Communities Actively Living Independent and Free, a community-based organization. These will take us through the month of February. We are also working to add one more workshop in the Las Virgenes-Malibu area. This coming week, there will be workshops in Compton, Pasadena, and at LA Trade Tech College.

These interactive workshops are engaging the public one-on-one so they can provide direct input about the bus system in their area. Metro Service Planning is evaluating this input as they work to develop alternative service concepts and policy choices to redesign and improve the Metro bus system. These service concepts and policy choices will be presented to the Metro Board for consideration in Spring 2019. We appreciate the support of our Directors in helping to spread the word about these workshops and invite them to continue doing so. More information about the already scheduled workshops is available at the [NextGen Project webpage](#).



Procurement Postings

Media and Social Media Tracking Services (RFP)

Metro released a Request for Proposal (RFP) seeking the services of an experienced and qualified professional firm to provide Media and Social Media Tracking Services. The procurement blackout period is expected to run from Friday, January 18, 2019 through Monday, April 1, 2019.

The requested media monitoring services firm will assist Metro in tracking and quantifying results of regular agency business as well as individual public relations campaigns in print, online, radio and television.

Any and all inquiries concerning this procurement solicitation during the blackout period must be directed to and may only be answered by Art Torres, Senior Manager at (213) 922-1047.

Brake Pad Kits (IFB)

Metro released an Invitation for Bids (IFB) to procure Brake Pad Kits. The procurement process blackout period is expected to run from Tuesday January 22, 2019 through Wednesday, May 22, 2019.

This procurement is for the purchase of brake pad kits required to maintain the bus 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 Louis Pepi, Transportation Associate I at (213) 922-4364.

Photo Enforcement Program (RFP)

Metro released a Request for Proposals (RFP) to procure the installation, maintenance and operation of its Photo Enforcement program on existing and future bus/rail lines. The procurement process blackout period is expected to run from Wednesday, January 16, 2019 through Thursday, May 23, 2019.

Metro is seeking a firm to operate its Photo Enforcement Program on existing and future bus/rail lines. The selected firm will provide installation (of camera equipment), maintenance (of equipment), and operational (processing citations) services as detailed in the Statement of Work in the RFP.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Victor Zepeda, Contract Administrator at zepedav@metro.net.

Bosch BVMS Software Upgrade (RFP) - Small Business Prime

Metro will release a Request for Proposals (RFP) to procure a consultant to provide software upgrade services. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from Thursday, January 24, 2019 through Wednesday, April 17, 2019.

Metro is seeking the services of a consultant to upgrade Metro's Bosch Video Management Software.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Victor Zepeda, Contract Administrator at zepedav@metro.net.

Construction Notices: Regional Connector, I-5

Regional Connector: Deck Panel Removal for Excavation on Flower St

Excavation of the tunnel box below Flower St continues in downtown Los Angeles as part of efforts to connect the Regional Connector Transit Project to the existing 7th St/Metro Center Station. In order to effectively build the tunnel box, crews will remove segments of the road deck panels on weekdays during daytime hours, between 5th and 6th St with minimal impacts to the traveling public. To learn more, click [here](#) for the full construction notice.

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

"In the end, we will remember not the words of our enemies, but the silence of our friends."

~ Martin Luther King Jr.

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