

CEO BRIEF | EVERY VOICE COUNTS

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In this Issue

- [Discussing LA Transportation on KCRW's Greater LA Program with Steve Chiotakis](#)
- [Thanks to our Metro Customer Care Agents](#)
- [Talent Development Convenes 4th Annual Employers Roundtable and Career Fair](#)
- [Metro Citizens' Advisory Council Monthly Update](#)
- [Procurement Postings](#)
- [Construction Notices](#)

Discussing LA Transportation on KCRW's Greater LA Program with Steve Chiotakis

Last week, I was live on-air with KCRW's Steve Chiotakis who asked about the decline in public transportation ridership and what LA Metro is doing to address this. I informed him that this national trend is partly do to a robust economy and part of this has to do with Metro making sure we are enhancing the customer experience – that may be accurate countdown clocks to inform when our trains are coming, dedicated bus lanes and signal preemption for rail service, or other customer experience enhancements. Steve continued to ask about whether there was a “class divide” on the Metro system which I believe is more of a perception than a reality through my own experience riding our system daily. We also discussed bus and rail investment, how the bus system continues to be the backbone of the system and several other topics. You can listen to the full 9-minute segment on KCRW's website, [here](#).

Thanks to our Metro Customer Care Agents

Earlier this month was National Customer Service Week – a celebration of the importance of customer service and of the people who serve and support customers on a daily basis. I want to send a big thank you and recognition to a very important component to the Metro agency – our Customer Care Agents, all 183 of them.

The LA Metro Customer Care Department is comprised four (4) unique operations – Customer Information, TAP Information, Customer Relations, and Customer, Programs & Services. From providing route, schedule, and fare information to over 1.5 million customers annually, to supporting regional TAP services, to managing customer comments and suggestions, to delivering important information on our programs and services – our agents are truly a pillar of the entire Metro operation. A special thanks to our Executive Officer of Customer Care, Gail Harvey – who has done an outstanding job leading this team for many years now.

Talent Development Convenes 4th Annual Employers Roundtable and Career Fair

Metro's Talent Development Department convened its 4th Annual Employers' Roundtable Panel and Career Fair, which enabled 30 public/private sector representatives to meet face-to-face with approximately 150 Metro Interns, Transportation Associates and emerging professionals. The event kicked-off with a Career Fair at Gateway headquarters where participants were able to learn first-hand about entry-level job opportunities available at AECOM, Balfour Beatty, County of LA, Foothill Transit, Gannett Fleming, Inc., HNTB, HDR, Jacobs, LA Personnel Dept., LAWA, Metrolink, Michael Baker, Inc., Mott MacDonald, OCTA, Port of Long Beach, SCAG, Tierra Del Sol Foundation, UPS and many other industry partners from both the public and private sectors.

Attendees also participated in the Employers' Roundtable Panel, moderated by Yvonne Lopez-Diaz, Vice President, Human Resources Director, HNTB. They heard from 7 panelists who provided a brief overview of their company's core business; The types of skill sets and competencies needed when recruiting potential candidates; Advice on what prevents a candidate from moving past the recruitment process to the selection phase; Suggestions on how to prepare for interviews; What is meant by "business acumen" and/or "business savvy" and plenty of other helpful information.

The day concluded with three workshops, "Applying Out-of-State Relocation" by Metro Principal Talent Development Specialist Sharyne Ng; "Career & Outplacement Services" by Miriam Whitfield, CCD, Inc.; and "Networking Essentials" by Metro Senior Manager, Transportation Planning Avital Shavit. Metro appreciates all our participating industry partners and encourages our emerging professionals to continue to learn and apply all of the great tips and advice they receive.



Metro Citizens' Advisory Council Monthly Update

At their October CAC meetings, the Metro Citizens' Advisory Council (CAC):

- Expanded their working list of potential community-based contacts, key organizations, and institutions that they are considering pursuing to present to their Council in the future to help broaden their knowledge base and perspectives on key agency-wide topics under consideration by the Metro Board.
- Received a training from Metro's OD&T staff on "How to Run Effective Meetings" and have

subsequently conducted more productive and efficient meetings.

- Considered a CAC-authored Draft letter of opinion regarding the Metro LIFE program that outlines ideas for areas of potential improvement to this important program. Further revisions to this draft letter were proposed by CAC Members during their October 23 meeting and a revised letter will be considered during their November CAC meetings for potential adoption and submission to Metro SLT and Metro Board.
- The CAC also initiated introductory discussions on Congestion Pricing during their October 23 General Assembly meeting with an informative overview presentation entitled, "Pricing the Roads: Performance and Review" (from the UCLA Luskin School of Public Affairs).
- Lastly, the CAC secured a subject matter expert from SCAG and from Metro's OEI department to provide a "Part 2" to this introductory discussion on Congestion Pricing during their November 20 General Assembly Meeting.

The CAC continues to express their availability and interest in providing input on this topic and many others that are of agency-wide interest to the Metro Board. There are currently 21 members on this State-mandated council that reflect a broad spectrum of interests and geographic areas of the County. Each member of the Metro Board of Directors shall nominate four public members to the CAC to serve at the pleasure of the appointing Board member. More information may be found [here](#).

Procurement Postings

Family Medical Leave Act/California Family Rights Act Program Third Party Administrator Services (RFP) - Small Business Prime

Metro will release a Request for Proposals (RFP) for Family Medical Leave Act / California Family Rights Act (FMLA/CFRA) Program Third Party Administrator Services. **This solicitation is open to Metro certified Small Businesses only.** The procurement process blackout period is expected to run from Wednesday, October 30, 2019 through Thursday, April 23, 2020.

Metro is seeking the services of a qualified contractor to provide third party administrator services for its FMLA/CFRA programs.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Ernesto N. De Guzman, Director, Contract Administration at (213)-922-7267.

Regional Rail Strategic Financial Advisory On-Call Services (RFP)

Metro released a Request for Proposals (RFP) to procure professional services for Regional Rail Strategic Financial Advisory On-Call Services. The procurement process blackout period is expected to run from October 28, 2019 through March 6, 2020.

Metro is seeking to procure on-call services across two disciplines; financial advisory support services and strategic advisory/advocacy services. The purpose is to provide innovative financial strategies to bridge the funding gap for projects in various phases of the project delivery process.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Erica Rodriguez, Contract Administrator at (213) 922-1064.

Pre-Development Sepulveda Transit Corridor Project (RFP)

Metro will release a Request for Proposals (RFP) to procure Pre-Development Services for the Sepulveda Transit Corridor Project. The procurement process blackout period is expected to run from October 31, 2019 through July 23, 2020.

This RFP involves the integration of the planning, design, and construction of the Sepulveda Transit Corridor Project, a fixed-guideway transit service running between the San Fernando Valley and LAX, through the Westside of Los

Angeles. Metro anticipates selecting up to two PDA Contractors to identify and develop project concepts.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Manchi Yi, Contract Administrator Manager, yim@metro.net, at (213) 418-3332.

Division 5 Hoist Replacements (IFB) - Small Business Prime

Metro will release an Invitation for Bids (IFB) to procure a contractor to design and construct the removal of one existing in-ground lift and one platform lift at Division 5 and replace with new lift and new platform systems. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from October 29, 2019 to December 30, 2019.

One existing hoist at the Maintenance Bay is close to 15 years old. Replacing it with new and improved model is needed in order to service the articulated buses (60 ft.). The Steam Clean Bay bus lift, due to the wet environment, is severely corroded and could become unsafe to use. The new lift will have the rust resistant coating system.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Josie Mellen, Sr. Contract Administrator, at (213) 922-1105.

Construction Notices: Regional Connector, Orange Line, Purple Line Extension, I-5

Regional Connector: Pile Installation on Alameda St and Temple St

RCC will continue utility investigation in preparation for pile installation along northbound Alameda St, within the Mangrove yard and at Temple St. Anticipate lane reductions on Alameda St and Temple St. Pile installation is anticipated to begin within the Mangrove yard on Monday, July 29, 2019, and continue for approximately four months.

Anticipated work hours are:

- Monday through Friday, from 7 am to 9 pm
- Saturday, from 8 am to 6 pm

Temporary closure of Orange Line North Hollywood Station Bus Terminal to start July 28

Metro plans to convert its entire fleet of buses to zero emission buses by 2030. The first phase of the transition will launch on the Orange Line with the deployment of battery electric buses. To accommodate the new buses, Metro will be installing bus charging stations at the Orange Line North Hollywood Station. Due to this construction activity, the Orange Line North Hollywood bus terminal will be closed beginning Sunday, July 28, through Oct. 31.

The temporary pick up/drop off locations will be relocated to the following:

- Board buses at northwest corner of Lankershim and Chandler.
- Exit buses at southeast corner of Lankershim and Cumpston.

Purple Line Extension: Orange Grove Closure at Wilshire Blvd

Orange Grove Ave. south of Wilshire Blvd. and north of 8th St. will be closed for 8 months starting Friday, October 18. The existing sound walls will be extended west to surround the closure area, which is required to construct the Wilshire/Fairfax Station. Residents of Orange Grove Ave. will continue to have access.

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

"Nothing contributes so much to tranquilize the mind as a steady purpose – a point on which the soul may fix its intellectual eye."

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

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

