

CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington
Chief Executive Officer

Tuesday, November 12, 2019

In this Issue

- [CEO All Hands TV Show Debut](#)
- [Metro Holds 5th Annual Veterans Luncheon](#)
- [Los Angeles Area Chamber of Commerce Hosts State of L.A. Infrastructure](#)
- [Leadership Academy Promotions](#)
- [Metro Arts & Design Receives 6 International Awards for Creative Work](#)
- [Crenshaw/LAX Art Programs Receive Prominent LA Times Story](#)
- [Procurement Postings](#)
- [Construction Notices](#)

CEO All Hands TV Show Debut

I hope many of you were able to make it to the live audience viewing, or viewed the live stream, of our first-ever [All Hands TV Show](#). It was an entertaining agency-wide meeting that I hosted while sitting behind a desk and interviewing six “guest speakers” who spoke about specific projects or initiatives they are leading at Metro. Audience members and live stream viewers, including all Metro Divisions, had an opportunity to listen to topics ranging from Metro’s participation in GARE - a national network of government agencies working to achieve racial equity, Metro’s NextGen project and where we are at with the project’s timeline, Metro’s “How Women Travel Study” and initiatives launched from this study, Metro’s work on a Customer Experience Plan and an update on Systems Security, Law Enforcement and other initiatives. We closed it out with a Q&A from audience members as well as Divisions employees.

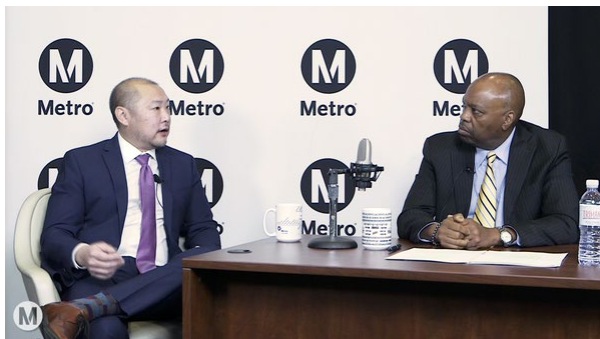
This was a great way to deliver an agency-wide update and I want to acknowledge all the hard work that went into arranging the show by Metro ITS, Communications, Operations and our guest speakers: OEI Senior Director Tham Nguyen, DEOD Deputy Executive Officer Shalonda Baldwin, Operations Senior Executive Officer Conan Cheung, Planning Senior Director Meghna Khanna, Chief of Staff Nadine Lee and Interim Chief System Security and Law Enforcement Officer Aston Greene. I received excellent comments, recommendations and questions from some of you including this one below that I think we all should remember:

"Everyday I try to take initiative and offer to help our customers when I ride into work. I have helped blind people to our rail stations on my way to the office. When I walk to the Starbucks to buy my morning coffee I grab a Metrolink timetable to be ready to help someone find their way to the right track or I guide them to

our Metro rail stations.

We are in the business of helping people move throughout the county. It only takes a minute and it makes a big difference on how people see us... If a family member or friend would ever visit another state or country and they are using public transportation and need help I would hope that someone would take the time to help them.

We can all contribute to improve our customer experience. I don't have to be an operator or work in customer service or information to help a rider."



Metro Holds 5th Annual Veterans Luncheon

On Friday, I joined Board Director Jacquelyn Dupont-Walker, Retired Command Sergeant Major of the U.S. Army Kenneth O. Preston, L.A. Sparks Head Coach Derek Fisher, U.S. Military veterans and many others to celebrate the 5th annual Metro Veterans Luncheon. This event has become an annual tradition honoring Metro employees and their families who have served and continue to serve in all branches of the United States Armed Forces. Head coach of the WNBA L.A. Sparks and 5-time NBA champion from the Los Angeles Lakers, Derek Fisher, delivered inspiring words about selfless dedication to teams, or in the case of veterans, military units. Keynote speaker Retired Command Sergeant Major Kenneth O. Preston spoke about the importance and history of Veterans Day, formally known as Armistice Day, delivering fascinating stories about various military service members throughout history.

I want to thank Metro's Veterans Program Manager Dennis Tucker for organizing this event, our speakers for their remarks, Metro's Express Band for their performance, our veterans who were able to join us and thank you to the men and women on active military service.



Los Angeles Area Chamber of Commerce Hosts State of L.A. Infrastructure

On Wednesday, I attended the Los Angeles Area Chamber of Commerce's event, *State of L.A. Infrastructure* where I participated on a panel, "Smart Cities, Smart Infrastructure." Leaders from the public and private sector convened at the Omni Hotel in Downtown Los Angeles to discuss the current and future infrastructure

needs of Los Angeles with conversations on resilience and smart cities which transcends all infrastructure sectors. On our “Smart Cities” panel, I discussed the importance of state of good repair, fare payment integration and connectivity, and understanding the technology we currently have before continuously moving toward new technology. I closed with the fact that people on the local level understand the value of infrastructure investment as we have seen local ballot initiatives passed to fund infrastructure. It is important that we strengthen partnerships between cities, counties and the private sector to advance infrastructure and state of good repair work.

Leadership Academy Promotions

The Metro Leadership Academy will be graduating its 4th class next month. This 12-month program has attracted over 150 employees who have committed themselves to learning and development, beyond their regular roles at Metro. The program leaves participants with a heightened awareness of personal leadership style, enhanced self-confidence, individual influence and leadership development for a stronger corporate succession plan. The participants are responsible to undertake a major project and present recommendations to the Senior Leadership Team; this work is done within a small team and generally requires time beyond their regular schedule. The results of their hard work have been demonstrated in a recent analysis of promotions within Metro. Since the Leadership Academy’s inception in January of 2016, the program has seen 49% of current and past participants receive a promotion and 10% of current and past participants having received two or more promotions. To further support and prepare all participants for career growth and to be competitive in selection processes, all participants receive an additional 6-months of supervisory experience to add to their resume at completion of the program.

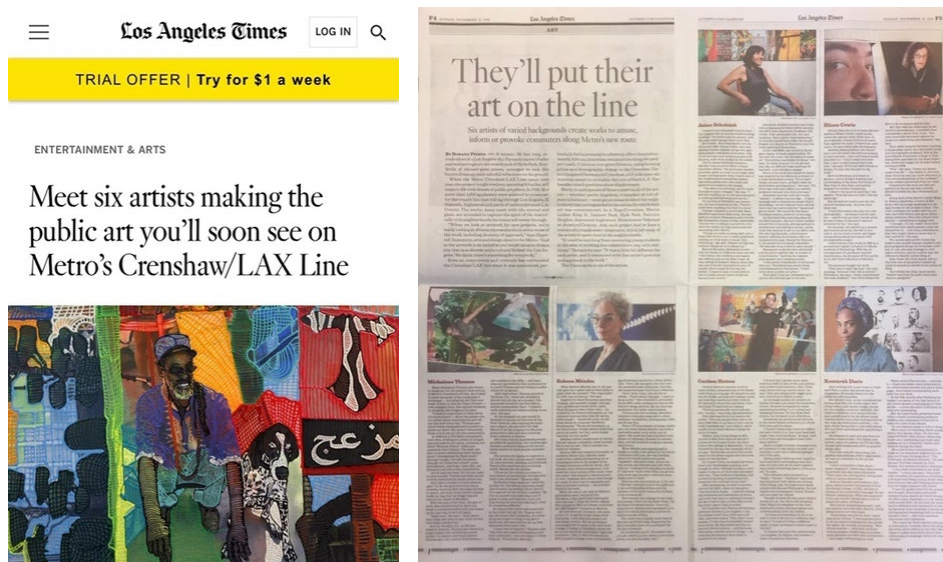
I want to thank Joanne Peterson, Chief Human Capital & Development Officer and the Talent Development team for their commitment in preparing emerging leaders for the agency and transportation industry.

Metro Arts & Design Receives 6 International Awards for Creative Work

I am proud to announce that Metro Arts & Design has received six separate awards from the Association of Marketing and Communication Professionals, one of the largest, most-respected creative competitions in the world. Awards received: Metro Pictograms (Platinum), “Los Angeles Through the Eyes of Artists” 15th Anniversary Book (Platinum), Digital Portrait Series “More People Than You Know” (Platinum), Community Voices video series (Gold), Pictorama Game (Honorable Mention), and the “Metro Art Moves” tour program (Honorable Mention). These recognitions demonstrate how the inclusion of the arts and design throughout our Metro system enhance and enliven the customer experience.

Crenshaw/LAX Art Programs Receive Prominent LA Times Story

The LA Times Sunday edition profiled six of the 14 artists commissioned to create integrated artwork for Crenshaw/LAX stations in a highly favorable two-page spread. The article highlights the artists’ diverse backgrounds, their concepts for the large-scale artworks, and in-depth processes for engaging local communities during the artwork development phase. The story was also covered by [KTLA News](#). Read the article and see examples of the artists’ work [here](#).



Procurement Postings

There are no procurement announcements for the week ending November 9, 2019.

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

Regional Connector: Street Restoration closures at 1st/Alameda in DTLA

Street restoration at the 1st St and Alameda St intersection is now scheduled to start January 10, 2020. Plan ahead as lane reductions and road closures will be in place through the summer, as this work will be completed in two stages, each lasting approximately four months.

This effort marks the transition into the final phase of construction for the Regional Connector and brings it one step closer to testing and revenue operation. To learn more, click [here](#).

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](#).

"A sense of humor is part of the art of leadership, of getting along with people, of getting things done."

~ Dwight D. Eisenhower



You have subscribed to receive Metro information, [edit your preferences](#) or [unsubscribe](#).
Your privacy is important to us, please review the [Privacy Policy](#).

© 2016 Metro (LACMTA) One Gateway Plaza, Los Angeles, CA 90012-2952

This email was sent to

To continue receiving our emails, add us to your address book.

Bus & Rail Transit information

323.GO.METRO (323.466.3876)

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

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

