

# CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington  
Chief Executive Officer

Monday, April 27, 2020

## In this Issue

- **LIFE Program Modification Enables Safer Re-Application During COVID-19**
- **Chief Sustainability Officer Receives Engineering News-Record Award of Excellence**
- **Virtual "Coffee and Conversations" Series: Labor Wage & Retention Programs**
- **Metro Participates in Asian American Architect and Engineers Virtual Webinar**
- **Courageous Conversations Online Series**
- **What's on Your Mind - Social Media Highlights**
- **Procurement Postings**
- **Construction Notices**

---

### **LIFE Program Modification Enables Safer Re-Application During COVID-19**

Metro's LIFE (Low Income Fare is Easy) program faced a difficult challenge in March with the rise of the COVID-19 Virus. Thousands of patrons were due for re-application of their LIFE subsidies, which requires them to gather at physical LIFE administrative locations. This re-reenrollment process would have endangered both staff and applicants by inhibiting proper physical distancing recommended by state and city authorities. The LIFE team quickly came up with a proposal to allow the automatic extension of the enrollment for patrons. Metro's TAP staff began working on a solution that identified thousands of LIFE patrons and extended their subsidies based on their enrollment date. This required a staggering amount of reports and records to be added and manipulated manually in order to achieve success.

TAP collaborated with the LIFE team to provide and execute a solution within two weeks. This not only provided LIFE patrons with their much-needed subsidies, but also aided in combating the spread of the COVID-19 virus. This project embodies what Metro stands for in providing excellence in service and support, even under the most difficult situations. LIFE operation continues under the COVID-19 guidelines,

assisting low-income riders with their immediate or short-term transportation needs.

---

### **Chief Sustainability Officer Receives Engineering News-Record Award of Excellence**

I am very pleased to announce that Metro's Chief Sustainability Officer Cris Liban was honored by Engineering News-Record the Award of Excellence for his outstanding contribution and dedication to sustainable practices. As stated by ENR, "For developing usable, sustainable practices from the ground up at LA Metro, and pushing them forward to build not only a more sustainable world but also one that's economic and beneficial to all levels of society, Emmanuel B. "Cris" Liban is Engineering News-Record's 2019 Award of Excellence Winner." Cris is truly a leader at Metro and has been visibly on the forefront of sustainable efforts for decades.

Cris has always been forward thinking, innovative and creative with regard to sustainable practices. He never wastes an opportunity to continually build on the sustainability program, and proceeds forward in making our agency the recognized sustainability and resiliency leader in the transportation industry. It is a privilege to have Cris at LA Metro during these challenging of times and as we look to the future post-pandemic. The complete ENR article can be viewed, [here](#).



---

### **Virtual "Coffee and Conversations" Series: Labor Wage & Retention Programs**

On Thursday, April 23, the Diversity and Economic Opportunity Department presented a deep dive conversation for contractors for whom Metro's Labor Wage and Retention Programs (LWRP) impacts the costs for consideration when bidding on Metro work. This event was the latest in a live-streamed "Coffee and Conversation Series" created to familiarize small firms with Metro culture, acronyms and rules in an informal and intimate environment. Wendy White, Director of LWRP, simplified rules that seem daunting to potential bidders, until they are well versed in the laws that require prevailing wages for workers. At the same time, fluency with the policy lets small business contractors reflect these costs realistically in their bids, to avoid underpricing themselves.

While it is challenging to have "virtual" coffee, the conversation and questions were lively, and the 42 firms in "attendance" were enlightened by the information that was shared. The next workshop in the series will be 'Managing Relationships with Prime Contractors'. Though Metro won't be providing lunch this time, DEOD staff encourage the audience to grab their lunch and join virtually. Kudos to Debra Avila, Chief of Vendor/Contract Management, Miguel Cabral, Executive Officer of DEOD, and his Outreach Team for putting these series' on schedule for the benefit of Metro's small business community during the crisis. The [Metro.net/connect](https://metro.net/connect) Calendar of Events is updated regularly with information that keeps the community informed and engaged.

---

## **Metro Participates in Asian American Architects & Engineers Virtual Webinar**

Also on Thursday, April 23, Deputy Executive Officer of Small Business Programs Tashai Smith, was a featured speaker at the Asian American Architect and Engineers (AAa/e) Virtual webinar. AAa/e, like many others, reached out to Metro regarding ways to survive and thrive despite the challenge of COVID-19. Tashai detailed Metro small business programs and encouraged listeners to take advantage of the special inroads that these programs provide. Tashai's reassurance and presentation was well received and is available for viewing on [Metro.net/connect](https://metro.net/connect).

Metro is open for business and our commitment to inclusion of small business is unwavering. DEOD continues to find innovative ways of reaching our publics with this message in the midst of this pandemic. Keep it up DEOD, tough times don't last. Tough, prepared and well-informed small businesses do!

---

## **Courageous Conversations Online Series**

Metro's Office of Civil Rights & Inclusion (OCR) is providing the Courageous Conversations Online Series to support efforts to ensure all employees feel included and valued. The 2017 and 2019 Employee Engagement Surveys demonstrated a need for training on diversity and inclusion topics. One of the high-level recommendations included pursuing diversity programs while also making time and space for all employees to share their stories and experiences with supervisors and colleagues. In response, OCR is launching the Courageous Conversations Online Series. Each quarter, watch the designated LinkedIn Learning training session and sign up for the 45-minute follow-up debrief session at the completion of each course by emailing Talent Development at [talentdevelopment@metro.net](mailto:talentdevelopment@metro.net). The first course in the series is focused on Unconscious Bias. The online course is 24 minutes and can be completed between April 15 and June 15. The full details can be viewed, [here](#).

---

## **What's on Your Mind - Social Media Highlights**

If you're traveling with us, it must be essential. In that case, we recommend you cover your nose and mouth with scarves or masks. We all have a responsibility to do everything we can to stop the spread. Stay safe and let's take care of each other.

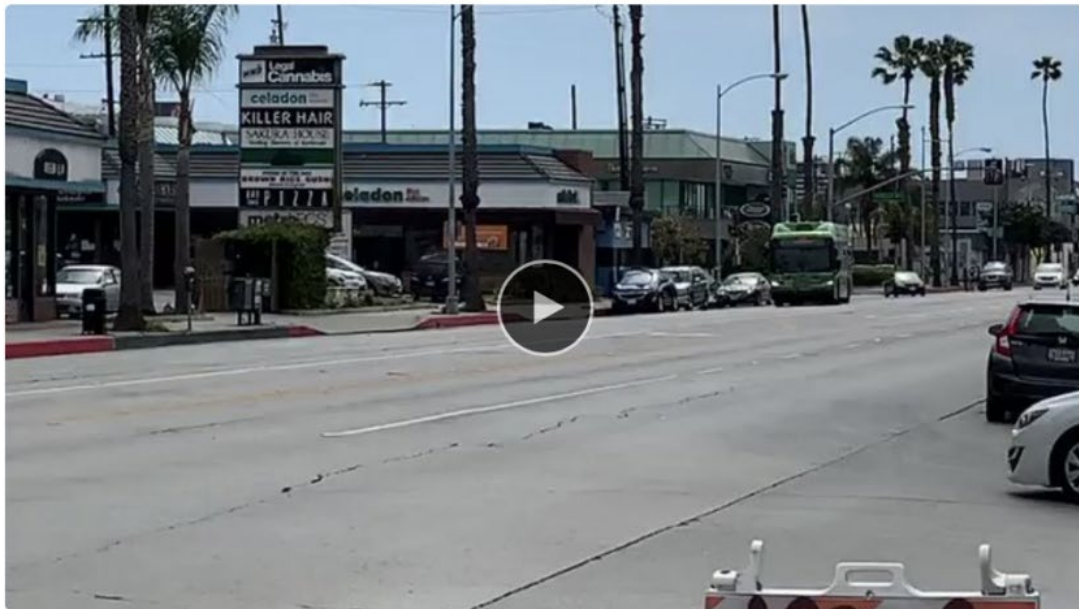
I want to again personally thank all of our frontline employees serving the public at a time of importance like no other. Below is just a small testament from the Facebook and Twitter-worlds showing appreciation and thanks to Metro's essential employees.



**maggie maggie** @ma88pie

April 19, 2020 - 9:00am • View Post

Missing my bus drivers @CulverCityBus @SMBigBlueBus @metrolosangeles They are my heroes.



[Hide Media](#)



1 • Like as metrolosangeles



In reply to @metrolaalerts

**Lex\_511** @Lex\_491

April 19, 2020 - 7:02pm • View Post

Thank you for all you are doing. I know that during most of the year, you get complaints. Even from me! But what you have been doing for over the last month has been stellar. Because of the entire Metro team, I am proud to travel on your trains. Be safe. Be well.

## Procurement Postings

### Court Reporter Transcription Services (RFP)

Metro released a Request for Proposals RFP to procure court reporter transcription services. The procurement process blackout period is expected to run from Monday April 27, 2020 through Tuesday, June 30, 2020.

Metro's five Regional Service Councils is seeking a contractor to provide court reporter transcription services to support public hearings. A court reporter is required to provide an official transcript of public hearing proceedings.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Antwaun Boykin, Principal Contract Administrator at (213) 922-1056.

### Vertical Transportation System Engineering Support (RFP)

Metro released a Request for Proposals (RFP) to procure Vertical Transportation System Engineering Support Services on Monday, April 13, 2020. The procurement process blackout period is expected to run from Monday, April 13, 2020 through Friday, September 4, 2020.

The Vertical Transportation System Engineering Support Services Contractor shall furnish all labor, tools, and equipment necessary to provide professional services to assist with the upgrade and modernization of elevators, escalators, canopies, and various other aspects of vertical transportation throughout the LA Metro transit system.

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.

#### Cost Allocation Plan (RFP)

Metro released a Request for Proposal (RFP) to procure the services of a Contractor to assist Accounting staff in preparing the Cost Allocation Plan (CAP). The procurement process blackout period is expected to run from Monday April 27, 2020 through Monday August 24, 2020.

The CAP represents a rational way for Metro to distribute overhead costs that are not directly chargeable to non-overhead projects. The federally required CAP will be prepared in accordance with federal cost principles and procedures as presented in 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles and Audit Requirement for Federal Awards as presented in OMB Circular A-87 and A-133. Specifically, the Contractor shall assist in information gathering, report presentations, presentation to Metro's Executive Management and securing approval from the Federal Transit Administration.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Greg Baker, Principal Contract Administrator at (213) 922-7577.

---

### **Construction Notices: Crenshaw/LAX, Regional Connector, I-5**

#### Crenshaw/LAX Transit Project

The Crenshaw/LAX Transit Project will implement a week-long full closure of Manchester Av between Florence Av/Aviation Bl and Osage Av/Portal Av. The work is needed to complete a full-depth road restoration, including demolition, excavation, paving, striping of the roadway and traffic signal improvements. The week-long closure will be implemented from 6 am Tuesday, April 21, through 6 am Tuesday, April 28, 2020. For detours and the latest details please click, [here](#).

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

Street restoration at the 1st St and Alameda St intersection is now underway and scheduled to last through August 31, 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](#).

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

---

"Failure is the condiment that gives success its flavor."

~ Truman Capote





You have subscribed to receive Metro information, [manage subscriptions](#), or [unsubscribe](#).

Your privacy is important to us, please review the [Privacy Policy](#).

View this email [online](#).

© 2019 Metro, 1 Gateway Plaza, Los Angeles, CA 90012, United States

**This email was sent to**

**Bus & Rail Transit information**

323.GO.METRO (323.466.3876)

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

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

Email Marketing by ActiveCampaign