

CEO BRIEF | EVERY VOICE COUNTS

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Dual Departure of Long-Time Serving Metro Board Members

Thursday, December 3, 2020 was the last Board Meeting for two prominent, influential and transformative Board Members that ever served on the Metro Board. Los Angeles County Supervisor Mark Ridley-Thomas has been termed out of his Supervisorial seat and is currently City Councilmember-elect for Los Angeles City Council District 10. City of Duarte Councilmember John Fasana, the longest serving Metro Board Member, is retiring from public service. Both of these Board Members will have lasting legacies at Metro and in regional transportation.

Supervisor Ridley-Thomas is a veteran of Los Angeles public service; briefly serving on the Metro Board in 1993 then returning as a LA County Supervisor in 2008. He knows the communities Metro serves as well as anyone – which ultimately helped turn a dream into a reality in terms of our Transportation School that broke ground this past October. Supervisor Ridley-Thomas is also a founding-father of the Crenshaw/LAX Line, a visionary of equitable community development, a champion of the people who use the Metro system and will continue to be an advocate of public transportation as a Los Angeles City Councilmember.

Following my first year at Metro under the Board Chairmanship of Supervisor Ridley-Thomas, the agency transitioned to a Chairmanship under the longest-serving member of the Board, John Fasana. He was tasked with carrying the Measure baton across the finish line; And he delivered. The passage of the 2016 Measure M transportation sales tax is just a fraction of the accomplishments by Director Fasana over his 27 years on the Metro Board. As Metro received media and industry buzz around all of the rail line and infrastructure construction, Director Fasana remained a champion of Metro's approach to a balanced transportation system – reminding us of the importance of maintaining our highways, roads and active transportation network. Director Fasana followed emerging technologies and the latest trends and innovations in transportation. This coupled with his institutional knowledge proved to be a critical component on the Metro Board as decisions on electrification, sustainability, ExpressLanes and other advancements were considered.

On behalf of the agency, I sincerely thank Supervisor Mark Ridley-Thomas and Councilmember John Fasana for their outstanding 39 combined years of service on the Metro Board. We wish them great health and prosperity in their future endeavors and will continue to build upon the legacy they leave in our hands.



Metro Board Adopts Inaugural Customer Experience Plan

Metro's inaugural [Customer Experience Plan](#) (CX Plan) was adopted by the Metro Board of Directors at the December 3, 2020 Regular Board Meeting. Metro's first CX Plan takes an honest look at pain points that customers tell us about and commits Metro to 41 specific actions to address these pain points. The Plan –which flows from the Metro [Vision 2028](#) Strategic Plan – also provides Key Performance Indicator's and a menu of potential investments to improve customer experience across the Metro system.

Future CX Plans will use customer surveys and interviews to understand the needs of specific groups of riders such as youth, older adults, people with disabilities, women and girls, people who speak a language other than English, riders who do not have a smartphone, and out-of-town travelers. Future Plans will also look at creating an organizational culture at all levels of the Metro agency to create better experiences for Metro customers. I want to thank our first-ever Executive Officer, Customer Experience Aaron Weinstein for working diligently across the agency to produce this plan on a

shortened timeline, amidst a time of uncertainty and limited resources.

I highly encourage all Metro employees to take some time to review the 2020 Customer Experience plan, [here](#). Feedback on the CX Plan is certainly welcome and can be emailed to the Customer Experience team: CX@metro.net



California Transportation Commission Adopts \$628.9 Million for LA Metro Projects

On December 2, 2020, the California Transportation Commission (CTC) adopted projects for funding for three SB 1 discretionary grant programs: the Local Partnership Program - Competitive (LPP-C), Solutions for Congested Corridors Program (SCCP) and Trade Corridor Enhancement Program (TCEP); and one SB 1 formula grant program: the Local Partnership Program - Formulaic (LPP-F). This is the second cycle of grants from SB 1, the landmark state transportation package that became law in 2017.

Across the four programs, our agency was awarded \$628.9 million, leveraging a total project cost of \$2.2 billion. The awards represent 27% of total awards statewide, which is a similar share to what we received in Cycle 1. Looking at all Los Angeles County projects, including projects submitted by the Port of Long Beach, Port of Los Angeles, and City of Long Beach, our region was awarded \$672.3 million. This amount reflects 28% of all recommended funding statewide. The funding awarded to these projects will begin to flow in Fiscal Years (FY) 2021 to 2023 and will support work for projects until FY 2026.

The projects awarded for discretionary funding for Metro projects include:

- NextGen Bus Speed & Reliability Improvements
- Route 210 Soundwall Improvements, Phase IV
- I-105 ExpressLanes
- SR-57/60 Confluence Chokepoint Relief Program
- SR-91 Goods Movement Corridor Projects

Formula funding was also awarded for the following Metro Project:

- Red and Purple Line Core Capacity Improvement Project

Staff from Countywide Planning worked with numerous Metro departments, local agency partners, and Caltrans to successfully complete applications for these programs. We're very grateful to all of these partners who have contributed to these successful applications. My sincere thanks to Director John Fasana, who represented Metro at the December 2020

CTC meeting to support the funding awards. We will continue to work closely with partner departments and agencies to see these projects completed.

Vote By Mail at Metro Stations

I am happy to report that our partnership with the LA County Registrar-Recorder and County Clerk's office was very successful; Over 20,000 ballots were returned to Metro stations in the November election. Our Service Planning team led this effort with interdepartmental coordination to install Vote-By-Mail drop boxes at 19 Metro stations and repurposed 13 Park & Ride lots for outdoor voting. This partnership afforded both our essential riders and community residents expanded access to cast their vote and we will continue to build on this success in future, statewide elections.



Procurement Postings

Cylinder Head Assembly (IFB)

Metro released Invitation for Bids (IFB) to procure cylinder head assembly. The procurement process blackout period is expected to run from Monday, December 7, 2020 through Friday, April 30, 2021.

This procurement is for the purchase of cylinder head assemblies required to maintain bus fleet operations and thus avoiding disruption in service. Award of a contract will provide a commitment from the supplier to ensure availability as outlined in the Technical Requirements on an Indefinite Delivery/Indefinite Quantity (IDIQ) contract basis.

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 allentm@metro.net.

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

Regional Connector Transit Project - Historic Broadway Station Street Restoration

Regional Connector Constructors (RCC) will implement an extended closure of 2nd St between Spring St and Broadway for deck removal and street restoration as early as

October 30, 2020 through Summer 2021. To view the notice of work click [here](#).

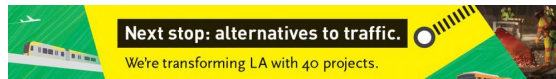
Purple Line Extension Project: K-Rail Work Zone at Wilshire Blvd./San Vicente Blvd.
The K-Rail work zone within the center lanes of the Wilshire Blvd./San Vicente Blvd. intersection is anticipated to remain in place through December 2020. The enclosure will support ongoing tunnel and mitigation work underneath Wilshire Blvd. All left turns within the Wilshire Blvd./San Vicente Blvd. intersection will be closed while the K-Rail is in place. To view the notice of work click [here](#).

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

"Stop being afraid of what could go wrong, and start being excited of what could go right."

~ Tony Robbins

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