

# CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington  
Chief Executive Officer

Monday, May 20, 2019

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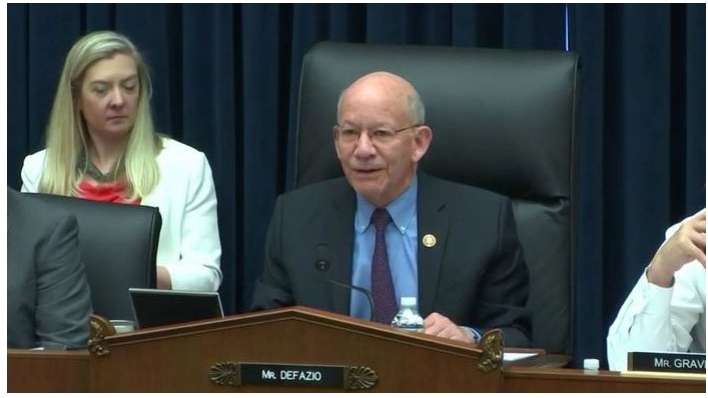
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### Congressional Hearing on Impacts of State-Owned Enterprises on Public Transit and Freight Rail Sectors

Last week, I was honored to provide testimony at a [hearing](#) convened by the Chairman of the House Transportation and Infrastructure Committee. The hearing, which lasted nearly 3 hours, covered many topics related to congressional concerns tied to rolling stock from firms based in China. I was pleased to submit my formal [testimony](#) to the committee – which focused on several topics, including; America's history of rail car manufacturing via the Pullman industry in Illinois, today's absence of an American-owned mass transit railcar manufacturing in the United States, Metro's contract award to the China Railway Rolling Stock Corporation, and our agency's proposal to stand up a rail/bus industrial park in Los Angeles County.

Other witnesses joining me at this hearing included an American manufacturing expert, an economist from Oxford economics, a cyber and critical infrastructure security expert, a BYD representative and retired Brigadier General John Adams. I want to thank Chairman Peter DeFazio, Ranking member Sam Graves, Congresswoman Grace Napolitano and the honorable members of the committee for giving us the opportunity to discuss our views on the critical subjects raised by this hearing. Looking to the future - I look forward to working to ensure that Congress supports Metro's vision of standing up a rail/bus industrial park in Los Angeles County.



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## **Asian American & Pacific Islander Heritage Month: Leadership Spotlight - Dinh Nguyen and Eng Ov-Ngo**

In recognition of Asian American & Pacific Islander Heritage month, we want to recognize a couple of Metro Employees from these communities. First, Dinh Nguyen from Vietnam, is a Bus Operator at Metro South Bay Division 18, serving LA County Metro for 32-years. Dinh possesses an exemplary service record receiving high marks for his driving record, attendance, and customer service. He is truly a valued member of Metro and the Division 18 team contributing greatly to Metro's service excellence goals.

Dinh is passionate about public service as his favorite part of the job is interacting with customers. He stated, that most customers are very nice and that they appreciate the Metro operators and their important service. When asked what his biggest challenge on the job is, Dinh stated, "trying to make everyone happy even though I know it's impossible." His best advice to new Operators at Metro is, "Be patient; don't rush and follow all of Metro's policies." In his spare time, Dinh likes to spend time with his family and he enjoys fixing things around his house. We thank Dinh for his 32 years of exemplary service and encourage others to learn from his many years of experience.

We also want to recognize Eng Ov-Ngo, Senior Service Attendant Leader at Expo Line Division 14. Eng, originally from Cambodia, is a 21-year Metro employee. Eng has received high marks for her enthusiastic attitude, her attention to detail, and for her ability to work as a team player. Her ability to lead and teach other staff members was instrumental in helping her division win Rail Division of the Year in 2018. She is always willing to learn and find ways to improve the cleanliness of Metro trains.

When asked to describe her methods to lead and motivate her team, she stated, "I assign tasks fairly and what best fits each person's skills. I also assist the crew with cleaning and ensuring the trains are cleaned quickly and efficiently. With 21 years of experience, I motivate my team with my experience and work ethic." Her advice to new Metro employees is to "take self-responsibility so that you don't jeopardize your employment." Eng enjoys spending time with her family and in her spare time she likes running and gardening. We thank both Eng and Dinh for their commitment to excellent service and for their part in keeping LA County buses and trains moving.




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### **Metro's Women and Girls Governing Council Hosted High School Students for APTA Career Day**

In participation of APTA National Public Transportation Career Day, Metro's Women and Girls Governing Council hosted 9th and 10th grade high school students for a day of activities and an opportunity to learn about Metro and the careers available in the public transportation industry. The girls were partnered with Metro staff to learn directly from transportation professionals and receive an invaluable glimpse into different job functions through career shadowing. We were glad to hear that there was genuine interest from the girls which provided them a different perspective of the transportation industry.

I would like to thank Cinthya Lupian, Angie Godinez, Monica Del Toro, Tham Nguyen, Sharyne Ng, Avital Shavit, Maria G. Meleandez, Paula Carvajal, Samira Baghdikian, Romerica Eller, Michelle Johnson, Mary Morgan, Armineh Saint, Fumi Sotozono, Claudia Galicia, Selena Landero for participating in this career shadowing event, Teresa Wong and Fulgene Asuncion for coordinating the activity, Aaron Santos and Kat Miralles for leading the planning efforts, Pamela Christian for providing an overview of Metro's E3 Initiative and Marion Colston for her assistance in recruiting the students.

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### **May 2019 Operations Employees of the Month**

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

The Transportation Employee of the Month award was presented to outstanding Train Operator Ms. Linda Lawson, Green Line Division 22. Ms. Lawson has been with Metro for 31 years, beginning her career in 1988. She takes great pride in being a train operator at Metro and is a role model for Junior Train Operators. Ms. Lawson has never had a miss-out, with the importance of this 30+ year accomplishment being the direct

result of her ability to dedicate herself to doing the best job possible. Her peers are amazed with her achievement to “Never Be Late for Work”. The life of an operator requires them to be at work hours before and remain well after the standard “Rush Hour” when our system is the busiest. She has also been a Line Instructor at the Blue Line and has operated trains on the Blue, Red and Green Lines.

The Maintenance Employee of the Month award was presented to Mr. Sal Bottancino, Rail Fleet Services Supervisor at Red/Purple Line Division 20. Mr. Bottancino has been with Metro for 35 years where he is known for his helpfulness and strong work ethic. Mr. Bottancino oversees the Subway Car Interior Renovation Project. Prior to his oversight on this project, it took about 4 months to complete one married-pair. Due to his efficiency, completing a married-pair has dropped to 2 months. The renovated cars have provided much more comfort, better hygiene and upgraded appearance for the passengers. Mr. Bottancino is managing this project very well, coordinating with Procurement to get the parts in a timely manner and working with Division 24 to get all the seat frame and panels painted. He provides excellent leadership with his team and has helped turn this project into a success.

The Logistics Employee of the Quarter award was presented to Mr. Gustavo Diaz-Ordaz, Storekeeper at Downtown Los Angeles Division 13. Mr. Diaz has been with Metro for 17 years. The Division 13 storeroom is unique as it has two service windows - one for the bus mechanics at the division and a rear service window for the shops at the Central Maintenance Facility. Assisting many customers gets busy but Mr. Diaz uses all of his resources to ensure that his customers get what they need in a timely manner. His passion for his job is displayed by his interaction with customers where he enjoys helping and finds fun in his work. Due to his expertise of the job and attention to detail, he trains new employees who come into the department. Mr Diaz takes his time explaining the policies and procedures and teaches new employees how to display excellent customer service.



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### Westside Central Service Council Changes Meeting Time

After witnessing the large public turnout at the NextGen Bus Study workshops earlier this year, the Westside/Central Service Council had discussions to consider whether a later start time would allow people to more easily attend their meetings. At their meeting last Wednesday, the [Westside/Central Service Council](#) voted “yes” to change their Council meeting start time from 5:00 p.m. to 6:00 p.m.

According to the Service Council bylaws, the purpose of the Councils is not only to review and approve bus service changes, but also to understand the needs of the community and address their service concerns. The Council hopes that this change in start time will make it easier for the public to attend, and that more Westside/Central region transit users will drop by, learn a little about the Metro projects and programs in their region, and provide their suggestions.

The Westside Central Service Council meets on the second Wednesday of each month in the Metro Board Room at Metro Headquarters next to Union Station. This change in meeting start time will begin with their July 10 meeting.

There are also four other Service Councils, each covering a different region of Metro's service area: Gateway Cities, San Fernando, San Gabriel, and South Bay. Their meetings are held as follows:

- San Fernando Valley Local Service Council – First Wednesday of each month at 6:30 pm  
Marvin Braude Constituent Center, 6262 Van Nuys Blvd. , Van Nuys, CA 91401
- San Gabriel Valley Service Council – Second Monday of each month at 5 pm  
Metro El Monte Division 9 Building, 3rd Floor, Service Council Conference Room, El Monte, CA 91731
- Gateway Cities Service Council – Second Thursday of each month at 2 pm  
Salt Lake Park Community Center, 3401 E Florence Ave., Huntington Park, CA 90255
- South Bay Service Council – Second Friday of the month at 9:30 am  
Inglewood City Hall, 1 West Manchester Boulevard, Inglewood, CA 90301

To receive the monthly agendas for any of the Service Councils meetings or to submit comments, you can email [servicecouncils@metro.net](mailto:servicecouncils@metro.net) or submit a comment form through the Service Council [web page](#).

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### Profiles in Leadership Panel Discussion for Asian American & Pacific Islander Heritage Month

On Tuesday, May 28, at 2:00 pm join your colleagues to recognize Asian American & Pacific Islander Heritage Month as we hear from Metro leaders from the Asian American & Pacific Islander communities. The next edition of the Profiles in Leadership panel discussion will feature Metro Chief Auditor Diana Estrada, Deputy Executive Officer of Countywide Planning Frank Ching, Executive Officer of Project Delivery June Susilo, and Senior Manager of Service Planning & Scheduling Stephen Tu. The panel will be Moderated by Executive Officer of Environmental Compliance and Sustainability Dr. Cris Liban.



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### Procurement Postings

#### Construction of Cesar Chavez Transit Pavilion, Design-Bid-Build (IFB) - Small Business Prime

Metro will release an Invitation for Bids (IFB) to procure the construction services necessary for the construction of the Cesar Chavez Transit Pavilion (D/B/B) at 530 East Cesar Chavez Avenue, Los Angeles, CA 90012. **This solicitation is open to Metro Certified Small Businesses only.** The blackout period is

expected to last from May 24, 2019 to August 30, 2019.

The purpose of this project is to improve the existing bus stop and enhance the transit riders' experience. Improvements include concrete pavement with various surface finishes, drought tolerant landscaping, lighting, site drainage, pre-cast concrete seating, ADA tactile pathway, CCTV's, signage and graphics, and other passenger amenities such as Map Case, Emergency Telephone (E-Tel) and Variable Message Signs (VMS).

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Laura Barrera, Assistant Contract Administrator at (213) 922-4365.

MTA Headquarters 12th Floor Tenant Improvement Project (IFB) - Small Business Prime

Metro released an Invitation for Bids (IFB) to procure a contractor to provide construction of offices on the 12th Floor of Metro Headquarters building, located at One Gateway Plaza, Los Angeles, CA 90012. **This solicitation is open to Metro Certified Small Businesses only.** The procurement process blackout period is expected to run from May 20, 2019 to August 19, 2019.

The intent of this project is to provide tenant improvements consisting of construction of new floor to ceiling partitions and associated mechanical, electrical and communications fixtures, outlets, receptacles, etc. as per General Specifications and Statement of Work, and Engineering Drawings.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Diana Sogomonyan, Principal Contract Administrator, at (213) 922-7243.

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**Construction Notices: Regional Connector, Purple Line Extension, 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.

Regional Connector: Excavation on Flower St Continues Southward

Work continues steadily below Flower St, with rebar and concrete installation between 4th and 5th St. South of 5th St, excavation and utility hanging is moving steadily towards the future connection to 7th St/Metro Center Station. Ultimately, some 108,000 cubic yards of soil will be excavated from beneath Flower St. Work will continue from May 8, 2017 and continue through summer 2019.

Purple Line Extension Project: Utility Potholing below Wilshire Blvd

Utility potholing began to identify existing utilities below Wilshire Blvd. between Beverly Dr. and N. Crescent Dr. All work will be completed during non-peak hour traffic times. Lane closures and turn restrictions on Wilshire Blvd. will be required for this work. Two lanes will always be maintained on Wilshire Blvd. both eastbound and westbound. Communication efforts will be ongoing to provide stakeholders sufficient notice prior to work starting in specific areas.

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

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"Health is the greatest gift, contentment the greatest wealth, faithfulness the best relationship."

~ Buddha

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

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

