



CEO BRIEF | EVERY VOICE COUNTS

Phillip A. Washington
Chief Executive Officer

Monday, October 7, 2019

In this Issue

- [**Building Partnerships at the Muslim Faith Leaders Roundtable**](#)
- [**On The Move Riders Program 4th Annual Older Adult Transportation Expo**](#)
- [**Closing Out September Safety Month**](#)
- [**2019 Metro Team Survey Launch**](#)
- [**Hispanic Heritage Month Leadership Spotlight: Rosa Graciano & Joanna Diaz**](#)
- [**Next Stop: Retirement**](#)
- [**Procurement Postings**](#)
- [**Construction Notices**](#)

Building Partnerships at the Muslim Faith Leaders Roundtable

This past Saturday, October 5, the Islamic Shura Council of Southern California and Masjid Al-Fatiha in Azusa collaborated with Metro to co-host a convening of Muslim faith leaders across LA County. A diversity of leaders from Muslim institutions attended to learn about Metro's career pathways, contracting opportunities for small businesses, and our On the Move Riders Program. Guests expressed gratitude for Metro engaging the Muslim community and offered feedback about how we can continue improving our programs. The Shura Council, Masjid Al-Fatiha, and several leaders have invited Metro to further develop this partnership, stating, "This is just the first step." The partnership and relationship-building manifesting from this gathering is a result of the Metro team enacting our vision to intentionally engage with faith leaders countywide. To learn more about Metro's Regional Faith Leaders Outreach Initiative, contact Patricia Soto at sotopa@metro.net.



On The Move Riders Program 4th Annual Older Adult Transportation Expo

The On The Move Riders Program (OTMRP) hosted its 4th Annual Older Adult Transportation Expo on Wednesday, October 2 at the Pasadena Convention Center. The Annual Older Adult Transportation Expo provided the essentials of riding public transportation through informational sessions and the opportunity for open dialogue with Metro and several other transit partners in LA County.

The Older Adult Transportation Expo has become a valuable resource for older adults throughout Los Angeles County and has grown tremendously since its inception in 2016. This year, the expo attracted 800 older adults from across the county. The growth in interest for public transportation resources demonstrates the demand from older adults to participate in and Join the Movement. Metro is committed to creating high quality mobility options and enhancing the lives of the older adult population.

Programs such as the OTMRP provide older adults with peer-to-peer travel training to encourage older adults to learn how to use public transportation; through group trips or one-on-one sessions. This unique approach provides older adults with invaluable services and information, empowerment through hands-on practice, and gives them the confidence to ride public transportation. I would like to thank Metro Community Education and all the Metro volunteers who made this successful event happen.



Closing Out September Safety Month

September was Rail Safety month in California which made for the perfect time to remind our patrons to practice safe behavior near Metro trains. Last month, Metro's Community Education (MCE) team hosted several Pop-Up Safety events for Metro patrons at some of the busiest rail & bus stations throughout the system.

MCE hosted a September Safety Campaign Kick-Off Event in the East Portal, 17 Pop-Up Safety Events for

Metro patrons at some of the busiest stations on the Blue, Expo, Red, Purple Gold and Silver Lines, as well as a Closing Event at 7th/Metro Station. A total of 35,000 limited edition Safetyville themed lapel pins were distributed to Metro riders throughout the Rail Safety month campaign.

It is Metro's goal to keep our riders safe and with MCE's September Safety Campaign our patrons were reminded of the importance of their role on our system. If you are interested in learning more about our ongoing safety efforts, please contact Jaime Arroyo at ArroyoJ@metro.net.

2019 Metro Team Survey Launch

Today, we kicked off the launch of the Metro Team Survey with an exciting interactive lounge, providing colleagues the opportunity to participate in the survey. Couldn't make it? No problem - The Metro Team Survey is open from today to until Friday, October 25, 2019 for all Metro Employees.

You can access the survey through several methods:

- Visit MyMetro and the link is located on top
- Look for the "Metro Team Survey" icon on your desktop
- Or go directly to the webpage at [Metro.net/teamsurvey](https://metro.net/teamsurvey)

Remember, this survey is:

- Useful. Metro will use your feedback to improve your workplace and work experience.
- Confidential. To maintain confidentiality, we are partnering with a third-party administrator, Quantum Workplace, to conduct the survey. Quantum Workplace will not release individual data to Metro; survey answers are entirely confidential. You may view Quantum Workplace's full privacy policy here: <http://www.quantumworkplace.com/privacy-policy>
- Convenient. The survey typically takes approximately 20 - 30 minutes to complete. You will be paid for this time.

For more interactive information sessions throughout all of Metro's locations, [click here](#) to visit the Metro Team Survey page for all up to date information. Other questions? Contact Metro Team Survey at teamsurvey@metro.net.



Hispanic Heritage Leadership Spotlight: Rosa Graciano & Joanna Diaz

In recognition of Latino Heritage Month, we want to spotlight two Metro operations employees for their outstanding leadership.

Rosa Graciano, Director at Cypress Park Division 3, is of Mexican descent. Rosa is a true leader who helps to elevate others and reach their higher potentials. She is known for motivating and empowering her team, trusting them to make many of their day-to-day decisions. Rosa often finds herself in teachable moments as she is a strong believer that sharing knowledge is a key to success. Teaching, assisting and sharing knowledge with her employees as well as helping Metro patrons is one her favorite parts about working at LA Metro. She also likes motivating others to do their best and succeed at Metro.

Rosa's advice to new employees is to stay focused and committed. She believes Metro provides great careers, and through hard work and dedication, can support employees with everything they need to provide for them and their family. In her spare, time Rosa enjoys spending time with her family and grandkids and also likes interior decorating and floristry.

We also want to spotlight Joanna Diaz, Operator from Chatsworth Division 8 and also of Mexican descent. Joanna is known for her leadership in customer service, often ready to deliver tips and best practices to her peers interacting with customers. She is well known for bringing fun and brightness to the workplace. Her colleagues appreciate the countless hours she devotes to colorful decorations and festivities around holidays and special occasions.

Joanna consistently puts full effort into providing our customers with excellent service. A big reason she enjoys working at LA Metro is the opportunity to help patrons with disabilities safely board the bus and get to where they need to go. She also enjoys sharing safety tips with her peers on how to avoid hazards. The best advice Joanna would give a new employee is to ask a lot of questions. There is much to learn being an Operator in LA County. Joanna's free time is spent with her family and two children. She loves the beach and having bonfires with her family.



Next Stop: Retirement

Serving the public many years through Metro and our predecessor agencies is truly a special commitment. I want to recognize and say thank you to those who have retired through the month of August after serving at Metro for more than 15 years. We sincerely appreciate all the hard work, dedication, and time that went into improving the mobility of Los Angeles County. I am sure our retirees have inspired others through their accomplishments and have served as a role model to those that are beginning their careers at Metro. We wish them all a wonderful retirement full of happiness, success and good health.

Name	Title/Division	Years of Service
David Coffey	Principal Revenue Audit - Revenue Collection	43.5

Lorraine M. Melendez	Manager, Material - Logistics	40.5
Roy Hemsley	Bus Operator - Division 7	37
Jose Martinez	Mechanic A Leader - Division 1	35.5
Hung X. Le	Schedule Maker II - Service Planning	32.25
Alfred Soto	Mechanic A - CMS	32
Mario Flores	Sr. Service Attendant - Gold Line Fleet Svcs.	29.5
John Garcia	Facilities Sys. Technician - Wayside Systems	28
Jorge Zavala	Bus Operator - Division 3	27.75
Bud Boyd	DEOD Representative	23.75
Mark Delgadillo	Mechanic A - CMS	20.25
Charles Malone	Bus Operator - Division 2	20.25
Norman Mayes	Transit Ops Supervisor - Bus Ops Control	19.5
Cathy Rosas	Chief Administrative Analyst	18.25

Procurement Postings

Airport Metro Connector (RFQ)

Metro released a Request for Qualifications (RFQ) to establish a contracting opportunity for the construction of the Airport Metro Connector Transit Station (Project). The procurement process blackout period is expected to run from October 7, 2019 through January 2, 2020.

The Project will provide a station connection to a future automated People Mover (APM) to be built and operated by Los Angeles World Airports (LAWA). In June 2014, the Metro Board of Directors approved adding a station at Aviation Blvd/96th Street to the Crenshaw/LAX Line (currently under construction) that will serve as a transit “Gateway” to LAX. The Work, under this contract will include, but is not limited to, furnishing all management, coordination, labor, equipment, materials and other services to perform the construction of the Airport Metro Connector/96th Street (or AMC) Project. The Project Labor Agreement/Construction Careers Policy will apply to this Procurement.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Deneise Glover, Principal Contract Administrator at (213) 922-5450.

EAMS System Implementation, Integration, and Business Process Engineering Services (RFP)

Metro will release a Request for Proposals (RFP) for the System Implementation, Integration, and Business Process Engineering Services for the new Enterprise Asset Management System (EAMS) that shall replace Metro’s existing legacy system, the Maintenance and Material Management System (M3). The procurement process blackout period is expected to run from Thursday, October 10, 2019 through Friday, May 8, 2020.

Metro is seeking the services of an experienced and qualified Contractor team to assess and re-engineer business processes, successfully integrate and implement a comprehensive EAMS, and assist in the transition from M3 to the new system.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Ana Rodriguez, Contract Administration Manager, at (213) 922-1076.

Landscape Construction I-10 at Soto St. (RFP)

Metro will release a Request for Proposals (RFP) to solicit a firm to provide Landscape Construction for the I-10 at Soto St. The procurement process blackout period is expected to run from Monday, October 14, 2019 through Wednesday, January 29, 2020.

Metro will seek proposals from well-qualified firms to implement a predetermined landscape plan, perform landscape construction and installation, including ongoing maintenance to achieve plant establishment.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Andrew Conriquez, Principal Contract Administrator at (213) 922-3528.

Construction Notices: Regional Connector, Orange Line, 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.

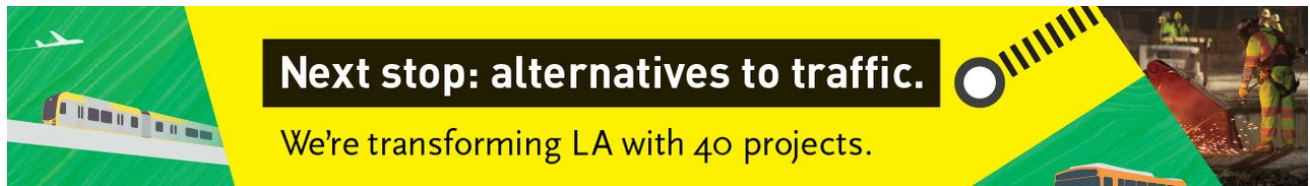
The temporary pick up/drop off locations will be relocated to the following:

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

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

"We light the oven so that everyone may bake bread in it."

~ Jose Martí



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)

