

# CEO BRIEF | EVERY VOICE COUNTS

**Phillip A. Washington**  
Chief Executive Officer

Friday, September 1, 2017

## In this Issue

- [Angels Flight is Back After Successful P3 Safety Improvements](#)
- [Atlanta Region Delegation Visits Metro to Discuss Transit Master Plans](#)
- [Celebration of the New Customer Care Department](#)
- [MicroTransit Industry Forum Champions New Mobility, New Methods](#)
- [Metro Regional Service Councilmembers Tour Regional Connector](#)
- [Metro Releases Draft EIS/EIR for East San Fernando Valley Transit Corridor Project](#)
- [Three Metro/Caltrans Public Hearings Held for the I-710 Corridor Project](#)
- [Women and Girls Governing Council](#)
- [Go Metro to Faith Evans Free Concert at Future MLK Station](#)
- [September is Rail Safety Month](#)
- [Procurement Postings](#)
- [Construction Notices](#)

---

### Angels Flight is Back After Successful P3 Safety Improvements

Yesterday, Deputy CEO Stephanie Wiggins joined City of Los Angeles Mayor and Metro Chair Eric Garcetti, Los Angeles City Councilmember Jose Huizar, and Angels Flight Railway officials for a press conference to celebrate the official re-opening of the iconic downtown Los Angeles 116-year-old funicular railway servicing Bunker Hill. Upgrades and work performed include:

- Installation of a maintenance/evacuation stairway
- Installation of new end gates on both cars
- Restoration/refinishing of cars and both upper and lower stations
- Repairs to vehicle operating system
- Repairs to safety and security cameras, detection systems, and other electronic components
- Tested, cleaned, repaired, and/or replaced key safety elements such as drive cables, Service Rope Carrier Brake, and other railway components
- And other safety, maintenance and aesthetics improvements.

The funicular closed in 2013 due to operational safety concerns. Three years later Mayor Garcetti's Office convened a working group to help execute a Public Private Partnership (P3) agreement with ACS Infrastructure Development, Inc. and the nonprofit Angels Flight Railway Foundation to restore, recondition,

operate, and maintain the Angels Flight Railway under a long-term 30-year concession. Metro and the City of Los Angeles are key partners in the fruition of this project with Metro both contributing funds to the project as well as providing half-price fares on Angels Flight for holders of valid Metro TAP cards. Full fare one-way ride is \$1.00.



---

### **Atlanta Region Delegation Visits Metro to Discuss Transit Master Plans**

Also yesterday, I joined Metro Board Member Jacquelyn Dupont-Walker in welcoming elected officials, appointed officials, and industry and transit professionals from the Atlanta Regional Commission (ARC) and Fulton County who are in Los Angeles touring and researching our transportation system. Following Director Dupont-Walker's welcoming remarks, I presented an overview of our agency and dug into the details of the successful Measure M campaign. Questions from the audience ranged from interest in autonomous vehicles, Metro highways and roads programs, working with Caltrans and various questions on the Measure M process. The delegation then continued on their day to tour the Metro Orange Line Bus Rapid Transit and other successful Metro assets and projects.

The ARC and Fulton County, in partnership with Kimley-Horn and HNTB, are creating a Fulton County Transit Master Plan. The master plan will include review of each City's community and economic development strategies, analysis of existing transit services and needs, and development of a financial model to determine the potential for expanded transit services within Fulton County. I want to thank Senior Manager of Government Relations Marisa Yeager for coordinating this visit and hosting our partners from Fulton County, MARTA and the greater Atlanta region.

---

### **Celebration of the New Customer Care Department**

Metro officially kicked off the new Customer Care Department on Wednesday, August 30, with a special ribbon-cutting ceremony on the Plaza Level at Gateway headquarters. I joined Chief Communications Officer Pauletta Tonilas, Customer Care Executive Officer Gail Harvey and our Customer Care-Givers for the celebration. The event recognized the merging of Metro's two previous customer service departments – Customer Relations and Customer Programs & Services – under one umbrella called the "Customer Care Department", which includes about 190 employees.

The department delivers a variety of services to the public including the agency switchboard, TAP and Metro call centers, customer inquiries and complaints, Reduced Fare application processing, Lost and Found, four brick-mortar customer centers and a Mobile Customer Center. Having one department encompassing all of our customer service functions will enhance our ability to provide seamless customer service in a unified, consistent and coordinated way, and streamline some functions of the department to provide efficiency and enhanced cross-training and development opportunities. Check the myMetro Intranet site for more information on our Customer Care functions and photos of our customer service family in action.



---

### **MicroTransit Industry Forum Champions New Mobility, New Methods**

On Tuesday, August 29, 2017, Metro Board Director Jacquelyn Dupont-Walker and I participated in a pre-proposal Industry Forum for Metro’s innovative MicroTransit Pilot project. The MicroTransit Pilot project seeks to design and test a new complementary transit service which will dynamically route vehicles to pick-up and drop-off customers at virtual stops within Los Angeles County. Implementation of this Uber-like service demonstrates Metro’s willingness to adapt, change and innovate in order to meet customer demands and stay relevant. In my remarks, I spoke to the idea that transforming Los Angeles County requires self-transformation as well.

The well-attended forum was a great way to initiate open communication and early involvement with potential partners. Firms were encouraged to react to a draft scope of work published in advance of the meeting, and to build contractor teams capable of planning and delivering a world class MicroTransit solution. These approaches to project delivery and private sector engagement are both innovative and unique.

This project would not be possible without the work of Rani Narula-Woods, Colin Peppard and Tamar Fuhrer in the Office of Extraordinary Innovation, as well as the ongoing support of Carolina Coppolo and the entire Vendor/Contract Management team. The Industry Forum event would not have been possible without the care and attention of the Diversity and Economic Opportunity Department, including Mimi Long, Olga Mireya Lopez, Janice Davis and Tashai Smith. I would also like to thank Board Director Jacquelyn Dupont-Walker for attending this event and demonstrating the Board’s commitment to innovation.





---

### **Metro Regional Service Councilmembers Tour Regional Connector**

On Monday, I met with Metro Regional Service Council representatives prior to their tour of the Regional Connector's future 1st/Central Av Station site. The Regional Service Councils represent Metro's five service areas; Councilmembers receive information on Metro policies and projects, and represent the interests of their respective communities. The Quarterly Meet and Confer meetings provide Councilmembers an opportunity to address topics of regional interest directly with the myself and executive staff.

Councilmembers received brief updates on the Long Range Transportation Plan (LRTP) presented by Chief Planning Officer Therese McMillan, and Service Development Senior Executive Officer Conan Cheung discussed the pending Bus Service Plan Study. I emphasized the Regional Connector Project's significance: In terms of projects, all are important—but the Regional Connector is a game changer for the entire region.

Before heading down to the tunnel, Project Engineering Executive Officer Gary Baker provided an overview of the project, Community Relations Manager Olga Arroyo shared the work that goes into educating project stakeholders and addressing their concerns, and Construction Safety Manager Pat Chism provided a safety training for tour participants.

Following the discussion, Service Councilmembers stepped into the heart of the Regional Connector's future with Glen Frank, Tunnel Resident Engineer, who lead the tour and provided insight regarding the challenges of this particular project and the complex process of building the tunnel, piece by piece. Under the 1st and Alameda intersection, Councilmembers could hear cars pass overhead, saw city utilities suspended above and viewed the massive undertaking that building transit infrastructure entails. Overall, this quarter's Meet and Confer gave the Service Councils information to take back to their communities as well as an experience to remember.



---

### **Metro Releases Draft EIS/EIR for East San Fernando Valley Transit Corridor Project**

This morning, Metro released the Draft Environmental Impact Statement/Report for the East San Fernando Valley Transit Corridor Project, beginning the 45-day public comment period that concludes Monday, October 16, 2017. The study evaluates bus and rail options for this Measure M project aimed at improving transit along Van Nuys Boulevard and San Fernando Road between the Metro Orange Line and the Sylmar/San Fernando Metrolink Station. Metro will hold five public hearings during September and looks forward to a robust public engagement process on this important project. For more information on the project and hearings, please visit the website [here](#) and read the article in the Source [here](#).

---

### **Three Metro/Caltrans Public Hearings Held for the I-710 South Corridor Project**

Yesterday, Metro, in partnership with Caltrans, completed the last of three Public Hearings on the Recirculated Draft Environmental Impact Report/Supplemental Draft Environmental Impact Statement (RDEIR/SDEIS) for the I-710 South Corridor Project. At each hearing, the public had an opportunity to review project information, ask questions, and provide input on the project during the oral testimony, in writing, or directly to the court reporter.

A total of 273 people attended these meetings including representatives from the offices of Metro Directors Solis, Hahn and Garcia; staff from the offices of Congresswoman Lucille Roybal-Allard, Congressman Alan Lowenthal, Senator Ricardo Lara and Assemblymembers Patrick O'Donnell and Cristina Garcia; Commerce Mayor Oralía Rebollo and Council Member Hugo Argumedo; Lynwood Council Member Salvador Alatorre; Signal Hill Council Member Larry Forester; Long Beach Council Member Roberto Uranga and staff from cities along the project corridor. A total of 120 comments (87 verbal and 33 written) were received at these meetings.

Caltrans has extended the official public comment period from 64 to 95 days, and it is now scheduled to conclude on Monday, October 23, 2017. This will allow more time for interested stakeholders and the general public to review the environmental document and provide feedback. Following the public comment period, the project team will review the comments received and develop a recommendation which will then be shared with the I-710 committees and project stakeholders for their input. A copy of the Public Hearing presentation can be found [here](#) and details for providing public comment can be found [here](#).

---

### **Metro to Impact, Advance and Empower**

I am establishing a council to discuss how Metro's programs, services and policies impact the lives of women and girls in Los Angeles County. To staff this volunteer council, the Office of the CEO seeks a

diverse group of employees from every department - contract and non-contract, entry-level to executive - to provide recommendations to me to help advance, and empower women and girls. We are seeking three full time employees from each department to join the council and be a part of a diverse group of women and men working together for effective, innovative and collaborative change. To express your interest in participating on the Women & Girls Governing Council, send your full name, badge number and department information to [oceo@metro.net](mailto:oceo@metro.net) or call 213.922.6863 and leave a message including the above information.

---

### Go Metro to Faith Evans Free Concert at Future MLK Station

Metro employees are invited to attend Baldwin Hills Crenshaw's 70th-anniversary celebration next weekend Saturday, September 9, with a FREE performance by R&B singing legend Faith Evans. At 70 years old, Baldwin Hills Crenshaw is recognized as the oldest mall in the United States and is home to Metro's future MLK Station on the Crenshaw/LAX line (2019 anticipated opening).

To kick-off the concert, Metro Arts will contribute by presenting local opening acts from the nearby Liemert Park community to perform jazz, drumming, and dancing. Concert attendees can visit Metro's booth at the fest for info about Crenshaw/LAX construction, local community meetings, Metro jobs and more. Several lucky booth visitors will win TAP pass prizes.

Seating will be limited so arrive early. For your best route to the concert, visit [metro.net/riding/trip-planner](http://metro.net/riding/trip-planner).



---

### September is Rail Safety Month

Each September, Metro's Community Education (MCE) Department promotes a multitude of safety messages to remind our riders how to ride the system safely considering that safety and security is our first priority at Metro. This campaign is focused on the communities along Metro's Rail Lines. In order to further support the campaign, MCE will be hosting eighteen pop-up events at some of Metro's busiest rail stations and at local community events. Participants will be able to receive important safety information along with a limited edition Metro Rail Safety tote bag and the opportunity to spin our Safety Wheel for additional prizes.

The schedule of rail safety events is as follows:

#### Union Station (Red, Purple and Gold Lines)

Friday, September 1, 2017	7am-9am
Wednesday, September 6, 2017	4pm-6pm
Saturday, September 9, 2017	12pm-2pm

North Hollywood Station (Red Line)

Monday, September 11, 2017 4pm-6pm  
Friday, September 15, 2017 7am-9am  
Saturday, September 23, 2017 12pm-2pm

7th and Metro Station (Blue, Expo, Red and Purple Lines)

Tuesday, September 26, 2017 7am-9am  
Thursday, September 28, 2017 4pm-6pm  
Saturday, September 30, 2017 12pm-2pm

---

**Procurement Postings**

Head Assembly - Cylinders (IFB)

Metro released an Invitation for Bid (IFB) to procure Head Assembly - Cylinders. The procurement process blackout period is expected to run from Monday, August 28, 2017 to Monday, October 30, 2017.

Metro is seeking a vendor to supply Head Assembly-Cylinders, S50G, MODEL 6047 MKG8 (for NABI 7525-7599 & 8000-8099 SERIES ONLY) on an as needed basis for a twelve month period with a one (1) year option for additional quantities.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Juelene Close, Senior Contract Administrator, at (213) 922-1066.

Metro Medical Clinic Services (RFP)

Metro released a Request for Proposals (RFP) to seek qualified occupational and industrial medicine providers. The procurement process blackout period is expected to run from Thursday, August 31, 2017 through Friday, January 5, 2018.

Metro is seeking services from qualified occupational and industrial medicine providers to conduct medical examinations and drug and alcohol specimen collection of candidates and employees.

Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Marc Margoni, Principal Contract Administrator at (213) 922-1304.

---

**Construction Notices: Gold Line Station, I-5**

Metro Gold Line: Access Ramp Construction -- South Pasadena Station

Beginning Thursday, August 24, 2017 and continuing through October 2017, Metro crews will construct a concrete ADA-compliant access ramp at the Gold Line South Pasadena Station, southeast entrance, near the El Centro St. Temporary access to the station entrance will continue throughout construction. For the full construction notice, click the underlined title above.

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

---

"Without labor nothing prospers."

~ Sophocles



---

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)

