

MetroConnect

OUR COMMITMENT TO
SMALL BUSINESS SUCCESS



Construction Network

Stephanie N. Wiggins
CHIEF EXECUTIVE OFFICER

LA METRO

November 3, 2021



Metro

1st 100 Days

- Announced as the new CEO in 2021
 - Previously I was the CEO of Metrolink for 3 years
 - Before that, I spent 10 years at LA Metro
 - Overall, 2 decades working in SoCal mass transit
- Listening Tour during my first 100 days
 - Delivered deep insights on what's working and opportunities for improvements



Metro®

Returning Ridership

- 2020: Major hit from COVID-19
 - 70% drop in ridership
 - Decrease in operators
 - Major changes in commuter patterns due to working from home & reduced service hours
- Today: Steady return to our pre-pandemic rates
 - Return of about 80% of our weekday ridership
 - Beats our prediction of 50% by this time
 - Weekend ridership is tracking to above 80% of our pre-COVID levels
- Why?
 - Metro is essential to Angelenos and visitors



Metro

Service Improvements

- NextGen and Better Bus Program
 - Launched Phase 2
 - This program means faster, cleaner, safer and more frequent service
 - Updates to our bus system has been challenging, but the customer benefits will worth while



Metro

The Customer's Experience

- Identify ways to bring back riders and add new riders by asking them for their **valuable feedback**
- Recast and reframe our entire organizational structure
- Make Metro a sustainable, long-term transportation solution
- Think creatively

“Culture eats strategy for breakfast” – Peter Drucker



Metro

Mega Project Status

- 55 projects underway
- Total value of \$21 BILLION DOLLARS
- Olympic and Paralympic 2028 Games



Metro®

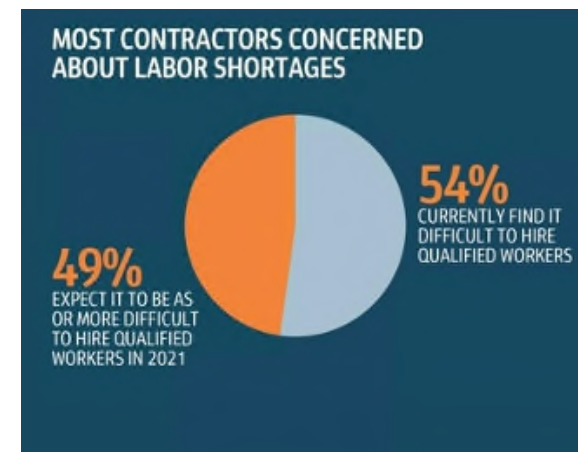




Construction Market

Metro's Construction Market Analysis (September 2021) revealed some critical information:

- National economy projected to recover faster than after the Great Recession
- California to have a “euphoric” recovery
- Optimistic outlook for future activity and spending, but...
- Construction labor shortage persists





Key Strategic Focus: Labor Pool

Be the owner of choice:

- Attract more bidders & increase the labor pool
- WINLA, SEED School of LA County
- Embrace partnerships at all levels, including...
SBE, DBE and DVBE Contractors/Teams/JVs

Metro is committed to supporting small businesses and local economies through our contracting procedures, our projects in local communities and our direct investment.



Driving Innovation

- LISTENING SESSION: CONTRACTOR ROUNDTABLE
- AGENCY RE-ORGANIZATION
- ALTERNATIVE PROJECT DELIVERY: Progressive Design-Build & CMGC
- THIRD PARTY RELATIONSHIPS



MetroConnect

OUR COMMITMENT TO
SMALL BUSINESS SUCCESS

Thank
you



Metro