



Dear Metro team members,

This note is to remind you all about the focus groups and interviews conducted by the nINA Collective a few months ago, and to thank those who participated in those conversations. We are happy to share that we have completed the first part of our work together - which included listening to Metro Maintenance staff and summarizing your recommendations for how to make Metro a place where everyone is proud to come to work. We hope you see your feedback reflected in these recommendations (attached)! We appreciate your honesty in this process, and we hope we are able to continue to support your vision for your teams! Our first two steps in this process are to work with Metro on improving communication channels so you all receive correct and timely information regardless of what shift you are on. We are also engaging in training with all supervisors on your team to work on these communication and change management strategies.

The good news is change is happening - and it is the change you requested! The bad news is - change is hard - even when it is change that you want. That said, we invite you to reach out to us anytime you have questions or feedback about the process - including questions about the attached report.

Thank you again,

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Sincerely,

Colleen Butler
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