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Congratulations to America's Best

**Metro has been named APTA's 2006
Outstanding Public Transportation System.**

Time and again, Metro has delivered service innovations, technological advances and customer-focused initiatives. And our efforts have really paid off: we're concluding one of the most productive years in our history, and now we serve some of the most satisfied customers in the nation. How did we do it?

Metro worked tirelessly to improve operations

Ridership and revenues are up - Metro's investment in new services and system improvements is paying major dividends. Ridership increased 4.7% while fare box collections grew 8.9%

Customer satisfaction is at an all-time high - The latest survey showed that 84% of customers were satisfied with Metro service, and 83% think service has improved over the previous year.

Complaints are at an all-time low - Metro's complaints have never been lower. In terms of both actual complaints per month and complaints per 100,000 boardings, monthly complaint totals have dropped 25% this year.

Service productivity has outpaced service allocations - Metro increased revenue service hours 1.4% while passengers per hour grew 4.7%. This nearly 3 to 1 ratio made Metro the second most productive

transit agency in the United States.

Metro aggressively added new services

BRT system grew Rapidly - With more than 300 Metro Rapid buses and 30 Metro Liners, Metro is at the halfway point in creating the most extensive BRT network in the country. Twenty-eight Rapid lines with 700+ vehicles will be in operation by 2008.

New Express services launched - The agency pulled out all the stops on two new Metro Express lines – 450X and 577X. Using existing transitways, these routes are faster than driving alone.

Metro Orange Line opens to 83,000 riders - “We begin a new era” Mayor Antonio Villaraigosa declared at the opening celebration of the 14-mile busway. Since its grand opening in October, the 18,000 daily boardings are three times the original projections.

Partnerships with local operators make system more seamless – Metro is fortunate to partner with local municipal operators to expand Rapid lines, create new services and offer the regional EZ Transit Pass program. Next on tap is TAP – a regional smart card system.

Metro attracted new customers

Metro Blue Line reached record ridership – The 2nd most successful light-rail line in the nation, the 22-mile Blue Line posted more than 76,000 average weekday boardings, the highest ridership since it opened in 1990. Overall rail ridership increased by 17% over last year.

L.A.’s Ridership doubles national averages - An APTA report confirmed Metro is doing relatively well in generating ridership. The report showed that Metro bested the national average by almost double.

Discretionary customers grew by 40% - Those hard-to-get “choice” riders now account for three of every 10 riders, up from two of every 10 just three years ago.

Metro added clean, bold, innovative, high-capacity vehicles

Metro offers the coolest, cleanest, most modern, vehicles on the road – Sleek designs and vibrant colors highlight one of the most modern fleets on the road today. Color scheme features red for Rapid buses; blue for Express buses; and orange for Local buses.

2,000th Clean Air Bus delivered - Commemorating Earth Day, Metro reached a milestone receiving its 2,000th CNG bus. Metro boasts the largest clean-air fleet in the nation.

Metro continues to order new buses – 200 new high-capacity CNG vehicles were ordered to replace older vehicles. These buses will be assigned to the busiest bus lines. The order includes 94 articulated buses – the 60-foot Metro Liners – and 100 45-foot buses and six 40-foot hybrid coaches.

New rail car airmailed to L.A. - The first of 50 new 2550 light rail cars was flown to Los Angeles via a giant Russian-built cargo plane. These new rail cars were designed to operate on any Metro light-rail

line. They are scheduled to run on the Gold Line when it extends to East Los Angeles.

Large capacity vehicles improved productivity – Metro was able to carry more people with fewer buses thanks to the new 46-seat NABI “Compo-Bus” which is bigger – but significantly lighter than a conventional steel-framed bus. In addition Metro added new 60-foot articulated CNG buses to the fleet that seat 50 percent more passengers than a standard 40-foot bus.

Metro advanced L.A.'s rapid transit system

Gold Line extension under construction - Metro initiated construction of the \$989.9 million Metro Gold Line’s Eastside Extension. The six-mile line, which includes 1.8-mile twin tunnels, is slated to open in late 2009.

Exposition Light-Rail line to start construction – The newest extension of the 62-station Metro Rail system is scheduled to break ground this summer. It will run 8.5-miles from downtown Los Angeles to Culver City and be completed by 2010. The second phase will extend from Culver City to Santa Monica.

Design/build process pioneered - Metro is using a design-build process to construct highway projects, sound walls, and new facilities and rail lines. It is projected to save 10% to 15% of development costs and 20 months in project delivery time. Using design/build, one contractor designs and constructs a project under a single contract.

Prototype bus terminal opened - Metro completed a new prototype bus terminal that offers passenger and employee amenities. This facility is the model for future Metro customer facilities.

National Panel gives subway tunneling the green light – Metro worked with federal officials to assemble an expert panel to revisit tunneling in Los Angeles. The panel endorsed safe tunneling under the heavily congested Wilshire corridor, paving the way to reverse a federal ban on subway construction in Los Angeles.

Solar panels lowered costs and reduced emissions – Successfully harnessing the Southern California sun, Metro’s Division 15 and Division 8 found a bright new way to provide 20 percent of its power needs.

I-710 Major Corridor Study approved – Metro moved ahead with plans to overhaul one of the area’s most heavily congested freeways. The project will improve goods movement, handle future growth and improve air quality. The estimated cost is \$5.5 billion.

Metro mastered the bottom line

Costs stayed well below inflation – Metro kept revenue service hour costs well below inflation. Over the last few years Metro service hour costs have increased by only 1.5% - at the same time L.A.’s CPI has risen 10%. This is even more impressive given how much fuel and security costs have risen.

Belt tightened by \$153 million - Metro’s budget came in \$153 million lower than the previous year despite rising fuel, insurance, security and other costs.

Metro provided so much more than transit

Freeway Service Patrol aids 350,000 stranded motorists - A fleet of 145 Metro-funded tow trucks assists stranded motorists on over 400 miles of Los Angeles County freeways. The program, operated by SAFE, assists motorists which keeps traffic moving and reduces congestion. This year the service expanded to include free Big Rig Tow Service for trucks traveling along the Long Beach Freeway.

HOV system extends to over 425 lane miles – Servicing 14 freeway corridors, the network ranks as one of the largest HOV systems in the country.

Metro is fully accessible – Metro is as close to being 100% ADA-compliant as an agency can get. All bus lines are accessible with wheelchair lifts or ramps. All stops are now announced through a new automated audio system that was activated this year. The rail system is equipped for passengers with hearing, mobility and visual impairments. In addition, Metro is the primary funding partner of Access Services – a regional paratransit service.

Metro helps keep Metrolink on track - Metro is a primary funding partner for Metrolink, southern California's 495-mile commuter rail system. Metrolink has nearly 40,000 daily boardings.

Metro was everywhere in the community

Sectors brought Metro to the community - Metro's five local Service Sectors bring operating decisions to the people. This decentralized community approach to transit management helped Metro give the people the services they wanted. In addition to Sectors, Metro was heavily involved in hundreds of local events and community activities.

Metro showed L.A. some love - Mark Clifford's spectacular photograph captured Metro's Valentine's Day display using its headquarters' office lights against the downtown L.A. cityscape.

Docent Council provided over 2,500 guided tours - While docent programs are common at museums, Metro is the first transit agency to create such a program for visitors.

Greater Los Angeles Vendor Fair draws 1,400 - Attendees at the 11th annual Metro-sponsored event crowded the LA Convention Center to learn how to tap into billions of dollars of local contract opportunities in Los Angeles County.

500 transportation leaders gather at Mobility 21 - Mayor Antonio Villaraigosa urged advocates to "work together as a region to secure funding." Metro, the L.A. Chamber of Commerce and AAA formed Mobility 21. Now in its 3rd year, leaders are working to fund L.A.'s "Top Ten Traffic Busters," including expansion of light rail lines, more carpool lanes, street and highway and freight corridor improvements.

Safety and security are top priorities

Metro operations exceeded lofty safety goals – Vehicle accidents and Workers Compensation claims went down 10.3% and 23.6% respectively. Agency-wide 'Safety's First' initiative coupled with vastly

improved Workers Comp management is credited for the accomplishments.

Canine ‘Deputies’ on the Job at Metro - These "deputy dogs" are used in search and rescue as well as firearms and explosive detection.

Metro security bolstered by \$6.9 million grant – The U.S. Department of Homeland Security provided funding for improved security. Metro took full advantage of the dollars to add high-tech surveillance equipment, Metro’s security is at a level unsurpassed by any other U.S. transit agency.

940 days without a lost-time injury – Metro’s concerted effort to remind employees that safety is first paid off big at Metro’s Regional Rebuild Center. Almost three years without a serious accident is quite impressive.

Safety at schools - Metro delivered safety presentations via 4-D ‘Metro Experience’ mobile theater to over 153,000 students, teachers and parents.

Metro seamlessly integrated technology

Website recorded over 200 million visitors – The popular metro.net launched new features including Metro Store online, a virtual rail tour and pass sales online. The site also offers an interactive trip planner, ridematching and comprehensive transit service information for the entire Southern California region.

Universal Fare System project moved into high gear – New ticket vending machines, validators and fareboxes are being installed throughout the Metro system in preparation for the launch of TAP or Transit Access Pass, a smart card fare payment system that will be launched within the year.

Signal synchronization is keeping traffic moving – Metro has partnered with cities to improve signal synchronization. The signal network helps move buses and cars along city streets up to 25% faster.

Metro put customers first

Patrons give Metro high marks - A recent customer survey showed that an overwhelming majority of customers give Metro high marks with regard to service: “I feel safe”- 87%; “I had a seat”- 80%; “Operators are courteous”–80%; “Metro is clean” - 77%; “Metro is on time” - 72%.

New Transit TVs get high ratings – Metro contracted with Transit TV to provide a new customer amenity. The TVs provide news, sports and entertainment. A survey revealed that nearly 9 out of 10 customers prefer riding with the TVs onboard.

Reported graffiti down 20% - Reports of graffiti on the fleet are down for the first time in Metro’s history. It may be the new buses or the onboard TVs - or it could be the aggressive law enforcement that has resulted in 24 graffiti and vandalism arrests over the last year. Regardless, graffiti is a great thing NOT to see.

Metro is making communities livable

Transit-oriented development making communities more livable

- A mixed-use transit village with low-income housing, retail space, and a daycare center appears at one station; a luxury W hotel, shops and restaurants are planned at another; apartment and condo residences top a row of shops and restaurants at a third development. Metro has accelerated joint development and mixed-use efforts and has 23 projects in various stages of development.

Metro Art receives 3 national awards – Citations include regional AIA award for "improving the quality of life in the region". Over 30 new artworks were installed during 2005, including displays for the new Metro Orange Line.

Metro maximized marketing by design

Metro's in-house Design Studio featured in Communication Arts

– For the first time in its 45-year history, Communication Arts, the world's largest design magazine will feature a public agency's design work. Metro was selected for its comprehensive approach to design.

Marketing kept in-house - All of Metro's award-winning marketing and advertising materials are produced in-house – maximizing resources and ensuring quality work.

Positive media coverage at record level – Metro reversed a negative trend and garnered 60%+ positive media coverage of agency's efforts. This market value of news media peaked at \$17 million in one month.

Metro got down to business

Employer pass sales double - Metro offers employers a complete line of transit and rideshare programs. As a result, monthly pass sales increased from \$272,158 in FY02 to \$579,333- and the reported number of riders has nearly tripled, increasing from 16,417 to 46,246. All-in-all, over 1,140 worksites and 557,450 employees are in some type of Metro employer program.

Registered carpoolers up 167% - Responding to programs such as Metro Rewards, carpool registrations explode, growing from 38,803 in FY02 to 103,710 today.

Universities offer Metro passes – USC, UCLA, LACC and Pierce College have enrolled in Metro pass programs for students and staff.

K-12 student pass sales grow 45% - The student pass program was greatly simplified – red tape was eliminated. The result: a 45% increase in student pass sales.

New Pass programs offered – The New Employee, New Resident, Jury Pass and Guaranteed Ride Home programs are all new and all are getting people out of their cars.

Vanpool participation is up 45% - Metro-organized vanpools have grown from 649 in FY02 to 945 today.

Day Pass boosts farebox revenues - Revenues increased thanks to a variety of customer choices, such as the popular \$3 Day Pass, which

35% of Metro customers use daily.

School Pool for parents and kids - Schools are participating in Metro's School Pool program, which creates ridesharing matches for parents to get their children to school.

Retail network makes pass buying easy – With 600+ outlets countywide, Metro passes are typically right around the corner.

Arthur Winston is Metro's Employee of the century – After 73 years of service to Metro, Mr. Winston celebrated his 100th birthday by retiring. His storied career was covered nationally.

Metro helped generate transportation funds

\$4.5 billion in federal funding secured for Los Angeles County - Metro lobbied hard to bring federal funds to the region. In the latest reauthorization bill, \$4.5 billion was allocated to Los Angeles County. A variety of critical items was funded, including \$833 million in specific highway and transit project funds programmed by Metro.

Eastside rail receives \$490.7 million full funding agreement - The pact funds the six-mile extension of the Metro Gold Line to East L.A. that is currently under construction.

New approaches applied to old problems

All administrative policies updated - Momentous team effort brings each and every Metro admin policy up to date. Much of the policy work serves as a model and is being utilized by other local agencies.

Interest-based labor approach utilized - Stressing cooperation and open communications, Metro begins negotiating three labor contracts with the goal of building trust beyond negotiations and improving labor/management relations.

Strength in numbers – With more than 87% of Metro's employees being women and/or minorities, Metro one of the most diverse organizations in the country from top to bottom. We believe this is one of our greatest strengths in addressing issues, relating to our constituents and improving our services.

Congratulations to each of Metro's 8,907 employees on this historic honor. We're proud to call you America's best.
