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Employees Have Important Role in Achieving Metro's New Goals and Objectives

- 'We'll have to hustle,' CEO Snoble says

(Oct. 4, 2006) All Metro employees and departments will have important roles in helping the agency reach its goals and objectives this year, CEO Roger Snoble said, Wednesday, during an all-staff meeting.

The CEO outlined six primary goals that include improving transit services, delivering capital projects on time and within budget, exercising fiscal responsibility and leading the region's mobility agenda.

The agency also will work to develop an effective and efficient workforce, secure more local, state and federal funding and improve communications with the Board, government officials and the community.

[Metro Goals & Objectives Fiscal Year 2007](#)



CEO Roger Snoble outlines Metro's goals and objectives and said every employee will play a part in helping achieve them.

"Each of you will have important roles to play in achieving these goals and objectives," he said. "The better job we do, the better it will be for our customers, for all of us and for Los Angeles County."

Noting that a major progress report on the goals is due in May 2007, Snoble said he would be meeting with various departments to work out who will be responsible for helping achieve each set of goals. "We'll have

to do a lot of hustling to make a dent in these goals by next May. We have our work cut out for us."

'Safety is always number one'

The CEO interrupted his remarks early in his speech to point out that, "No matter what we do, safety is always our number one goal. We want to be a safe system for our employees, for our customers and for the people surrounding us."

Snoble appeared to be optimistic about increasing ridership by 5 percent, one of the two objectives listed under improving transit service. In the past year or so, ridership has increased 8 to 9 percent, he said. Discretionary ridership rose by about 40 percent.

"There's still a lot of demand out there," and ways Metro can increase ridership above the national average, he said. "We've been able to do that over the last several years and we want to continue to do so."

A more difficult goal to achieve will be a requirement over the next three years to eliminate the operations structural deficit of between \$120 million and \$130 million.

"That's a big challenge," Snoble said, but it can be done by reducing costs, attracting more riders, working more closely with municipal operators to streamline service and "working through Metro Connections to make service more efficient and effective."

Heavy involvement by Metro

Providing leadership for regional mobility will require heavy involvement by Metro, especially in the area of freight movement from the ports to rail transfer points. The agency also will play a key role in the development of innovative ways to better connect the area's transit systems.

Commenting on the goal to develop an effective and efficient workforce, Snoble illustrated his pride in employees by pointing to the award Metro will receive, Oct. 10, as APTA's 2006 Outstanding Public Transportation System.

"It means we've reached the top from a national perspective," he said. "Getting to the top is one thing; staying at the top is a huge effort every single day. That means we have to have an effective and efficient workforce."

A major factor in reaching the goal of securing more local, state and federal funding is proving that Metro spends its funding productively. The better the agency does that, the CEO said, "the more we're likely to get from Washington and Sacramento, because they have confidence in our ability to deliver for them."

Consent Decree is ending

In answer to a question about the Consent Decree, Snoble made a show of checking his calendar and then announced that the 10-year-old agreement with the Bus Riders Union will end Oct. 29.

Two motions are currently before Superior Court Judge Terry Hatter, Snoble noted, one asking the court to find Metro in contempt for failing

to live up to the Consent Decree, and the other to extend the decree for another four years.

An extension would be difficult for the agency, the CEO said. "We've agreed to provisions, gone through all the different hoops we've had to jump through and done everything we could to meet the letter and spirit of the Consent Decree.

And he repeated earlier statements that Metro would not "let the bus system go to seed," but would work to "make the system more relevant to today's travel patterns, make the service available to more people."

"We have a whole different story to tell today than we had ten years ago," he said.

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