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CEO UpDate

Feeling the Glow as 'America's Best' and Thinking of Goals Ahead

By CEO ROGER SNOBLE



CEO Roger Snoble

I don't know about you, but I'm still feeling a glow from last week's celebration and the honors Metro received as APTA's 2006 Outstanding Transportation System Achievement Award winner.

To be recognized by our transit agency peers as the best in the country is pretty cool. And then to have Bill Millar, the president of APTA, come out to Los Angeles to personally present the award really emphasizes the importance of our achievement.

Bill came because he believes that the people of Metro really deserve the "America's Best" award. In effect, he was welcoming Los Angeles back in the fold as the national leader our agency should

be.

The original award presentation was at the APTA annual meeting in San Jose, where John Catoe, Board Chair Gloria Molina, Board Member Pam O'Connor and I received many, many congratulations on your behalf from people at transit agencies across the country. For me, however, the most important event was the celebration at Division 1.

I want to thank all those employees from several divisions and the RRC who introduced themselves after the awards presentation and told me what they do every day for Metro and our customers. I was struck by their enthusiasm, their dedication and their interest in making Metro the best it can be.

Making it to the top

As you may have heard me say, it's one thing to make it to the top – it's another thing to stay there. But, based on the record of achievement that brought us the APTA award, I believe we can do it.

That brings me to the ambitious goals set for us this year by the Board. Among them are improving transit services, delivering capital projects on time and within budget, exercising financial responsibility, leading the region's mobility agenda and securing more local, state and federal funding.

The most critical ones are the operational goals, because it's in the operations area that our structural deficit lies. To reach our operational goals, we'll need to make improvements in how we assign and schedule work, how we operate our bus routes and rail lines, and

provide quality, on-time service. And we have to be ready to respond when things go wrong – this is Los Angeles, after all.

Can I tell you something that drives me crazy? It's water-spotted windows on our buses and trains. And I hope we'll make an extra effort now to keep those passenger windows as clean as we keep the operators' windshields.

This may seem like a petty complaint, but we've come so far in raising the quality of our service, cleanliness and safety that we're down to the small details now. Overall, the fleet is really looking good and we all can take great pride in it.

So, finally, let me offer to each of you my congratulations for your achievement as "America's Best." I'm very proud to be associated with you and a member of such a great organization.

October 19, 2006

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