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CEO UpDate

FY 2007: A Year of Great Achievement for the Metro Team

- Our long list of accomplishments gives us confidence to move forward



CEO Roger Snoble

By CEO ROGER SNOBLE

Earlier this month, I took FTA Administrator James Simpson on a tour. We saw our new 2550 light-rail car, rode the Metro Red Line, a couple of Rapid buses and the Orange Line. He was impressed with what he saw and I was reminded of how very professional our bus and rail operators are, how good our equipment looks and how well it operates – thanks to the dedication of our maintenance folks.

Mr. Simpson, who once served as a New York City Transit board member, also was struck by the immensity of Metro's responsibilities. And, he was impressed with our agency's many accomplishments.

Looking back over FY 2007, the list is much too lengthy to mention every achievement or to thank all those at the division level and here at Gateway who contributed to our success. But, let's do a quick survey.

Safety's always first and we've really made it a top priority in this agency. So, you have to be impressed with the safety record of the workers building the Eastside Extension. By June, they had achieved almost 2 million hours – 1,071 days – without a single lost-time accident!

Actually, the number of injuries has declined throughout Metro. In FY 2000, employees filed 3,264 Worker's Comp claims. By FY 2007, claims declined 65 percent to a low of 1,140 – 10 percent below the number of claims filed in FY 2006.

'Outstanding Transportation System'

We can't forget, of course, that Metro was named APTA's 2006 "Outstanding Transportation System." We can take great pride in that achievement, as can all of Los Angeles.

In Transit Operations, we expanded bus service by 1,200 peak hour seats, launching three new Rapid Express lines and three new Metro Rapid lines, among other new service. The Orange Line topped 23,800 average daily boardings in June, a level we didn't expect to reach until 2020.

Thanks to your efforts to improve service, customer complaints dropped from 3.32 per 100,000 boardings to 3.15, well below our FY 2007 goal of 3.5.

The Board passed a comprehensive fare change that will resolve the operations structural deficit over the next eight years.

We broke ground for construction of the 8.5-mile Exposition Line and opened the Orange Line Canoga station and park/ride facility on time and on budget.

Through an aggressive recruiting program, we reduced the number of bus operator vacancies from more than 300 to about 20 as of June. Meanwhile, we graduated 10 bus operator training classes of almost 300 students.

Biggest ever Transit Summit

On a wider front, last fall's Mobility 21 Transit Summit was the biggest ever, drawing almost 500 participants. Senator Barbara Boxer, State Senate Pro Tem Don Perata and House Speaker Fabian Nunez attended, along with Board members and other elected officials.

Our efforts to encourage transit-oriented development also hit their stride with the start of construction of a \$160 million development at Wilshire/Western and a \$600 million luxury hotel at the Hollywood/Vine station.

We improved customer access to information with Metro Real Time Traffic, a comprehensive traffic information service available at Metro.net. We also installed on our buses the Transit TV network, which includes real-time route maps pinpointing bus movements.

For the first time in six years, we conducted a Call for Projects to provide \$450 million to assist cities, LA County, and transit operators.

There are many more achievements I could list, but the good thing about accomplishing a lot is that it gives us all confidence that we can do more. And we have a lot more to do in FY 2008. Let's continue to move forward!

July 13, 2007