



A DECADE OF PROGRESS



Chief Executive Officer
Roger Snoble

A decade of progress.

As the MTA marks its 10th anniversary this spring, this issue of Metro Quarterly reflects on the tremendous progress that has been made in moving people and goods in Los Angeles County. From knitting together the world's largest network of freeway carpool lanes to opening the Metro Red Line subway to launching Metro Rapid and completing the Alameda Corridor that has eased the movement of rail freight, there have been many milestones of progress.

Still, we can't afford to rest on our laurels. Present and future mobility challenges are formidable. The recent Mobility 21 summit – highlighted in this issue – laid those challenges on the table along with strategies to overcome them.

Motorists and businesses in Los Angeles County grapple daily with the worst traffic in the nation, and we compete with Houston for the dubious honor of boasting the country's worst air quality, which is largely caused by vehicle emissions. Mobility also is the linchpin of the Los Angeles economy, which is an economic powerhouse for the nation. Most of the freight from our ports is destined for other parts of the country.

Against that backdrop, the nearly 500 attendees of the Mobility 21 summit – elected officials, public agencies and the business sector – resolved to forge a strong lobbying coalition that will seek to expand the amount of state and federal resources allocated to transportation and fight to make sure Los Angeles gets a larger slice of that pie.

At the same time, we need to pursue innovative strategies that will help ease traffic without using taxpayer money. Among those discussed at the Mobility 21 summit were encouraging new development in transit corridors, staggering work hours and working with employers to boost ride sharing.

Mobility 21 is a springboard for action in the decade ahead that will build on the progress we have achieved in our first 10 years. As we said at the summit, a lot rides on us, but we're up for the challenge.

Sincerely,

Roger Snoble

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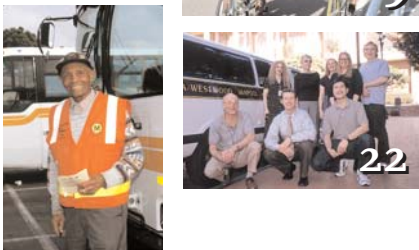
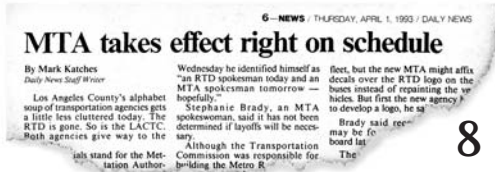
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StartingUp

SERVICE SECTORS MAKING IMPROVEMENTS WHILE GOVERNANCE COUNCILS FORMED

Community-based transit service sectors, first established by MTA eight months ago to encourage local communities to become more involved in deciding where bus improvements should be made, are advancing with the development of governance councils.

The MTA Board has adopted a new policy that defines the responsibilities of the councils. Ultimately, the councils will direct service improvements in the local community in which they reside.

The councils facilitate public participation, streamline decision-making and approve sector budget proposals.

“With the formation of these community-based governance councils, we, and more importantly our customers, will gain a local perspective on service

development and bus deployment,” says MTA Deputy CEO John Catoe.

In December the first council members were approved by the MTA Board to serve the Metro South Bay Service Sector.

At the same time, the five service sectors, located in the San Fernando and San Gabriel valleys, Gateway Cities in Southeast LA County, South Bay and Westside/Central, have made the first round of service improvements. Improvements have included new limited stop and late night service, additional service on 17 Metro Bus lines as well as new Metro Rapid lines.

“The creation of five bus service sectors last year has brought about needed changes in our bus system to reflect what the community transportation needs are,” says MTA CEO Roger Snoble.



Representing Metro South Bay Governance Council are (back row, from left) Jim Hendrickson (city manager, Palos Verdes Estates), John McTaggart (Rancho Palos Verdes city councilman and current mayor), Dana M. Coffey (Metro South Bay general manager), Curren Price (Redondo Beach Transit manager), Howard Sachar (member, MTA Citizens Advisory Council). (Front row, from left) Terisa Price (Redondo Beach transit manager), Margaret Hudson (member, Carson Public Safety Commission) and Lou Mitchell (president, Association of Community Organizations To Reform Now in Watts).

Governance Council Facts

- ◆ Members will be nominated by a coalition of local government entities and represent a broad spectrum of interests and geographic areas.
- ◆ At least half of the members must be transit consumers who live or work in the area.
- ◆ Members may be elected officials or private citizens, but MTA Board members may not serve on the councils.
- ◆ Members will serve three-year terms.
- ◆ Councils must conduct regularly scheduled meetings.
- ◆ Councils can change, add or delete service in conformance with MTA service standards, policies and collective bargaining agreements and can contract with local transit operators, other firms and consultants.
- ◆ Councils can develop studies on routes and scheduling for local services and call public hearings on proposed route changes.
- ◆ Councils will work with MTA planners and municipal operators to ensure coordination of services, including regional services.



Moving Faster

METRO RAPID LINES TO OPEN MORE OFTEN

One of MTA's most popular and fastest forms of bus transportation has doubled in size.

Metro Rapid, which reduces travel time by making fewer stops than regular Metro Bus service and uses special transponders to extend green traffic lights long enough for low-floor buses to proceed through intersections without

stopping, increased from two to four lines in December.

Joining Metro Rapid lines already open on Ventura Boulevard and Wilshire/Whittier boulevards are South Broadway and Vermont Avenue, two of the busiest transit corridors in LA County.

Prior to the openings, the MTA Board approved a plan to accelerate the pace of

future openings at a rate of two new lines every six months. In June, Metro Rapid lines will debut on Van Nuys Boulevard and Florence Avenue.

By 2008, the Metro Rapid network will grow to 27 lines, comprising nearly 415 route miles and 779 stations – six years sooner than originally planned – with service offered to 34 cities and 11 unincorporated LA County communities.

A GOOD THING GETS EVEN BETTER ON WILSHIRE-WHITTIER METRO RAPID

Upgrades to the 26-mile Wilshire-Whittier Metro Rapid Line 720 will result in a projected additional 25% savings in time for passengers versus traveling on local buses.

The upgrades, to begin this year and be completed by 2005, will include 60-foot articulated buses with more seating room, additional signal priority, reconstructed curb lanes to provide smoother rides and a possible bus-only lane.

In addition, new fare vending and security equipment will be installed and 30 new station shelters will allow for multiple-door boarding and disembarking.

An expanded bus storage and maintenance yard will accommodate a fleet of approximately 97 new articulated buses that will be deployed on the busway.

Beginning this spring, MTA may begin testing an initial peak-hour, bus-only lane segment between Centinela and Federal avenues in West Los Angeles.

Since the introduction of Metro Rapid service in June 2000, travel times along Wilshire and Whittier boulevards and on Ventura Boulevard in the San Fernando Valley have been reduced by nearly 30%.



Updated Metro Rapid line will feature new station shelters and a buses-only segment.

Mobility21: Speaking

RESOLUTION AND RESOLVE PERSONIFY TRANSPORTATION SUMMIT



MTA CEO Roger Snoble addresses audience at the opening session of Mobility 21.



Congresswoman Lucille Roybal-Allard reasoned that by working together LA County's Congressional delegation could identify solutions.



California Secretary of Business, Transportation and Housing Maria Contreras-Sweet speaks at the summit's luncheon.

Key Congressional, state and countywide elected officials who attended an MTA and LA Area Chamber of Commerce-sponsored transportation summit have formed a broad-based coalition that will aggressively pursue much-needed transportation funding to improve the movement of people and goods in LA County.

More than 450 participants took part in November's Mobility 21: LA County Moving Together, the first such transportation summit in LA County history.

By day's end, the newly forged coalition, also comprised of transportation providers, business, labor and community leaders, agreed that reducing congestion that threatens the region's quality of life and economic vitality could be

accomplished only by working together at local, state and federal levels.

Discussion topics included goods movement, the role of streets and highways in mobility, freight movement, public transit, getting to and from the airport, funding transportation services and infrastructure, integrating land use and transportation, and securing transportation resources through coalition building.

In addition to agreeing to create an advocacy coalition, other resolutions included:

- ◆ Endorsement of new federal programs that promote more coordinated land use.



Over 450 people attended LA County's first transportation summit.



LA City Councilman Ed Reyes offered a perspective on city's transportation needs and issues.

With One Voice



Congresswoman Grace Napolitano stressed that approaching mobility challenges with a regional mind-set would render the best results.



Former State Assemblyman Robert Hertzberg underscored the importance of coalition building and networking.



Congresswoman Juanita Millender-McDonald, pledged to work even harder for making sure that LA receives its fair share of funding.



State Sen. Kevin Murray focused on the status of the state budget and possible impacts on transportation projects.

- ◆ Acknowledgement of the need to secure all available funds for air passenger and cargo safety/security and ground access improvements.
- ◆ Endorsement of a partnership between the freight industry and public sector to examine future freight-related strategies and alternatives.

- ◆ Address the adequacy of state and federal gas taxes.
- ◆ Ensure that loans to the California general fund are paid back to the Traffic Congestion Relief Program.

“Everyone who attended Mobility 21 knows well the urgency with which we must act,” says MTA CEO Roger Snoble. “We agreed that our most pressing need is to grow the transportation funding pie

and to make sure LA County gets a bigger piece of it to pay for the transportation projects that will keep our people and goods moving. Our quality of life depends on it.”

Los Angeles Area Chamber of Commerce President and Chief Executive Officer Rusty Hammer stressed the importance of the public and private sector acting in concert.

“Mobility 21 underscored the importance of a strong coalition of business, transportation professionals and lawmakers,” says Hammer. “The participation of members of Congress demonstrated their strong interest in taking our case to Washington, DC and securing the funding we need to solve our very pressing mobility issues.”



CEO Roger Snoble with Los Angeles Area Chamber of Commerce President and CEO Rusty Hammer.



Breakout sessions covered a broad range of topics including goods movement, the role of streets and highways in mobility, freight movement, public transit, funding transportation services and coalition building.

MTA: 10 Years In The

THE ORIGIN: ASSEMBLY-SPONSORED BILL LED TO BIRTH OF MTA



transportation in Los Angeles," said former Governor Pete Wilson, who signed AB 152 into law on May 19, 1992.

On April 1, 1993, MTA officially became the operator of the Metro Bus and Metro Rail systems, the region's main transportation planner and programmer and constructor of bus and rail projects.

The creation of MTA, the second largest public transportation agency in the United States, lies in Assembly Bill 152, a reorganization bill authored by former California Assemblyman Richard Katz.

AB 152 proposed the merging of the Los Angeles County Transportation Commission (LACTC) and Southern California Rapid Transit District (RTD) into a single transportation authority.

The bill, sponsored by the LACTC and RTD, was approved unanimously by the state legislature and garnered widespread support among cities throughout LA County.

Prior to the merger of the two agencies in 1993, RTD had operated the existing bus system since 1964 and was responsible for designing and building a rail rapid transit system for Los Angeles. The LACTC, created in 1976, was mandated to coordinate and fund the bus and rail systems in LA County, design and build rail lines, as well as fund and set policies for the county's streets and highways, shuttles, dial-a-ride and paratransit systems.

"The creation of the new transportation authority will provide a more efficient and cost-effective agency to better serve the people who use public

MTA HIGHLIGHTS

1992 California Gov. Pete Wilson signs Assembly Bill 152, which legislates the merging of the Los Angeles County Transportation Commission (LACTC) and Southern California Rapid Transit District (RTD) to form Los Angeles County Metropolitan Transportation Authority (MTA).

1993 Franklin E. White is named MTA's first CEO on February 4.

MTA officially takes over policy-making, bus and rail operations and construction on April 1.

MTA adopts \$3.4 billion budget, the agency's first spending plan. A total of 246 positions and 21 vacancies are eliminated during the merger.

1997 Los Angeles Police Department and Los Angeles Sheriff's Department begin patrolling the Metro System.

2001 MTA Board approves new 25-year Long Range Transportation Plan, a balanced transportation program that emphasizes public transit and spells out strategy for meeting expected growth in travel. MTA estimates \$106.4 billion will be available for local transportation projects.

2002 Key Congressional, state and local elected officials join MTA, Los Angeles Area Chamber of Commerce, other transit agencies, and Auto Club executives at Mobility 21: LA County Moving Together transportation summit to develop strategies for solving traffic congestion.

MTA CEOs



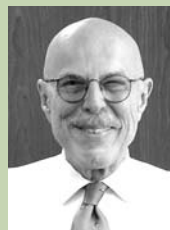
Franklin White
1993–1995



Joe Drew
1996–1997



Linda Bohlinger
1997



Julian Burke
1997–2001



Roger Snoble
2001 to present

Making

MTA EVOLVED INTO AGENCY FIRST ENVISIONED BY STATE LEGISLATURE

Since its inception nearly a decade ago, MTA has steadily made significant improvements to Los Angeles County mobility.

The major enhancement of the Metro System has been matched by 17 LA County municipal bus operators subsidized by MTA.

IMPROVED BUS SERVICE

First, MTA has expanded its bus fleet and improved service by purchasing more than 2,200 buses over the last 10 years.

Second, MTA has the nation's largest alternative fuel bus fleet, with more than 1,900 buses powered by clean-burning compressed natural gas.

Finally, the introduction of MTA's highly successful Metro Rapid service reduced travel time an average of 30% compared to conventional Metro Buses, while bus patronage increased by 40% along Metro Rapid routes.

BUILT RAIL SYSTEM

Before the Metro Blue Line opened in 1990, rail transit in Los Angeles was just a dream. Today, Metro Rail spans nearly 60 miles and serves more than 200,000 passengers a day. Metrolink commuter rail, funded in part by MTA, has grown into a 500-mile railroad.

PROVIDED FUNDS TO REGION

MTA also partners with Caltrans, LA County, 88 cities and other transportation providers in funding and implementing a wide range of transportation solutions. Through its Call for Projects process, MTA provides close to \$1 billion in funding every



Metro Rail and Metro Bus service, including Metro Rapid, is offered at Wilshire Boulevard and Western Avenue, located within one of LA County's busiest transit corridors.

two years for a host of projects, including transit centers, street widenings, traffic signal synchronization, bikeways, pedestrian improvements and freeway carpool lanes.

DEVELOPED CARPOOL NETWORK

About 400 miles of carpool lanes now parallel LA County freeways, more than anywhere else in the world. Los Angeles also boasts one of the most advanced signal synchronization programs in the nation, a very effective strategy for addressing arterial congestion and supporting Metro Rapid service.

IMPROVED FREIGHT MOVEMENT

Another example of partnering is the \$347 million in funding MTA provided for the Alameda Corridor, a 20-mile rail cargo

expressway that extends from the ports of Los Angeles and Long Beach to downtown Los Angeles. Both freight trains and vehicle traffic is moving faster as a result.

PIONEERED SEAMLESS TRAVEL

MTA's mission goes beyond traditional approaches to improving mobility. MTA recently created the regional EZ Transit Pass, a monthly pass that gives riders full access to MTA's bus and rail system, as well as buses from 12 municipal operators.

PROMOTED RIDESHARE

Additionally, MTA has enhanced its rideshare program to educate businesses about available transit and carpool services and assist them in providing convenient travel options for employees.

PLANNING FOR FUTURE

Over the next year, residents of LA County will see the expansion of the new Metro Rapid bus lines and the opening of the Los Angeles to Pasadena Metro Gold Line. These projects work toward developing the transportation network that LA County needs and deserves.

"As a result of these efforts, the public's attitude about LA County's transportation systems has changed for the better," says Jim de la Loza, MTA executive officer, County Wide Planning. "It is a team effort within MTA that allows these efforts to pay off, not only in planning, but in operations, construction, communications, community outreach and many other departments as well."

Only The Beginning



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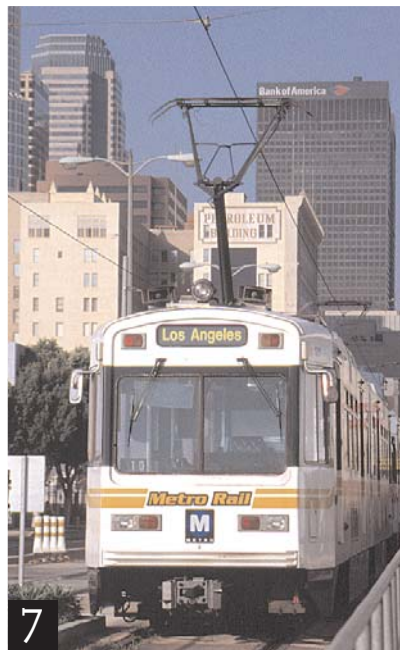
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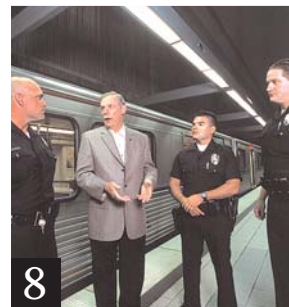
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1 Metro Red Line Opening Ceremony, 1/31/93.

2 Metro Green Line Opens, 8/14/95.

3 MTA introduces the low-emission Advanced Technology Transit bus (ATTB) in 1995.

4 Bike racks have become a common sight on Metro Buses since 1997.

5 Rows of new Metro Buses purchased since 1998 underscore the commitment to improving service.

6 The Metro Bus system averages 1.1 million passengers a day.

7 Metro Rail averages over 230,000 weekday daily boarding passengers.

8 Since 1997, the LAPD and LA County Sheriff's Department have patrolled the Metro System.

9 The Metro Rail station in Chinatown is one of 12 new stations featured along the Metro Gold Line, expected to open in mid-2003.

10 MTA approved 24 additional Metro Rapid lines in 2002.

Laying A Foundation

PAST TRANSPORTATION IMPROVEMENTS SET THE STAGE FOR FUTURE ADVANCES



At 1st and Hill streets, participants at groundbreaking ceremony for Metro Red Line subway on Sept. 29, 1986 included LA Mayor Tom Bradley, LA City Councilmembers John Ferraro and Richard Alatorre, LA County Supervisor Kenneth Hahn, Southern California Rapid Transit District (RTD) Director Nick Patsouras, RTD Board Member Nate Holden, RTD director of systems design and analysis Joel Sandberg, Los Angeles County Transportation (LACTC) Executive Director Neil Peterson and LACTC Commissioner Ray Grabinski.

MTA Milestones:

1993

1994

1995

1996

1997

> In an effort to improve air quality, MTA Board authorizes \$89.3 million be spent on purchasing Alternate Fuel Initiative (AFI) buses and directs that all future MTA bus procurements be AFI buses only.



> MTA receives first clean-burning, compressed natural gas (CNG) buses.



> The low-emission Earl Clark Advanced Technology Transit Bus (ATTB), jointly developed with Northrop Grumman and Federal Transit Administration is delivered. Future MTA buses may use ATTB technology, including similar low-weight materials of the type used in the B-2 Stealth Bomber.

> Process of retrofitting Metro Buses with bike racks begins. Nearly all Metro Buses now have bike racks.



Bus

> MTA agrees to terms of federal consent decree and begins working closely with Bus Riders Union to reduce overcrowding and improve on-time performance. To comply, the Agency has spent more than \$700 million to date.



> 10.3-mile Harbor Transitway opens between 37th Street and the Artesia Transit Center. Twice as many people per hour travel on two transitway lanes, which also serve as carpool lanes, than two mixed-flow lanes.

Other Bus Highlights

> Removed more than 11 tons of smog-forming emissions every day that would have been generated if 1.1 million annual boarding Metro System passengers had chosen to drive instead.

> Launched 20 new bus lines including Metro Rapid.



Rail



> The 20-mile light rail Metro Green Line opens between Norwalk and Redondo Beach with a portion in the median of I-105 (Glenn Anderson Freeway).

> A 2.1-mile extension of Metro Red Line between Westlake/MacArthur Park and Wilshire/Western opens.



Other Rail Highlights

> MTA provides more than \$300 million in operating and capital funding to Metrolink, a 507-mile regional commuter rail line that serves Los Angeles, Orange, Riverside, San Bernardino and Ventura counties.

> MTA invests more than \$1 billion in private sector joint developments at Metro Rail stations, including TrizecHahn Hollywood & Highland, a retail/entertainment complex built above the Hollywood/Highland Metro Rail station.



Streets & Highways

Other Highlights

> Approved through Call for Projects, more than \$3.9 billion for hundreds of projects has increased mobility for the entire population of LA County and benefitted transit and non-transit users alike.

> Allocated an average of more than \$7 million a year for a total of 108 bikeway projects covering 200 miles, bike lanes, bike lockers and racks, and education grants.



1993-2003

1998

1999

2000

2001

2002

> The process of ordering more than 2,000 new buses begins when MTA Board approves Accelerated Bus Procurement Plan.

> First low-floor buses arrive. Passengers, especially the physically challenged, can board and exit buses much more easily.



> Additional Harbor Transitway stations open at Carson Street and Pacific Coast Highway.

> Metro Rapid service debuts on Ventura Boulevard in the San Fernando Valley and on Wilshire and Whittier boulevards in Los Angeles. Metro Rapid buses with transponders reduce travel time by 25% by prompting traffic signals to stay green longer, and make fewer stops compared to regular service.



> MTA Board approves 14-mile Metro Rapid transitway in San Fernando Valley from North Hollywood Metro Rail station to Warner Center. The facility will open in 2005 on a former rail right-of-way.

> MTA Board adopts 13.2-mile Metro Rapid transitway, with possible bus-only lane, as the locally preferred alternative (LPA) for the Wilshire Corridor that runs from Wilshire/Western to downtown Santa Monica. Construction is expected to begin in 2004.

> MTA questions more than 50,000 bus and rail riders in largest on-board bus and rail survey ever conducted in LA County.

> MTA Board approves expanding Metro Rapid to 24 additional transit corridors. Two new lines opened on South Broadway and Vermont in December 2002.

> Community-based transit sectors are created in the San Fernando and San Gabriel valleys, South Bay, Westside/Central area, and Gateway Cities in Southeast LA County. The decentralization plan gives regions a stronger voice in the planning and scheduling of service.



> Placed into service over 1,900 new compressed natural gas buses, the largest such fleet in the United States, and in the process of procuring another 200.



> Increased size of peak-hour bus fleet from 1,816 to 2,070 buses.

> Expanded bus service by 487 buses since 1996.

> Reduced average age of bus fleet from 10 years in 1998 to under 6 years today.

> The Metro Red Line is lengthened 4.7 miles between Wilshire/Vermont and Hollywood/Vine.



> The Los Angeles to Pasadena Metro Construction Authority is formed to complete the light rail line between Union Station and Pasadena. In 2002, the MTA Board changes the name of the line to Metro Gold Line. The 13.7-mile line is expected to open in mid-2003.

> The Metro Red Line is extended 6.3 miles between Hollywood/Vine and North Hollywood. The subway grows to 17.4 miles.

> MTA Board adopts six-mile Eastside Light Rail Transit Project, projected to open in 2008.



> MTA Board adopts Exposition Light Rail Transit Project. The entire 9.6-mile line is projected to open in 2010 or possibly earlier in phases.

> Metro Blue Line platforms are extended to accommodate three-car trains amid record-setting ridership.

> In June, Metro Rail ridership reaches 244,325 average daily weekday boarding passengers.

> New P-2000 light rail cars are assigned to the Metro Green Line.



> Metro Blue Line sets a new ridership record by averaging more than 70,000 daily weekday boarding passengers.



> Tasked by the state with managing the area's soundwall construction program, MTA adopts Soundwall Implementation Policy for projects totaling \$1.5 billion. MTA's 2001 Long Range Transportation Plan identifies \$550 million for the construction of soundwalls.

> Provided \$873.2 million in funding for 414 miles of freeway carpool lanes. Another \$527 million in funding has been approved for 30 miles under construction. Approximately 529,000 people use the 423 miles of freeway carpool lanes open across Los Angeles County every day.



> Metro Freeway Service Patrol, a program funded primarily by MTA, assisted more than 3.2 million motorists. The service has grown from 88 trucks to the present fleet of 150 peak-hour tow and/or pickup trucks. On average, the patrol helps 30,000 people each month.



Looking Ahead

MOBILITY IMPROVEMENTS OF TOMORROW DEPEND ON UNITED EFFORTS OF TODAY

by Amy Howell

CEO Roger Snoble will be looking toward the future as MTA celebrates its 10-year anniversary in April.

Snoble and the agency he heads are focused on a multitude of congestion-relieving objectives as MTA gears up to accommodate a county population that is projected to grow from 10 million people to 13 million people by 2025, increasing travel trips by nearly 30%.

Increasing the county's occupancy per vehicle, which over the past decade has remained constant at 1.12, is just one objective Snoble would like to accomplish. Encouraging commuters to carpool and use transit alternatives are strategies that will be used to achieve this goal.

"If we could get up to 1.3 passengers per vehicle, we'd eliminate most of the congestion in LA County," he says.

“MTA's roots go back many decades. Much has been accomplished and much more is planned. By keeping our eyes on the target we can continue to improve mobility and improve our quality of life in Southern California.”

– Roger Snoble, CEO

Snoble pointed out that the launch last summer of five community-based transit service sectors set the stage for continual Metro Bus system improvements, offering a more efficient system to a greater number of patrons. The opening of the Los Angeles to Pasadena Metro Gold Line next summer, he says, also will attract more commuters.

Additionally, Snoble plans to explore development strategies that will alleviate

the need for residents to rely on their vehicles for at least some of their travel trips.

Limited federal funding for transportation over the next few years is not hindering Snoble's positive outlook on MTA's future. He believes that if LA County and the state speak with one voice, then funding can be obtained to implement transportation projects vital to improving mobility.

In addition to developing working relationships with other transit operators and public agencies, MTA also is partnering with the Automobile Club of Southern California, California Highway Patrol, City of Los Angeles and Southern California Association of Governments to educate commuters about the causes of congestion and what individuals can do about it.

"MTA's roots go back many decades. Much has been accomplished and much more is planned. By keeping our eyes on the target we can continue to improve mobility and improve our quality of life in Southern California."



MTA CEO Roger Snoble is interviewed by media at dedication of new Metro Rapid lines on Vermont Avenue and South Broadway.

Multiple Tracks

NEW RAIL CHIEF GERALD FRANCIS TAKING CARE OF BUSINESS



“Every day, every way...” These lyrics from a Bachman Turner Overdrive tune typify the way Metro Rail General Manager Gerald Francis approaches his job: a 24/7 commitment to making sure Metro Rail remains the safest, most cost-effective and efficient rail system in the nation.

And then there’s that one other preoccupation that is music to his ears: planning for the opening of the Los Angeles to Pasadena Metro Gold Line in mid-2003.

Francis, previously assistant vice president of rail operations for Dallas Area Rapid Transit (DART), was hired by MTA partly because of his 22 years of experience in starting up rail lines and developing safety programs. On the job for slightly more than a year, he has already recorded some big hits but insists an experienced and innovative staff deserves much of the credit.

“We have a lot of good people who have great ideas, who are bright and energetic,” says Francis. “We’re getting to know each other and we’re becoming a more cohesive unit.”

During his watch, patronage on the Metro Blue Line has climbed steadily and newly-lengthened platforms and the scheduling of three-car trains have sparked a jump in Metro Rail ridership.

Other Francis accomplishments include early completion of the Metro Green Line track reconstruction project at the Harbor Freeway Station, expanded service on Metro Rail and improved Metro Rail access for bicyclists.

“What, ultimately, will determine the success of our transit system is providing quality service,” Francis says. “Our rail operations team has accepted the challenge of raising the bar to increase vehicle reliability.”

In the past few months, Francis and his team have developed a strategic plan committed to providing quality service in the areas of safety, operations and maintenance.

Francis notes that Metro Rail operations are up to the challenge of making Metro Rail the envy of transit properties throughout the nation.

“We are at the forefront of improving the areas of customer services, reliability and innovation,” says Francis.

GLIDING ON THE GOLD



Media, elected officials and train aficionados were among the first passengers to ride on a Los Angeles to Pasadena Metro Gold Line train operated by Gwendolyn Bonville (pictured) during 1.5-mile test jaunt. The trip from South Pasadena’s Mission Station to the Fillmore Station in Pasadena was completed in just under three minutes. The 13.7-mile Metro Gold Line, which will be part of the Metro Rail System that crisscrosses LA County, is expected to open in mid-2003. It will serve communities between Los Angeles and East Pasadena, including Chinatown, Highland Park, South Pasadena and Pasadena. During the testing phase, MTA’s newest light rail cars are being used to test travel times and power systems.

FamilyTree

METRO RAIL BRANCHING OUT TO MID-CITY/WESTSIDE

A new light rail line is being planned to serve the Mid-City and Westside areas of LA County.

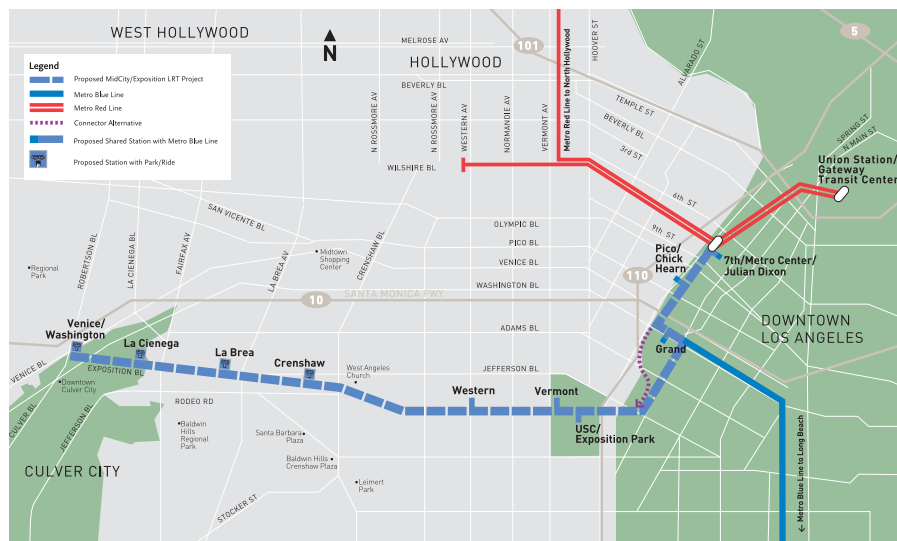
The Exposition Light Rail Transit (LRT) project would operate as a branch of the existing Metro Rail system and is expected to carry upwards of 20,000 daily riders shortly after its projected opening in 2010.

“The line has the potential to become one of MTA’s most heavily used light rail lines,” says MTA Westside Area Planning Director David Mieger.

The 9.6-mile line would start at the 7th/Metro Center/Julian Dixon Metro Rail Station in downtown Los Angeles and proceed south along the existing Metro Blue Line tracks to Washington Boulevard. At Washington Boulevard, the line would branch off, proceeding south on Hill Street to join the Exposition right-of-way near USC/Exposition Park.

The line then would proceed west on the Exposition right-of-way to its terminus at Venice/Washington in Culver City. From there, feeder bus service would operate in mixed traffic west of the station. A one-way trip would take about 26 minutes.

The Expo Line would be part of a Metro Rail system that is being expanded



from its current 59.4-mile size to almost 90 miles by the time the Expo project is completed. Construction of the Expo could begin in 2005 depending on funding availability.



(Left to right) MTA planners Steve Brye, Essam Aly and Anthony Loui look forward to the day when light rail trains travel along Exposition right-of-way.

LIGHT RAIL LINE WILL IMPROVE BIKE AND TRANSIT CONNECTIONS

A 5.5-mile bikeway between Exposition Park and Culver City will parallel MTA’s 9.6-mile Exposition Light Rail Transit Project.

Winding through the communities of Exposition Park, Crenshaw, Baldwin Hills and Culver City, the bikeway, projected to open in 2010, is a combination of exclusive bike paths and on-street lanes. The bikeway will begin at Vermont/Exposition and proceed west to

Venice/Robertson where it will connect with existing Venice Boulevard bike lanes.

Bicycle lockers and racks will be provided at each station along the light rail line where adequate space exists. “We want to encourage more and more people to leave their cars at home,” says Lynne Goldsmith, MTA planning manager. “Anything that provides people with an alternative, low-cost option will help reduce street congestion and air pollution.”

Simply Sensational

VIRTUAL REALITY MOBILE THEATER MAKES LEARNING THRILLING AND FUN

Children and adults who live or attend school near the Los Angeles to Pasadena Metro Gold Line, projected to open in mid-2003, or the Metro Blue Line, will experience quite a sensation in MTA's high-tech mobile simulator beginning early this year.

Inside the special effects-filled, 40-foot multimedia mobile theater, the public will learn the dos and don'ts of rail safety during a virtual reality train ride.

More than two times wider than a bus, the computer-controlled theater will

feature 2- and 3-dimensional video and DVD presentations, a climate control system that generates wind, vibrating stadium seats and movie theater quality sound.

Audiences will be able to experience the speed, weight and impact of a moving train, all within the confines of the theater.

Besides schools, the mobile theater also will be going to shopping centers and other locales near Metro Rail stations.



Vibrating stadium seats inside MTA's mobile, high-tech theater, two to three times wider than a bus when expanded, will enhance the virtual train ride experience.

SAFETY EFFORTS RATCHETED UP ON LA-PASADENA METRO GOLD LINE



Communications officers Carlos Valdez and Barbara Burns of the Metro Gold Line Safety Education Outreach Program discussed rail safety at San Pasqual Elementary in Pasadena.

When the Los Angeles to Pasadena Metro Gold Line opens in mid-2003, an estimated 100,000 schoolchildren and adults will have participated in MTA's ongoing comprehensive Rail Safety Education and Outreach Program.

Before train testing began in mid-October, presentations were scheduled at all schools located close to the 13.7-mile light rail route.

"The idea is to saturate the area with our message," says Lynda Bybee, MTA deputy executive officer. "The goal is zero accidents; that's the purpose of the campaign."

Conducted by MTA staff and more than 50 volunteers trained and certified by MTA, presentations have been made to community groups as well as a full range of educational facilities, including the Los Angeles Unified School District, South Pasadena Unified, Pasadena Unified, private, parochial and adult specialty schools.

Cable television safety-themed public service announcements and commercials geared for all age groups also are being produced by MTA and could begin airing early this year.

Have A Second Cup

METRO RAIL ADDS LATE NIGHT SERVICE



At podium during special event to announce new Metro Rail late night hours, MTA Board Member Allison Yoh is joined by, to her left, Hollywood Chamber of Commerce President Leron Gubler, Robin Cohen of Interact Theater and MTA Deputy CEO John Catoe.

Representatives from the worlds of business and entertainment located near Metro Rail stations joined MTA officials to announce expanded nighttime service.

Up to one extra hour in late-night service will benefit tourists, residents, attendees at sports and entertainment events and workers who no longer need to worry about missing the train home.

Lending their support for the event were The Hollywood Palace and American Film Institute (Hollywood/Vine Station); Crystal Park Casino (Artesia Station); Hollywood Renaissance Hotel and The Highlands (Hollywood/Highland Station); Queen Mary (Long Beach Transit Mall); NASCAR Silicon Motor Speedway, Jillian's Hi-Life Lanes and Wolfgang Puck's (Universal City Station); Olvera Street

(Union Station); Southwest Airlines (Aviation Station); Kaiser Permanente and Verde Restaurant (Vermont/Sunset Station); BodyImage LA, Diablo's Chili Inferno, Interact Theater and "An Evening Out" (North Hollywood Station); and LA City Cultural Affairs Department (Civic Center/ Tom Bradley Station).

For specific trip information, call 1.800.COMMUTE or visit MTA's website at mta.net.



Bicycle Bonanza

LONG RANGE PLAN EMPHASIZES INCREASED BICYCLE FUNDING



Jim McLaughlin (yellow shirt) lives in Burbank and commutes by bike to his work at NBC studios. The reserve LAPD Officer also works at Venice Beach as a bike patrol officer.

Mel Leventhal (blue helmet) is retired and is an avid cyclist. He often uses his bike instead of his car to run errands and attend public meetings. He even goes on cycling vacations to countries such as Vietnam.

Chris Ziegler (white shirt) lives in Monrovia and began cycling with his daughter when she was eight weeks old. Until recently, Ziegler commuted by bike from his home in Monrovia to downtown Los Angeles.

Rod Valido (dark shirt) works at the Federal Reserve Bank in downtown Los Angeles and commutes five miles to and from work every day.

Transportation Demand Management (TDM) category for bike racks on buses, bike lockers, bicycle education and the Long Beach Bike Station. Another \$8 million went toward bridge improvement projects that included bike lanes.

An average of more than \$7 million a year has been allocated for bikeway projects. MTA's Long Range Transportation Plan (LRTP) recommends increasing that amount to at least \$10 million annually.

A bicycle trip model prepared for the LRTP estimated that bicyclists account for 720,000, or 2.4%, of daily transportation trips made in LA County. The goal is to increase the total

number of bicycle trips by 2025 to 2 million, or 5% of total trips.

"We are particularly interested in connecting bicycle facilities to transit," says MTA Project Manager Lynne Goldsmith. "This extends the distance a cyclist can go and eliminates the need for a time-consuming transfer."

Since 1993, MTA has provided \$83 million in funding through MTA's Call for Projects bikeway category for 108 bikeway projects totaling 200 miles of exclusive bike paths and bike lanes as well as bike lockers and racks.

An estimated \$10 million in funding was allocated since 1992 under the

NEW METRO RAIL BIKE POLICY MORE INVITING

By expanding bicycle access on Metro Rail and eliminating the need to apply for permits, MTA hopes more people will combine public transit and leg power for commuting to work.

Generally, the more bike-friendly policy reduces the hours bikes are not permitted on Metro Rail by one hour in the morning and two hours in the afternoon during peak service periods.

"This is a big step in the right direction for MTA that will help make LA County an even better place to bicycle," says Ron Milam, executive director of the Los Angeles County Bicycle Coalition.

For more line-specific information, call 1.800.COMMUTE or visit MTA's website at mta.net



LA Bike Coalition Executive Director Ron Milam arrives at Wilshire/Vermont Metro Rail Station to join other bicycle advocates and MTA officials for the announcement of new Metro Rail bicycle policy.

FirstContact

AGGRESSIVE OUTREACH PROGRAM STEERS SMALL AND MINORITY BUSINESSES TO CONTRACTS

by Alisha Gomez

Each year MTA provides small and disadvantaged businesses assistance on how to compete for contracts in all aspects of contracting ranging from construction and professional services to materials and supplies.

MTA administers three small business programs: the Disadvantaged Business Enterprise (DBE), Small Business Enterprise (SBE) and Voluntary Minority and Women Business Enterprise (M/WBE) programs.

The programs promote a level playing field for small and disadvantaged businesses to compete for federal, state and locally-funded contracts.

“Programs are monitored to ensure prime contractors hire subcontractors and

that the subcontractors are paid on time,” says Tashai Smith, manager, Contract Compliance Unit, Diversity & Economic Opportunity Department (DEOD).

For Fiscal Year 2003, MTA has established a 20 percent annual goal for DBE participation on federally-assisted MTA contracts.



Rebecca Barrantes (left), president and CEO, the Sierra Group, and Linda B. Wright, MTA deputy executive officer, Diversity and Economic Opportunity.

In FY2002, \$23.8 million in such contracts were awarded to DBE firms and \$8.5 million in state and locally funded contracts were awarded to SBE firms.

“It is very important that firms MTA does business with truly reflect the diverse ethnic, racial and cultural make-up of our communities,” says Linda Wright, Deputy Executive Officer, DEOD.

“We try to increase small business participation by making sure they are informed of MTA contracting opportunities,” added Wright.

Currently, the DEOD Small Business Outreach Unit is conducting extensive outreach for the Eastside Light Rail project, projected to open in 2008.

For more information, call the Small Business/Labor Compliance hotline at 213.922.2600.



Robnett Electric manager Dave Robnett (left) and general foreman Keith Hart review plans for project firm was awarded contract through MTA's small business program.

Briefs

TIME IS NOW ON THE SIDE OF 1.800.COMMUTE CALLERS



Cheerful Maria Alamilla is among the many friendly customer information agents who greet callers on the faster 1.800.COMMUTE help line.

The wait time for customers who call MTA's 1.800.COMMUTE for assistance has been sliced by more than one-half.

On average, callers can connect with one of MTA's 98 Metro Customer Information agents within 90 seconds. The group handles some 50,000 calls every week.

The best times to call 1.800.COMMUTE are weekdays beginning at 6 am; between 12:30 and 3 pm; and weekends between 1:30 and 4:30 p.m. Information is available on-line anytime at mta.net.

NEW BUS DEVICE SAVING LIVES



San Gabriel Valley Division mechanic Edgar Glenn points out the Dangerzone Deflector.

METRO BUS SECURITY CAMERAS DETERRING CRIME

The presence of security cameras on more than 1,300 Metro Buses has contributed to a downward trend in reported crimes.

"Crime has definitely been going down since the cameras were introduced in 1998," says Richard Hunt, MTA deputy executive officer, Vehicle Technology.

With more than 2,000 Metro Buses expected to be equipped with the digital image cameras within two years, the crime rate should continue to fall.

"The cameras are there for the safety and security of both passengers and operators," says Hunt. "If a crime takes place, the images will definitely help in the prosecution and conviction of suspects."



This square-eyed lens on exterior of Metro Bus looks out for any sign of trouble.

MTA hopes a new device installed on all new Metro Buses, and on all existing Metro Buses by September 2003, will prevent death or serious injuries to persons who accidentally slip and fall underneath buses.

Dubbed the S-1 Gard by its manufacturer, the Dangerzone Deflector is a sturdy curved piece of polypropylene bolted to the underside of the bus just in front of the right rear wheel. It is configured to push a fallen person away from the rolling bus.

The retrofitting of nearly 2,000 existing Metro Buses began late last June and is expected to be completed by fall.

Happenings

MTA IS COMING TO A THEATER NEAR YOU



Over the years, Hollywood studios and production companies have paid top dollar to MTA, nearly \$500,000 annually, to film TV shows and commercials on MTA locations, including the Metro Bus and Metro Rail systems.

“The Italian Job,” “Hollywood Homicide,” “Minority Report,” “Speed,” “Robbery Homicide” and “X-Files” are among the dozens of films and TV shows filmed on MTA sites. Commercials include Jack in the Box and Jet Blue Airlines.

An episode of “For the People” was filmed at Patsaouras Transit Plaza last fall by Cumulus Productions. The show airs Sunday nights on Lifetime Television Network.

MTA Film Manager Herman Hagan says MTA charges anywhere from a few hundred dollars up to \$50,000 for use of its facilities. The Metro Red Line is the most popular backdrop.

“MTA has the unique appeal of being the only entity in Southern California that has a subway, so the studios do not have to leave town to shoot underground,” says Hagan.

Revenue collected from filming activities is reinvested in Metro System operations.

To film on MTA locations, contact Hagan at 213.922.5616.

THE BLUE AND GOLD SOLD ON RIDESHARING

The famous rah-rah spirit displayed at all UCLA sporting events prevails in the campus Commuter Assistance-Ridesharing Program (CAR), one of the most extensive in the state.

For 18 years, CAR has promoted a healthier environment, including better air quality and less traffic congestion, by encouraging students, staff and faculty to use vanpools, public transit and carpools for commuting and to school and Westwood Village.

“UCLA’s commitment to cost-effective trip reduction is substantial and long-term,” says Penny Menton, UCLA Transportation Services associate director.

The most visible component of CAR

is the UCLA/Westwood Vanpool Program. More than 1,500 staff, faculty, students and off-campus employees commute daily to UCLA in 130 University-owned-and-operated vanpools, many propelled by clean-burning compressed natural gas (CNG).

“They are innovative in developing rideshare programs that meet their customers’ needs,” says Penny Menton’s husband, MTA vanpool specialist Dominic Menton.

“They were pioneers in overall vanpool efforts for our region in the 1980s and continue to demonstrate their leadership in Transportation Demand Management (TDM).”

For more information regarding Metro rideshare programs, call 213.922.2811.



UCLA’s Gene McCarty (driver), Doug Padley, Gregory Tashima and (L-R standing) Lisa Butterfield, Carol Adlesh, Patti Wienke, Diana McWaide-Harrah and Joe Hunt personify a successful vanpool.

Faces

LIKE THAT BATTERY, ARTHUR KEEPS GOING AND GOING AND GOING...

The idea of retiring hasn't occurred to MTA service attendant leader Arthur Winston, who turns 97 in March.

On the job for 73 years, Winston has missed only two days of work due to bereavement.

"I haven't been to a doctor in 50 years," he joshes. "If I went, he probably would find something wrong with me," says the non-drinker/non-smoker.

As fit and sharp-minded as ever, Winston works at the bus division renamed after him, the Arthur Winston Division in South-Central Los Angeles.

The Oklahoma native, known for his marvelous smile, has survived six transportation agency mergers and takeovers. A keen sense of humor has helped him weather hard times, including the death of his wife in 1968 and the passing of four children.

Winston, a renowned world traveler, frowns on the idea that people wait until retirement to pursue their favorite interests.

"People should act on their plans as soon as they can afford to," he says. "When you stop working, you feel old – and that's when despair, tiredness and the feeling of having been cheated sets in."



Arthur Winston is MTA's "Iron Man."

KOSS LOOKS TO REIN IN WORKERS' COMP COSTS



Improving safety of MTA workers and Metro System passengers is getting full attention of Michael Koss.

MTA's new executive officer for Risk Management and Safety Services – Michael Koss – is trying to stem MTA's spiraling Workers' Compensation costs and turn MTA into the safest transit operator in the nation.

By improving workplace safety and providing better and faster care to injured employees, Koss hopes to reverse the upward trend in MTA's Workers' Compensation costs, which last year totaled \$60 million.

"We're looking for Michael to implement at MTA the very successful

best practices he put in place in New York City," says Richard Brumbaugh, MTA chief financial officer. Under Koss, costs plunged 14% last year.

Koss believes it will take a "culture change" for improved safety to become a way of life at MTA — a shift in attitude that began more than a year ago with the start of MTA's top-to-bottom "Safety's First" program.

Assisting Koss is DuPont Safety Resources Business, a division of E.I. duPont de Nemours of Delaware, a company with one of the best safety records in the United States.

Factoids

The Los Angeles Metropolitan Transit Authority (1958-1964) closed down the balance of the streetcar and trolley bus lines on March 31, 1963. For the occasion, streetcar 3003, seen here at the Division Four yards (site of today's LA Convention Center) was painted as the "Crying Trolley" and was autographed by many people on its last night in service.



In January 1993, officials predicted a daily ridership of 112,000 passengers within 10 years on the Metro Red Line. Today, more than 130,000 average weekday boarding passengers ride the subway.



When the Metro Red Line opened, the operating hours were from 5 a.m. to 7 p.m. The line is now open from 4:30 a.m. to nearly 1 a.m.

The first Metro Red Line ride from Union Station to MacArthur Park, a 4.4-mile trip, lasted seven minutes. Today a 17.4-mile ride from North Hollywood to Union Station takes less than 30 minutes.



Los Angeles County
Metropolitan
Transportation Authority

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