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Los Angeles County Supervisor Third Supervisorial District

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Non-Voting Appointed by the Governor of California

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customerrelations@metro.net



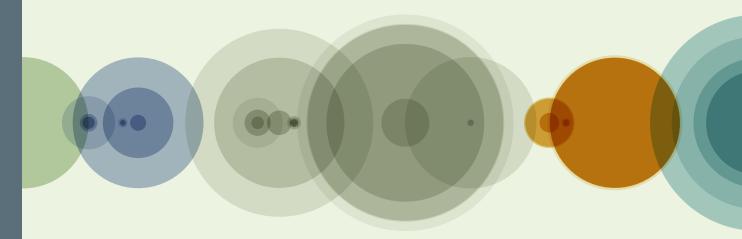


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Twenty years of progress.









Your system. Your investment.



Since it was formed 20 years ago, Metro has been committed to improving quality of life for our region.

From building a 21st Century transit system to funding essential improvements for local governments to modernizing our aging freeways, Metro has worked hard to create a vibrant and mobile region.

Twenty years can be measured on many different fronts. One key measure of progress is the reduction of annual hours the average motorist wastes in LA County traffic. Our region is still challenged, ranking second nationally behind Washington DC in congestion, with commuters spending 61 hours sitting in traffic each year, according to a 2012 study*. This is unacceptable. But compare that to 2007, when we spent an average of 70 hours per year in traffic. We are clearly moving in the right direction.

Our mission is to create alternatives to this chronic congestion. How? In addition to operating a countywide bus and rail system, we're also involved in creating bicycle and pedestrian infrastructure, improving highways and addressing regional goods movement challenges – all while creating jobs to invigorate the regional economy.

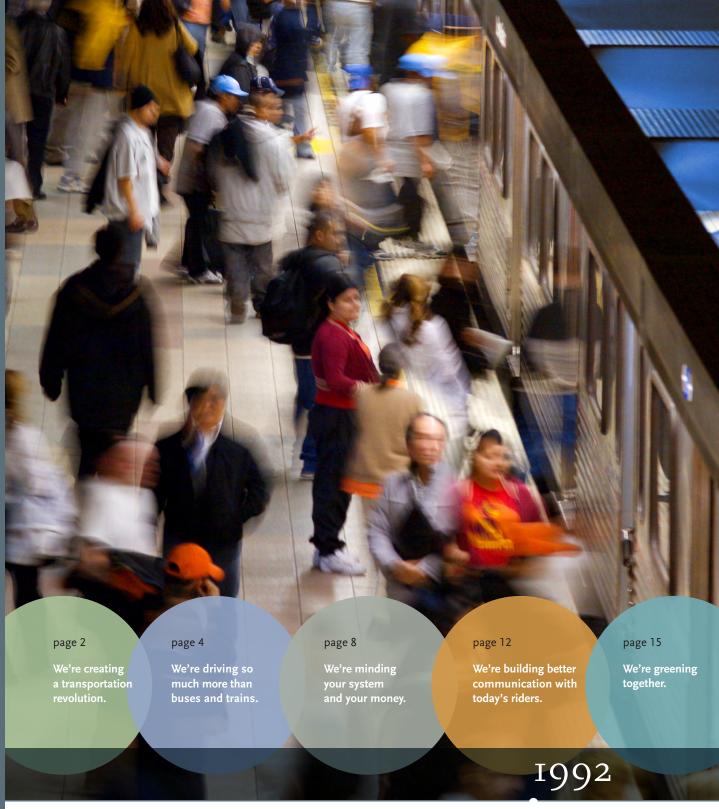
In 2008, LA County voters cemented their support for transportation solutions by passing a 30 year, half cent sales tax increase. The \$40 billion in revenue will fund a number of critical transportation projects, from building new transit and highway linkages to awarding funds to essential transportation projects throughout the county's 88 cities. And Metro is engaged in fulfilling the promise of this massive effort, each and every day.

Our progress also shows in day-to-day operations. Metro's focus on customer service emphasizes safety, reliability, cleanliness and courtesy — and 87% of our riders say they are satisfied with our service. We operate the largest clean air bus fleet in the country and have made huge strides in greening our operations and reducing use of natural resources, contributing to a smarter, more sustainable and more mobile LA County.

Take a look at how far we've come and where we're headed. It's a great ride and one we're proud to share.

Arthur T. Leahy, Chief Executive Officer

arthu? Fealey



ΜΔΥ

Gov Pete Wilson signs Assembly Bill 152 to merge the LA County Transportation Commission and the Southern California Rapid Transit District to form Metro.

Pioneering Innovative Funding Methods

Metro has led the nation into a new era of transportation funding with our America Fast Forward plan. By pursuing Federal grants and public-private partnerships, as well as options like borrowing federal money against local sales tax revenue, we've gained maximum value from available funding opportunities.

Constructing Now

Numerous projects under construction today will greatly expand the Metro network.
Construction is currently underway on Metro Rail extensions to Azusa and Santa Monica, with construction preparation in the works for Metro Rail projects along Crenshaw Bl, in Downtown Los Angeles, and to Westwood.

Revitalizing a Historic Hub

Over the next year, Metro will collect input to inform creation of a careful blueprint for development of historic Union Station and surrounding area, while preserving and celebrating the historic character of the station and surrounding neighborhoods.

Uniting Fare Systems

Paper tickets became a thing of the past in 2012, as all Metro fares moved onto reusable TAP cards. And we continue progress toward a single fare system for all area operators, with nine municipal operators already transitioned to using TAP cards. Metro's Board recently approved funding to upgrade ticket vending machines to make purchasing fares and passes faster and easier.



Encouraging Multi-Modal Mobility

To maximize transit use and reduce greenhouse gas emissions, Metro has been bolstering amenities for passengers combining bus, rail and other modes in one trip. Currently 1,730 bike racks and secure lockers are installed at stations throughout the Metro system. Metro's parking program provides more than 28,000 parking spots near transit stations.

87% satisfied

We're gratified to learn, through the 2012 customer satisfaction survey of more than 20,000 passengers, that 85 percent of bus riders and 89 percent of rail riders reported being generally satisfied with Metro service.



1993

JANUARY

The first segment of the Metro Red Line opens, with five stations between Union Station and Westlake/ MacArthur Park Station.

FEBRUAR

The 13-member Metro Board of Directors meets for the first time.

OCTOBER

Metro Board adopts its Alternative Fuel Initiative, committing all future Metro bus purchases to alternative fuels vehicles only.

JANUARY

1994

Metro Board adopts a Joint Development Policy to guide real estate partnerships that encourage transit accessible living and amenities.

FEBRUARY

Metro Board approves \$316 million to help fund 85 miles of carpool lanes on nine freeways throughout LA County.

DECEMBER

1995

The Metro Board adopts an annual special holiday fare program to provide an alternative to driving on Christmas and New Years Eve.

AUGUST

The Metro Green Line begins operating with 14 stations between Norwalk and Redondo Beach.

OCTOBER

Patsaouras Bus Plaza and East Portal additions to Union Station officially open for operations, providing a critical transfer point between Metro, Metrolink, Amtrak and municipal transit services.

Page 3 | On O

We're driving so much more than buses and trains.

From smarter highways to offering more travel options, Metro is transforming LA County's urban landscape, changing the congestion capital of the world into the mobility capital of the world. And as the Metro system expands, we're attracting billions of dollars in joint development projects, helping to revitalize neighborhoods and move establishments, including Union Station, into the 21st Century. Metro is involved in numerous other highway improvement projects throughout LA County.

Building Smarter Highways

Construction on the I-405 Sepulveda Pass Improvements Project continues, as we add a carpool lane to the county's network as well as new bridges and ramps to the nation's most congested corridor.

The newly-opened I-10 and I-110 Express Lanes provide more options for beating traffic as part of a Federal pilot in congestion reduction. Metro is studying a similar program for a section of I-5 between SR-134 and the Kern County line.

In 2012, studies progressed to develop projects to reduce congestion at the SR-710 north terminus in South Pasadena, improve capacity of the I-710 near the port and connect the Antelope and Victor Valleys.

We're also helping motorists with real-time freeway assistance. The Metro Freeway Service Patrol assisted 309,000 stranded motorists over the course of the year.

Creating Resources for Bicyclists

In 2012, Metro published an updated Metro Bike map – the only comprehensive map of all bike lanes, paths and routes in LA County. Metro's Bicycle Program also began work to create Bike Hubs at several Metro stations to provide secure bike parking and repair resources for two-wheeled commuters. This is all in addition to ongoing efforts to provide safety resources and education to cyclists.

Leading Improvements to **Goods Movement**

The ability to efficiently move freight/goods throughout Southern California's transportation network is crucial to the mobility and economic vitality of the region, the state and the nation. Metro is the lead agency on the Multi-County Goods Action Plan, a collaboration between Los Angeles, Orange, Riverside, San Bernardino, San Diego, Ventura and Imperial counties to address multi-county goods movement challenges.

Offering Vanpools

The innovative Metro Vanpool program averaged more than 13,000 weekday boardings per month, reducing nearly 13 million vehicle miles traveled each month. Most importantly, these shared rides translate into a reduction of approximately 48,000 tons in carbon dioxide and greenhouse gas emissions per year.

Enhancing Commutes

Metro's new Freeway Crew pilot program is enhancing key freeway interchanges, cleaning up debris and adding landscaping. The program's first projects in 2012 were on the I-110 and I-710 freeways. Metro's art program commissions artists to create engaging works to make transit customers' journeys more inviting and pleasurable.

Funding Local Improvements

Last year alone Metro provided LA County's 88 cities and unincorporated areas with more than \$350 million to fund 2,000 local improvement projects, such as pedestrian safety, streetscape, and traffic flow enhancements.



1996

OCTOBER

Carpool lanes on the Harbor Transitway open. Buses, with features like The Metro Purple Line opens, serving three stations between Westlake/Macarthur Park and

Metro unveils its first public website, now known as metro.net.

Wilshire/Western.

Metro initiates the first Advanced Technology Transit global positioning, automated stop announcements and low emission engines.

Metro begins retrofitting all buses to include bike racks for passengers combining transit and bicycling.

1998

The US Department of Transportation recognizes the Metro Transportation Research Library as critical to its efforts to form a National Transportation Library.

SEPTEMBER

Photo enforcement cameras are installed at gated crossings on the Metro Blue Line. Similar cameras are installed at non-gated crossings in 2004. Today there are 26,400 safety and security cameras installed throughout Metro's system.

The Metro Red Line between Wilshire/Vermont and Hollywood/Vine opens, with five new stations.

Volunteers form the nation's

2000

The Metro Red Line between Hollywood/Vine and North Hollywood opens three new stations for service to the San Fernando Valley.

Metro's first two Metro Rapid lines begin operation with routes on Wilshire/Whittier Bl and Ventura Bl.

NOVEMBER

The last two stations on the 19.5 mile Harbor Transitway, now known as the Silver Line, at the Pacific Coast Highway and Carson St., open for service.



1999

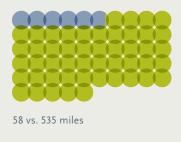
only Metro Art Docent Council, providing tours to thousands of new riders.

From buses and trains to carpool lanes, we're growing fast.

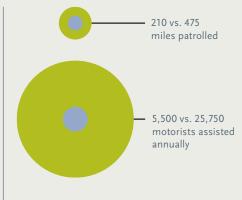
Metro Rail and Bus Rapid Transit -Looking Back 20 Years and Into The Future



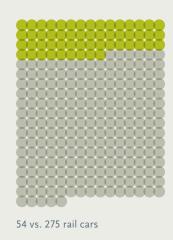
20 Years of Carpool Lanes



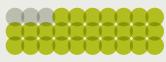
20 Years of Freeway Service Patrol



20 Years of Metro Rail and **Bus Rapid Transit**







3 vs. 30 Bus Rapid Transit stations











200I

Metro Board approves the agency's Long Range Transportation Plan to guide regional mobility improvements over the next 25 years.

Metro, in partnership with Caltrans, opens a carpool lane on the I-605 freeway between Cerritos and the Orange County border.

AUGUST

The Metro Board adopts smart card technology to begin transitioning to a regional universal fare system known as the Transit Access Pass (TAP).

NOVEMBER

A \$615 million retail/ entertainment complex opens above Metro's Hollywood/ Highland station as a result of Metro's Joint Development Program.

Metro Blue Line platforms are lengthened to accommodate three-car trains as ridership surges.

2002

FEBRUARY

The Metro Board approves expansion of the Metro Rapid program, calling for six more lines over the next 18 months and eventually bringing the service to 23 corridors at its peak.

The Alameda Corridor freight rail expressway opens, eliminating more than 200 at-grade railroad crossings. Metro provided \$358.7 million of the total \$2.4 billion cost.

SEPTEMBER

The Metro Board approves policy to increase bicycle access on Metro Rail by eliminating permits required to takes bikes onboard and expanding hours bikes are allowed on trains.

NOVEMBER

Metro and the Los Angeles Chamber of Commerce jointly present the first Mobility21 summit, bringing together transportation leaders to address regional mobility issues.

We're minding your system, and your money.

Unprecedented coordination between transit operators in our region is saving taxpayer dollars via an integrated network. Metro has had a major economic impact on the region through jobs creation, but we're also ensuring that goods can move freely, especially from the ports. That makes LA County a more attractive as a place to work and live.

Adding New Transit Service

Metro Rail now offers service between Downtown Los Angeles and Culver City in the heart of the traffic-dense Westside. Metro's innovative Orange Line busway has been extended four miles, making an important connection to the Chatsworth Metrolink and Amtrak Station. Metro also opened the new El Monte Station to better serve San Gabriel Valley riders.

Improving Current Service

We're taking significant steps to better serve Metro riders. In 2012, we took steps to invest \$596 million in new trains and clean air buses and began construction on a new bus maintenance facility. Metro Rail service was extended to 2am on weekends, on-time performance for all Metro buses rose to 76.5 percent and we began studying better integrated service with municipal operators for improved connections.

Minding Your Money

Times are tight – and we've had to be resourceful to keep the wheels moving. Metro's judicious management of resources, innovative project delivery initiatives and strategic use of Federal dollars has helped the agency's finances

go farther in providing dependable service and growing our system. For example, we've secured \$545 million in federal loans for the Crenshaw/LAX rail line, allowing us to lock in low interest rates and avoid inflation. Metro leverages local LA County funds to secure \$1.4 million in state and federal funding.

Greener practices also help save money. Reducing water and energy use have helped operating costs stay steady amid rising prices. The compressed natural gas that powers our buses costs much less than ordinary gasoline – saving more than \$100 million in fuel costs over the past four years.



Funding Other Services

In addition to operating its own rail and bus system, Metro also funds other local transit operators. Last year Metro distributed more than \$330 million to 22 local transit operators, including Santa Monica's Big Blue Bus, Foothill Transit, Long Beach Transit and other local transit operators. Metro also provided over \$67 million to Metrolink, the five-County commuter rail system that feeds into Union Station downtown.

Metro provides \$57 million to Access Services paratransit, a service that provides 2.5 million passenger trips annually to LA County residents with disabilities.

Creating Local Jobs

Metro is a key job creator in LA County. Our project labor agreement, unique among transit agencies, requires construction jobs and training to be provided to workers in disadvantaged areas.

Building Tomorrow's Workforce

Metro is looking ahead to plan for expected workforce gaps related to transit system expansion and retirement of Baby Boomer employees. This initiative is planning recruitment and development programs to bolster Metro's workforce and prepare for tomorrow's challenges.

Keeping Safety and Security Top of Mind

Metro reaches millions of people with safety messages through presentations, tours and 42 safe passage personnel on the ground.

Crime rates on our system per capita decreased over the past five years, despite adding more than 23,000 average daily boardings systemwide. In 2012, we added more than 160 safety and security personnel to patrol our expanded system and cracked down on dangerous trespassing and grade crossing violations.

Delivering Dodger Fans

We celebrated another successful season of the Dodger Stadium Express, carrying 136,595 passengers between Union station and the ballpark. The Mobile Source Air Pollution Reduction Review Committee again awarded Metro \$300,000 to support a clean-fuel transit link from Union Station to home games.



FEBRUARY

Metro's first "compo bus" joins the fleet. This 40-seat composite structure bus seats more passengers, resists corrosion and is the first of its kind in the nation.

1AY

Metro Board approves creation of the Metro Vanpool Program, which has since grown into the nation's largest vanpool program.

JUL

The initial segment of the Metro Gold Line opens, with service to 13 stations between LA Union Station and East Pasadena, connecting Downtown LA, South Pasadena and Pasadena.

ΔPRII

2004

Metro Hollywood Apartments "transit village" opens above the Hollywood/Western
Station, with 120 units of affordable housing, a day care center and 9,100 square feet of retail space. A groundbreaking is also held for what will become 449 residential units and 35,000 square feet of commercial retail space at the Wilshire/Vermont Station.

EPTEMBER

Metro is awarded an American Institute of Architects award for public artwork integrated throughout the transit system.

JUNE

2005

A 1,638 solar panel installation is unveiled in the San Fernando Valley. The panels will save Metro up to \$150,000 in energy costs per year.

OCTOBER

The 14-mile Orange Line busway opens to the public, with 13 stations across the San Fernando Valley. It is one of the first full-service bus rapid transit lines in the US.

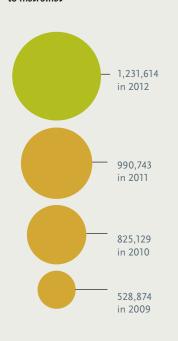
2006

MARC

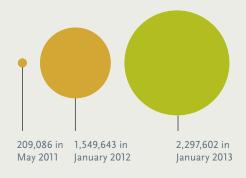
FlyAway service begins between LAX and Union Station, as a result of an agreement between Metro and Los Angeles World Airports.

From digital traffic to freeway traffic, we're using technology to clear the air.

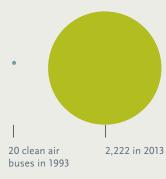
Average Monthly Visits to metro.net



Nextrip Uses Since Launch

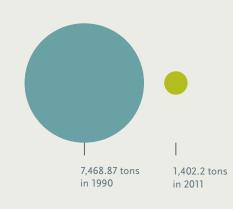


The Nation's Largest Clean Air Bus Fleet



Metro operates a 100% compressed natural gas bus fleet.

Metro Operations Emissions in LA County 1990-2011



Last year alone, Metro provided LA County's 88 cities and unincorporated areas with over \$350 million to fund 2,000 local improvement projects such as pedestrian safety, streetscape, and traffic flow enhancements.











2007

2008

The American Public Transportation Association names Metro as North America's top transportation agency with the 'Outstanding **Public Transportation** System' award.

The Metro Board adopts the agency's first Sustainability and Energy Policy, integrating sustainable practices into to Metro's planning, construction, operations and procurement processes.

Metro's strategic communication programs are selected to receive the coveted ReBrand 100 Global Award for effective brand transformation.

NOVEMBER

LA County voters pass Measure R, the Traffic Relief and Rail Expansion Ordinance, which is projected to raise \$40 billion to fund specific transportation improvement projects.

Solair Wilshire, a 22-story, 186 condominium complex with a 40,000 square feet ground level retail plaza, opens atop the Wilshire/ Western Station.

2009

OCTOBER

Metro launches The Source, the agency's official blog, covering transportation news across the region.

The Metro Board unanimously approves an updated Long Range Transportation Plan, outlining Metro's vision for improving mobility over the next 30 years.

NOVEMBER

The Metro Gold Line extension begins service, with eight new stations between Downtown LA, East LA and Monterey Park.

DECEMBER

Metro begins operating the Metro Silver Line with 17 stations and street stops between El Monte and the Harbor Gateway Transit Center.

Page 11 | M

We're building better communication with today's riders.

In one of the world's toughest markets for public transit, Metro seeks to change public perceptions about personal mobility choices, and has developed a broad range of branded communications, including information materials, advertising, a supercharged website and a topical social media presence. From intelligently designed, userfriendly customer information and engaging and effective advertising to a smartly designed fleet of buses and trains tracked by a powerful range of useful interactive tools such as Metro's mobile app and Nextrip tools, Metro deliver our riders all the information they need to know, wherever they are.

Providing More Information

We've continued to improve our website, adding real-time bus arrivals, service alerts and advisories. There are now inlanguage sections for limited English proficiency customers and more information on Metro's many projects in the works. And customers are responding with their mouse: metro.net site racked up 12.8 million hits in 2012, with some 1.3 million visits on average per month.

The Metro-funded 511 multi-modal traveler information service continues to grow in popularity, with more than 7.4 million calls handled in December 2012 alone.

Serving Commuters on the Go

Metro's mobile device application, Go Metro Los Angeles, is available as a free download from iTunes and Google Play. The app integrates with Nextrip to put real-time bus arrival times, timetables, trip planning assistance, and service advisories in the palm of your hand.

Liking the Social Network

Metro continues to expand its social media presence in 2012, keeping up with customers on Facebook and Twitter to provide the latest news and service updates. Metro's blogs The Source and El Pasajero continue to cover the latest transportation news to keep stakeholders up-todate on regional mobility issues.

Improving Access for All

To better serve passengers who speak limited English, last year Metro prepared a set of guidelines for translated information



Rewards can be a powerful motivator, which is why Metro has partnered with 80 local businesses and attractions to provide discounts for Metro riders. In exchange for a listing on metro.net/discounts, these partners promote Metro and encourage ridership with discounts on special event tickets, local attractions, dining options and more.

Sharing the Ride

Metro's Rideshare Program provides mobility resources to employers and commuters in LA County. From employee TAP card programs to information on carpooling, vanpooling and park and ride lots, Metro connects residents to information and services for a more convenient commute.

Reaching Out to Seniors and Students

Metro's On the Move Riders Club organizes seniors to teach their peers to ride Metro to help them stay active and connected. Currently 12 higher education institutions are included in Metro's college route promotions, providing students with campus-specific guides on how to ride, buy discounted passes and Go Metro to popular destinations.

Dialoguing with LA County

In 2012, Metro held more than 700 public meetings to solicit and feedback. We also talked with stakeholders all over LA County about their vision for a complete transportation network at nearly 200 community events, answering questions and providing information to an estimated 60,000 residents.

Using Feedback to Improve Service

Ongoing public surveys help us understand what's important to customers. Survey data is behind changes to our TAP card system – and there's been a 20 percent increase in usage since. 50 percent of rail passengers favored latching turnstile gates, and we will implement this change in 2013.





20I0

20II

and draw lease revenues.

FEBRUARY

Officials gather for a The Metro Board votes to purchase LA Union Station community event to celebrate the construction for \$75 million. The purchase groundbreaking on the Metro includes 38 acres of land Gold Line extension between and 5.9 million square-feet Pasadena and Azusa. of potential development that provides Metro the right to build on the property

The Metro Board approves removal of peak hour restrictions for passengers taking bicycles on Metro Rail.

Metro launches Nextrip, a smart-phone compatible real-time bus arrival service, which uses GPS technology on buses to allow riders to know exactly when their bus will arrive.

SEPTEMBER

Construction begins on the second leg of the Metro Expo Line between Culver City and Santa Monica.

The Metro Board certifies the final environmental impact report for the Crenshaw/ LAX Line, which will provide an important north-south connection in the Metro Rail System.

2012

The Metro Expo Line opens with eight stations between Downtown LA and Culver City. Two more stations open in June.

The Metro Board approves the final environmental impact reports to greenlight two Metro Rail projects: the Purple Line extension to West LA, and the Regional Connector to improve connectivity in Downtown LA.

Metro launches a new mobile phone application, Go Metro Los Angeles, integrating real-time bus arrival and trip planning features.

The Metro Orange Line extension to Chatsworth opens, providing a valuable transfer point to Metrolink and Amtrak trains.

We're greening together.

Metro is a leader in sustainability, for the region and beyond. Our compressed natural gas bus fleet and sustainability programs are a model in the transit industry. We can quantify the tons of pollutants we remove from the atmosphere and the gallons of water and oil and paper we recycle. We save taxpayers about \$2 million a year through our sustainability efforts and expect to double that savings in the next several years.

Metro's new Green Construction Policy and Renewable Energy Policy will help conserve resources and integrate sustainable construction techniques into design criteria and specification for projects in development.

Improving Air Quality

With the retirement of the last diesel bus in 2011, Metro's 2,222 bus fleet now uses 100 percent clean-burning compressed natural gas. We now operate the largest alternative fuel fleet in North America. Metro continues to prevent more greenhouse gas emissions than it creates: LA County transit riders offset a billion vehicle miles traveled by passenger cars, nearly 420,000 metric tons per year.

Building Sustainably

The I-405 Sepulveda Pass Improvements Project has taken recycling efforts to new levels. All of the material from the three demolished bridges was crushed on-site and recycled to form the base of the new roadway. Approximately 300,000 tons

of demolition material were kept from reaching local landfills – and with no trucks needed to haul these materials in and out, greenhouse gas emissions were also reduced.

The I-210 Bridge, built as part of the Metro Gold Line extension to Azusa, was constructed with 92 percent locally-sourced materials.

Creating Sustainable Worksites

Solar panel collectors installed at facilities in Chatsworth, Sun Valley, Carson and Downtown Los Angeles have reduced Metro energy costs by approximately \$1 million, and its carbon footprint by about 16,500 metric tons since 2010. We are also exploring other renewable energy sources – like wind, flywheels and waste-to-energy technologies.

Metro's headquarters received the Energy Star Rating from the Environmental Protection Agency, signifying that the building performs in the top 25 percent of similar facilities nationwide for energy efficiency. The new El Monte Station is built at the Leadership in Energy and Environmental Design (LEED) Gold Standard, and our Division 13 bus maintenance facility, currently under construction, will meet the same standard.

Greening Operations

We're working to make all of Metro's daily operations more environmentally sound. We've been examining operations to strengthen our environmental management system, tracking resource use to guide adjustments. These efforts helped Metro divert 3,500 tons of waste from landfills in 2011 and more safely dispose of hazardous waste like oil and antifreeze.

Planning for Sustainable Communities

As we expand our transit system, we're looking at ways for transportation to contribute to more sustainable communities. Bikeways included in transit projects help more people connect to transit without driving. We're also piloting a program with LA-area schools to help students get to school more

safely by sustainable modes like transit, walking and biking. And through Metro's Call for Projects, we continue to provide funding for active transportation linkages.

Metro's joint development program is in full bloom – with the W Hotel, the Hollywood & Highland Center, and Del Mar Station among the examples of how the program has created homes and destinations for a transit-free lifestyle.











2013

IIII Y

Weekend service hours are extended to 2am on all Metro Rail lines and the Metro Orange Line. Similar service is added on the Silver Line a month later.

OCTOBE

Metro opens the new El Monte Station, the largest newly built bus facility west of Chicago, with the highest certifications for green construction and operation.

NOVEMBER

Metro Express Lanes open on I-110, funded by a Federal Grant as a pilot congestion reduction program.

DECEMBE

A bridge over the I-210 freeway in Arcadia is completed as the first element of the Metro Gold Line extension to Azusa.

FEBRUARY

Metro becomes the first transit agency to provide electric vehicle chargers for passengers with a pilot program that includes charging stations at five Metro Rail stations.

MARCH

The Metro Library digital
photo collection posted online
reaches 2.5 million views.

ΔPF

Inglewood is the latest neighborhood featured in a series of artist posters encouraging people to explore LA County's diverse communities via Metro. The popular series celebrates its 10th anniversary this year.

DECEMBER

Major work on I-405 Sepulveda Pass Improvements project, including bridges, ramps and utility relocation, projected to be complete. Segments of the new northbound freeway lane scheduled to be open.

