

Metro™ QUARTERLY

FALL 2005



Metro™

Welcoming the Orange Line

The newest member of the Metro family.

Chief Executive
Officer
Roger Snoble



Imagine that on your morning commute from the west San Fernando Valley, you could board a big, comfortable Metro Liner coach, then sit back and relax while the operator pilots you along a silky smooth landscaped parkway across 14 traffic-free miles to North Hollywood. You'd stretch your legs during a short walk to the subway station where you'd catch a swift Metro Red Line train to any of 10 stops en route to downtown Los Angeles.

Imagination will become reality in late October when we'll introduce the region's newest transit innovation – the Metro Orange Line. Stretching from Warner Center to North Hollywood, it will serve 13 stations located at major intersections. And its 60-foot articulated Metro Liner coaches will operate on a strict schedule with Metro Rail-like efficiency.

Think of this: With only two changes, a passenger who boards the Metro Blue Line in Long Beach can ride the rails – and the Metro Liner – all the way to Warner Center. The same is true for a patron who boards the Metro Gold Line at Sierra Madre Village in the San Gabriel Valley. And in 2009, similar service will be available between the West Valley and East Los Angeles – and eventually between Culver City on the Exposition Line.

It's easy to see that, as our Metro Rail network continues to expand, it – along with the Metro Orange Line and other Metro Bus service – will become ever more important in the daily lives of LA commuters.

This issue of Metro Quarterly will give you an in-depth look at the Metro Orange Line. We are excited about this new cross-Valley service. We invite you to experience the Metro Orange Line and the sleek new Metro Liner!

Sincerely,

Roger Snoble

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A Transit Achievement; A New Environment

Metro debuts the latest innovation in transit technology, this fall, with the Metro Orange Line – a 14-mile dedicated San Fernando Valley transitway that offers commuters a smooth ride between Warner Center and North Hollywood.

It's the bus that acts like a train. In developing the Orange Line's high-tech Metro Liners, Metro carefully considered a range of passenger service and operational features, including boarding through all three doors, Global Positioning Systems to relay real-time location and help ensure on-time service, and audible and text messages that display up-to-the-minute information for riders. Additionally, the Orange Line integrates full passenger accessibility, advanced signalization at street intersections, multiple transit connections, new bike paths, public art, landscaping and rider-friendly technology.

▲ Van Nuys Station with typical amenities listed below.

- | | | | |
|--|--|---|---|
| 1. Street signage and striping | 8. Transit emergency phone | 14. Landscaping with permanent irrigation | 19. Bike path |
| 2. Public telephone | 9. Colorful terrazzo artwork in an elliptical design | 15. Artist-designed polished terrazzo bench | 20. Bike lockers and racks |
| 3. Ticket vending machine | 10. <i>Keep Clear</i> zone | 16. Parking lot lights | 21. Spacious sidewalks |
| 4. Stand-alone fare validator | 11. Metro Liner | 17. Pedestrian path | 22. Art panels at each station entrance |
| 5. Variable message sign (under canopy) | 12. Fencing | 18. Crosswalk for bikeway and pedestrian path | |
| 6. Public address speaker | 13. Artist-designed station seating | | |
| 7. Closed-circuit TV camera (under canopy) | | | |

It's the perfect Valley shortcut.

The Orange Line will make it easier to access the San Fernando Valley's wide range of business and education centers, arts and theater venues, residential neighborhoods, entertainment and attractions. You can go from Owensmouth Avenue to Lankershim Boulevard in approximately 40 minutes – something unheard of during rush hour on freeways or city streets.

Even more impressive, ridership is expected to reach 20,000 boardings per day by 2020. Commuters will find the Orange line to be the perfect Valley shortcut.

A global focus on our advanced technology.

Officials from around the world have visited the Orange Line for a first-hand look at our cutting-edge technology. Metro representatives also have been asked to discuss Orange Line developments before a wide range of global audiences.

The Orange Line is significant for another reason: the transitway offers service and technology comparable to light rail, but at half the cost to construct. This is just one of the reasons the Orange Line's technology is making news not just locally, but also internationally. Indeed, global transit providers are looking to the Metro Orange Line as an example of today's modern transit.



▼ Destinations

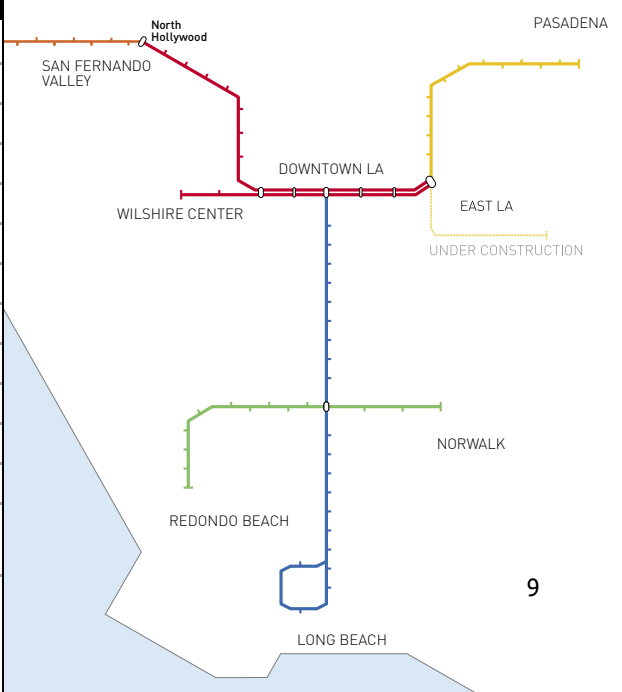


▼ Connections

Station Name	Connecting Lines
Warner Center	150, 161, 164, 750
De Soto	164, 243, AV787, SC796
Pierce College/Winnetka	164, 243
Tampa	154
Reseda	240
Balboa	164, 236, 237, CE573, CE574
Woodley	164, 237, LAX FlyAway
Sepulveda	234
Van Nuys	156, 233, 237, 363, 761, DASH Van Nuys
Woodman/Valley Glen	154, 158, DASH Van Nuys
Valley College	156, CE549
Laurel Canyon/Valley Village	156, 230
North Hollywood	152, 154, 156, 166, 353, 363, BB, Metro Red Line, Noho South Shuttle

AV (Antelope Valley Transportation Authority), BB (burbankbus), CE (Commuter Express), SC (Santa Clarita Transit)

▼ Metro Rail





Easy connections.

Riders disembarking at either end of the Orange Line can easily find connections right outside the station:

North Hollywood	CONNECTIONS
Metro Local	152, 154, 156, 166, 183, 353, 363
Burbank Bus/ Local Transit	North Hollywood South Shuttle
Metro Red Line	North Hollywood to Union Station
Warner Center	CONNECTIONS
Metro Local	150, 161, 164, 245, 750, 645
DASH	Warner Center
Commuter Express	422
Vista	Conejo Connection



Metro Orange Line Construction Team

Metro Orange Line Project Manager Roger Dames heads a multi-talented construction team that includes Metro employees and employees of the construction management consultant, Carter & Burgess. The team's skills range from civil engineering to quality assurance, and from construction safety to contract administration.

Shown here with Dames (foreground) are Alberto Alva, Essan Aly, William R. Brown, Leonid Bukhin, Rick Carlson, James J. Cohen, Charles Fitzsimmons, Donna Garcia, Mark Van Gessel, Sal Hernandez, Robert Hupp, Duncan Lestina, Connie Levinson, Steve Moini, Stephen Nix, Jerry Palmer, Erik Qvale, Ned Racine, Kathleen Sanchez, Robert P. Sechler, Ghulam M. Shaikh, Bonnie Verdin, Garry Warren and Rosario Zertuche. Not pictured are Peggie Blackiston, Michael Cummings, Lynn Harmon, Peter Jung, Mana Katkaphan, Donna Lafont, Cris Liban, Scott McConnell, Ivan Page, Hitesh Patel, Duncan Robb, Sam Sampat, Don Costa Seawell and Quinton Sumabat.

Making Connections

Metro is your gateway to Southern California.

With a Metro fleet of more than 2,600 buses, almost 200 bus routes and four light rail systems to choose from, LA's commuters have a wide range of transit options.

The new Metro Orange Line will offer even more convenient connections to Metro Rail and local bus lines, providing faster travel times and improved access to destinations within the San Fernando Valley and throughout Los Angeles County.

"From Warner Center to the North Hollywood Metro Rail station, we estimate it will take the Metro Liner approximately 42 minutes to bring passengers end-to-end," says Gary Spivak, transportation manager for Metro's East Valley Division 15. "The most significant benefit of the Orange Line to passengers is, like the subway, its regular schedule – as opposed to vehicle traffic which is always unpredictable."

A Pleasant Ride Awaits You

Passenger safety is Metro's top priority. Which is why numerous safety and comfort features have been incorporated into the new Metro Liner's sleek design and daily operations. From their first steps aboard to their smooth exit at the announced station, riders boarding this unique transit vehicle will be in for a number of pleasant surprises.

Accessible Steps

- > Three wide doors make boarding and exiting quick and simple
- > Low floor entries and exits align with the platform to eliminate high steps

- > Bus operators can deploy a simple ramp at the front door for wheelchair and other mobility assistance

Total Comfort Zone

- > Wide aisles for easy passenger flow
- > Five fold-down priority seats for seniors and disabled riders
- > Bike boarding and securements at the center of the bus

A Clear Message

- > Automated Voice Annunciator (AVA) messages alert passengers to their next stop
- > External speaker and bus header screens at the front of the bus announce next-station arrivals

Advance Ticketing Speeds Boarding

Standing in a long line to board the bus or waiting as the passenger in front of you fumbles to find the correct change will be a thing of the past on the Metro Orange Line. Metro Liners won't have fare boxes. Instead, patrons will buy their tickets, in advance, from ticket vending machines on the platforms – much like on a rail line.

Seamless travel

Easier to use than most ATM machines, Orange Line ticket vending machines will provide instructions in both English and Spanish. "The ticket vending machines are part of Metro's Universal Fare System," explains Marcelo Melicor, Metro's Revenue Collections manager. "That will allow

customers to travel seamlessly and will ensure compatibility with other transit systems in Los Angeles County."

The machines will only accept cash to begin with; in the future, they will be able to accommodate debit cards and smart card technology.

"Riders will even be able to purchase monthly fares via the Internet and have the credits loaded onto their passes," says Melicor. "Within the fiscal year, we hope to be able to convert the older ticket vending machines and implement the smart card program systemwide."

Keeping the Orange Line Safe and Secure

Providing security over the Metro Orange Line's 14-mile, 36-intersection route takes a combination of experience, proactive planning and dedication. Sheriff's Transit Services Bureau deputies make Orange Line safety a top priority for passengers, for drivers on parallel or intersecting roads, and for members of the community.

"The Sheriff's Transit Services Bureau has become the second largest transit police unit in the United States after the New York Police Department," says Lt. Mike Parker, who supervises Orange Line security. "We've opened a new Sheriff's transit substation in Chatsworth staffed with deputies to patrol the Orange Line and San Fernando Valley."

From the early days of Orange Line construction, Metro's transit security force has been there to educate the public and enforce the law. Security elements will include:

- > Dedicated motorcycle deputies assigned to the Orange Line. "They'll cite any violations in the intersections," says Parker.
- > Horse-mounted deputies to patrol the park-like areas of the Sepulveda Basin.
- > On-board fare inspectors.
- > Night-vision goggles and other advanced devices to detect illegal after-hours activities.
- > A toll-free, 24-hour phone number – 888.950.SAFE – to report problems or request assistance.
- > Community education programs to discourage street racing and promote proper transitway safety.



Reserve Captain Thom Slosson, left, and Deputy Scott Short will patrol the Metro Orange Line along with some 28 volunteer members of the Sheriff's Reserve Posse.

Live, Work and Play: Safety for Everyone



The Metro Orange Line will whisk commuters to their destinations when it opens later this fall. Bike riders, joggers, skateboarders and pedestrians will use the adjacent sidewalks and paths. Other vehicles will cross the transitway at intersections.

That means safety must be top of mind with everyone. And, because Los Angelenos have never experienced a transit system like the Orange Line, Metro has developed a customized Orange Line safety program.

"We're treating the Orange Line just like a rail line and training all the students, community groups and others within a 1.5-square mile radius of the new transitway,"

says Barbara Burns, program manager for Transit Safety Education & Outreach. "We've identified 106 schools in the area and have already trained schools that have year-round curriculums. Throughout September and October, we'll present our program to the rest of the schools and community groups."

'Metro Kids' teach safe behaviors

The program, featuring the "Metro Kids" cartoon characters, includes a PowerPoint presentation as well as an animated

video developed specifically for the Orange Line. Three presenters can reach up to three schools or groups a day.

"The response to the safety training has been very good and the community and schools are appreciative," notes Burns.

To schedule a Metro Orange Line safety presentation or for more information, contact Jennifer Mendoza at 213.922.4050.



You've Got a Green Light: Intersection Safety

Metro Liners will pass through 36 intersections as they transport riders between Warner Center and North Hollywood. To ensure that bicyclists, buses, cars and pedestrians along the Metro Orange Line interact safely, the City of Los Angeles Department of Transportation (LADOT) designed a sophisticated signaling and traffic plan.

Sean Skehan, LADOT's Senior Transportation manager, developed the advanced traffic equipment that manages the cameras, computers, sensors and signals at the major intersections traversed by the Metro Orange Line.

Keep clear, stay safe

"We used several tools to address safety at the signalized Orange Line crossings – striping, signals and signage," explains Skehan. "With striping, we established 'Keep Clear' zones where we prohibit traffic from stopping or waiting so vehicles will not block the Metro Liner. Then we installed 'Wait Here on Red' signs and marked 'Wait Here' on the pavement."

Intersections 'talk'

Is there really such a thing as a "talking" intersection? In Los Angeles, there is. All the city's traffic signals communicate to a central traffic control center located in City Hall East. Additionally, the position of each Metro Liner is transmitted to both Metro and LADOT control centers. "In this way, we can monitor the Orange Line operations," says Skehan.

Transit TV Entertains Passengers On Board Metro Buses



Imagine being able to catch the latest news and sports headlines, play word games or watch entertaining snippets of your favorite vintage television shows – all during your daily commute.

Since June, Metro bus riders have been enjoying on-board programming in English and Spanish on new Transit TV video monitors. Additionally, the monitors broadcast special Metro travel and emergency information, as well as line-specific route maps.

“The TV system is a win-win for Metro and our riders,” says Warren Morse, Metro’s deputy executive officer of Communications. “Not only does it enhance the bus-riding experience, but it also costs the agency nothing to operate –

and actually generates advertising revenue of \$100,000 or more per year.”

Installation of the TV system on Metro’s entire fleet of more than 2,600 buses is expected to take a year to complete.

New 2550 Light Rail Car Makes its Debut

In July, Metro tested the first of 50 new 2550 Light Rail Vehicles. The 76-passenger, 54-ton, 90-foot-long vehicles boast the latest in rail car technology, from an advanced propulsion system and diagnostic equipment, to greater passenger accessibility.

“The rail cars will first operate on the Metro Gold Line in late 2005 or early 2006,” says Dave Kubicek, deputy executive officer for Rail Operations.

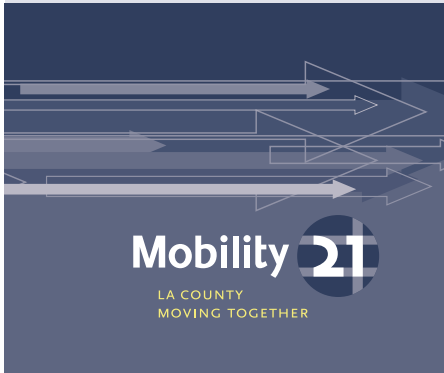
“We’ll continue the testing period until Christmas to make sure the car operates correctly on all Metro light rail lines.”

The 2550 cars will also be deployed on the Metro Gold Line’s extension into East Los Angeles, which is due to open in December 2009.

The new vehicle provides many improvements that will directly benefit transit customers, such as automated interior and exterior announcements, cantilevered seats, four convenient wheelchair locations and strategically placed destination signs.



Mobility 21: Does LA Traffic Hinder Competition in World Markets?



What is transportation's role in the global economy and how does LA's traffic congestion affect Southern California's ability to compete in world markets?

Those are two of many important questions to be addressed at the fourth annual Mobility 21 transportation conference, Nov. 14, at the Long Beach Convention Center. The conference, scheduled from 8am to 2pm, will focus on identifying practical solutions to the region's traffic congestion problems.

Presented by Metro and the Los Angeles Area Chamber of Commerce, in partnership with the Automobile Club of Southern California, this year's forum also will explore the safety of LA's transportation infrastructure, as related to homeland security, and traffic congestion's affect on the area's quality of life.

For the past three years, members of the broad-based Mobility 21 coalition have been traveling to Sacramento and Washington, D.C., to present a unified lobbying front to garner additional transportation funding for the region.

Success in Washington

This year, the coalition's efforts were rewarded as they were credited with helping to secure an estimated \$4.5 billion in federal funding for highway and transit programs for Los Angeles County. This includes \$833 million in additional earmarks

for highway and transit formula funds programmed by Metro. In addition, the new federal dollars will give a boost to Los Angeles' Top Ten Traffic Busters, a series of high-priority projects identified by Mobility 21 at last year's summit as crucial to alleviating the region's traffic congestion.

The traffic busting projects include the expansion of light rail lines, addition of carpool lanes, improvement to streets and highways, as well as improvements to key corridors to facilitate the movement of goods.

For more information or to register for Mobility 21, go to mobility21.com or call 213.580.7558.

Metro's 'Talking Bus' Keeps Passengers Informed



"Next stop is Melrose and La Cienega," announces a confident male voice as one of Metro's 2,500 Automated Voice Annunciator-equipped buses approaches a stop.

The AVA system is a part of Metro's \$100 million Advanced Transportation Management System (ATMS). If a stop request has been made or if passengers are waiting at a stop, AVA automatically announces the stop both inside and outside the Metro bus. Simultaneously, an electronic message sign inside the bus flashes the name of the next stop.

"It is the most integrated intelligent transportation system in the country," says Joe Vicente, assistant director of Transit Systems Engineering.

Since the AVA system began calling the major bus stops, transfer points and points of interest this summer, Metro has received many favorable comments from riders. As an added benefit, Metro's "talking bus" complies with the Americans with Disabilities Act.

"ATMS places Metro on the cutting edge in areas of safety and efficiency," notes Vicente.

Metro Liners are popping up all across the Valley.

Advanced aerodynamic styling, ultra-low noise, more passenger room, improved lighting and wider doors are just a few of the many features offered on Metro's new 60-foot vehicles. Go Metro.





FACTOIDS

Metro Liner ADA Compliance Highlights

- > Wheelchair ramp at front door deploys in 25 seconds
- > Ramp can be deployed hydraulically or manually
- > Two securement locations for wheelchairs
- > 36-inch-wide front door entry, 44-inch middle and rear doors
- > Unobstructed low-floor within the coach for easy maneuverability
- > AVA audio and visual announcements inside and outside



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