



Metro

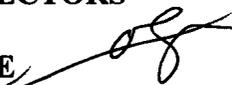
Metropolitan Transportation Authority

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June 7, 2006

TO: BOARD OF DIRECTORS

FROM: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

SUBJECT: APTA AWARD

Each year, APTA (the American Public Transportation Association) recognizes the best public transportation authority in the country. This “outstanding achievement award” is given to the transportation system that has performed above all others in operating efficiency, financial management, marketing effectiveness, administrative practices, community efforts, innovations, diversity, customer service and overall performance. This is an award that pitted us against the biggest and the best transit agencies in the country. This is an award that Los Angeles has never won before. I’m proud to say, that streak is over. The award will be presented at the APTA annual conference in San Jose on October 10, 2006.

It is truly a phenomenal achievement and a demonstration of the respect this agency has garnered over the last few years – locally and around the country. With your leadership we were able to implement Metro Rapid; construct the Orange Line; improve our quality of service; tighten our fiscal management; improve our branding and fleet technology; implement innovative fare media and administrative practices; responsibly plan for the transportation needs of tomorrow – all of which contributed to Metro gaining this recognition.

Over the next few weeks, I will focus on notifying and recognizing Metro employees that have brought us to this level of excellence. They are the ones who, day in and day out, make us who we are and who get our customer satisfaction and ridership to their highest level in decades.

In October after the honor is presented, we will begin our campaign to celebrate Metro as the APTA agency of the year.

Your continued leadership and support are being recognized nationally. Thank you.