

TAP Vision

David Sutton
Executive Officer, TAP
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Where are we today?



- Contactless, chip-based smart card system
- 26 TAP agencies including 3800 regional buses, 123 rail stations (growing exponentially!) + paratransit
- 29M regional transactions/month
- Over 750 different products on fare table
- Over 1.5M passes and \$12M of Stored Value sold/month
- 440 LA county outlets selling \$16M/month
- Website sales of over \$1M/month
- 20 Terabytes of data/month

TAP Supports 26 Transit Agencies



Proprietary equipment & software covered by the Support Services contract

2973
Fare Boxes



1000 +
Compact
Point of Sales



1339 Bus
Mobile
Validators



305 Station
Validators



367 Gates
154 Emergency Gates



495 Ticket
Vending
Machines

100+ Servers
34 Garage computers

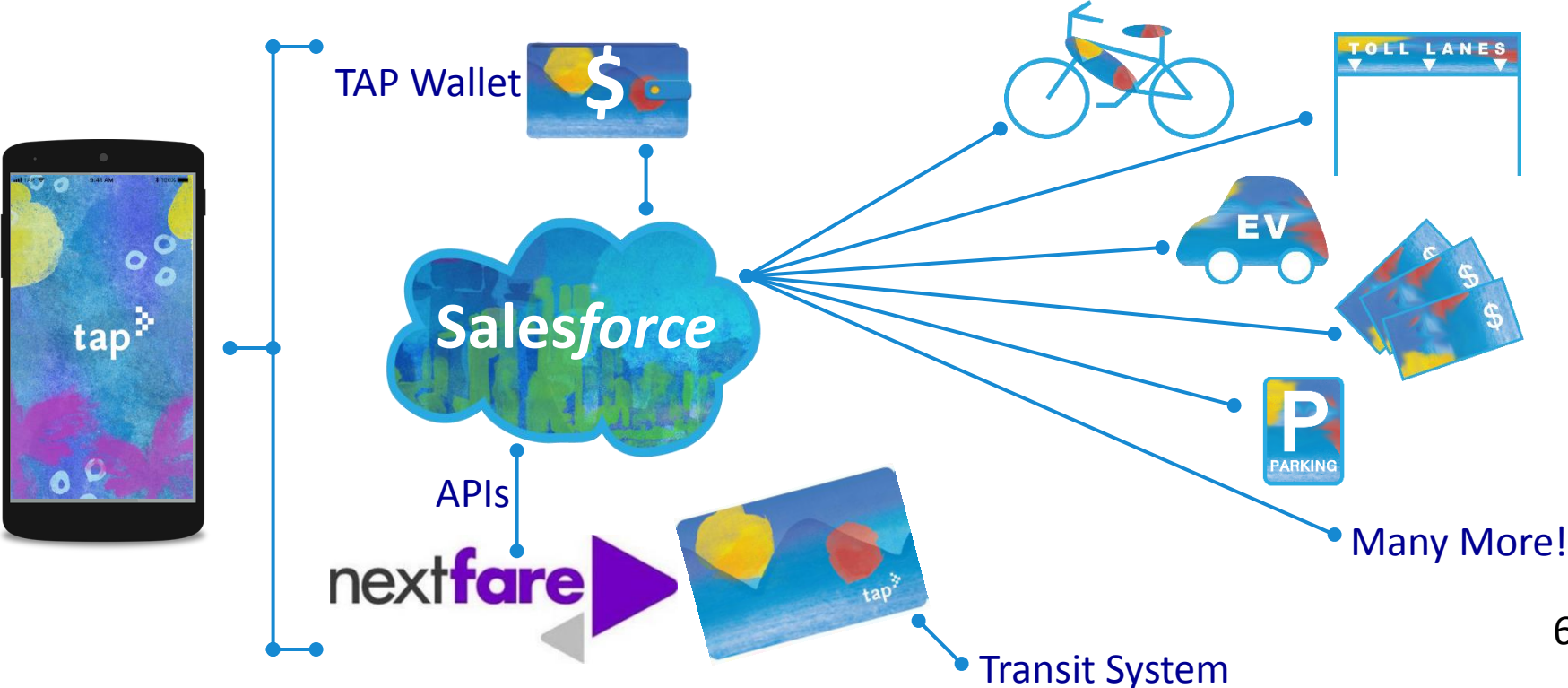


Non-Cubic TAP Integration



Vendor	Equipment/Service
Axiom xCell, Inc.	Fare Enforcement Devices
CA Signs	Bus Farebox Decals
Conduent, Inc.	TAP – ATMS connection
Genfare SPX, Inc.	Farebox hardware upgrade components
Golden Star Technology, Inc.	Bus Driver Control Units
PAX Technology, Inc.	Retail Sales Devices
PSI Repair, Inc.	Repair of bus farebox control boards
Publicis Sapien	Salesforce integrator for account-based Customer Relationship Management System
Robnett Electric, Inc.	Installation of TAP fare collection equipment
Salesforce	New system for customer relationship management and web
TBD (developing scope)	Regional data warehouse to store TAP
In-house Metro labor	Farebox repair and maintenance

What are the plans for the future?



5-year Vision



- Continue Support Services Contract
 - Closely monitor technology trends
 - Compare our hybrid system with systems being built by Cubic
 - NY (\$500M+)
 - Boston (\$750M)
 - Chicago (\$500M+)
 - San Francisco (\$461M +)
 - In two years do comparative analysis to choose:
 - Go out to bid
- Or
- Stay with current hybrid system