

METRO EXPRESSLANES

Operations Performance Report

FISCAL YEAR 2018
(ENDING JUNE 30, 2018)



Metro®

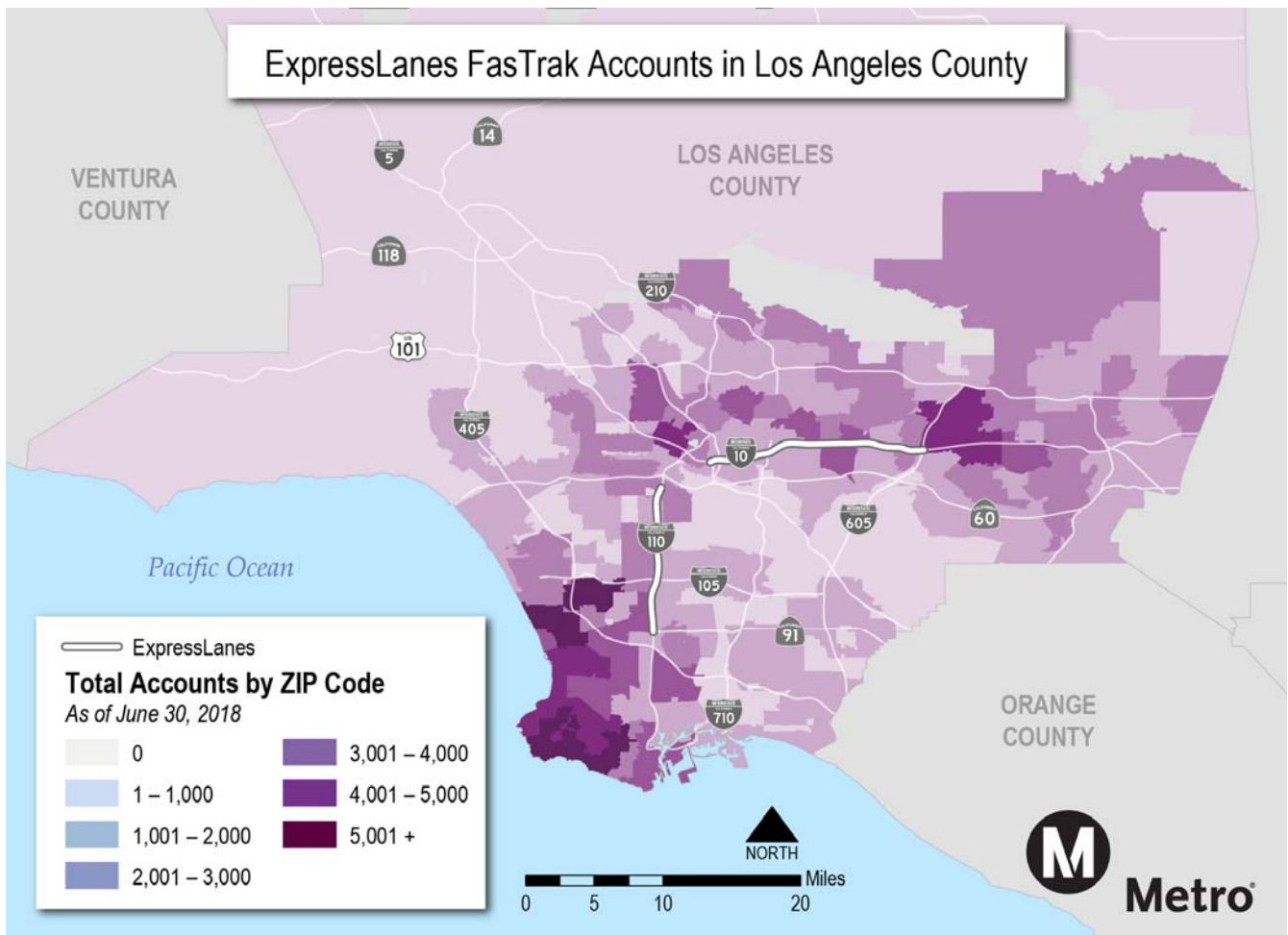


Program Highlights

Operational Totals through June 30, 2018

TOTAL VEHICLE TRIPS		195,331,723
	I-110 TRIPS: 125,407,606	I-10 TRIPS: 69,924,117
TOTAL ACCOUNTS OPENED		702,500
	LOW-INCOME ASSISTANCE PLAN ACCOUNTS	17,049
	TAP REWARDS REGISTERED ACCOUNTS	18,384
TOTAL TRANSPONDERS ISSUED		872,966

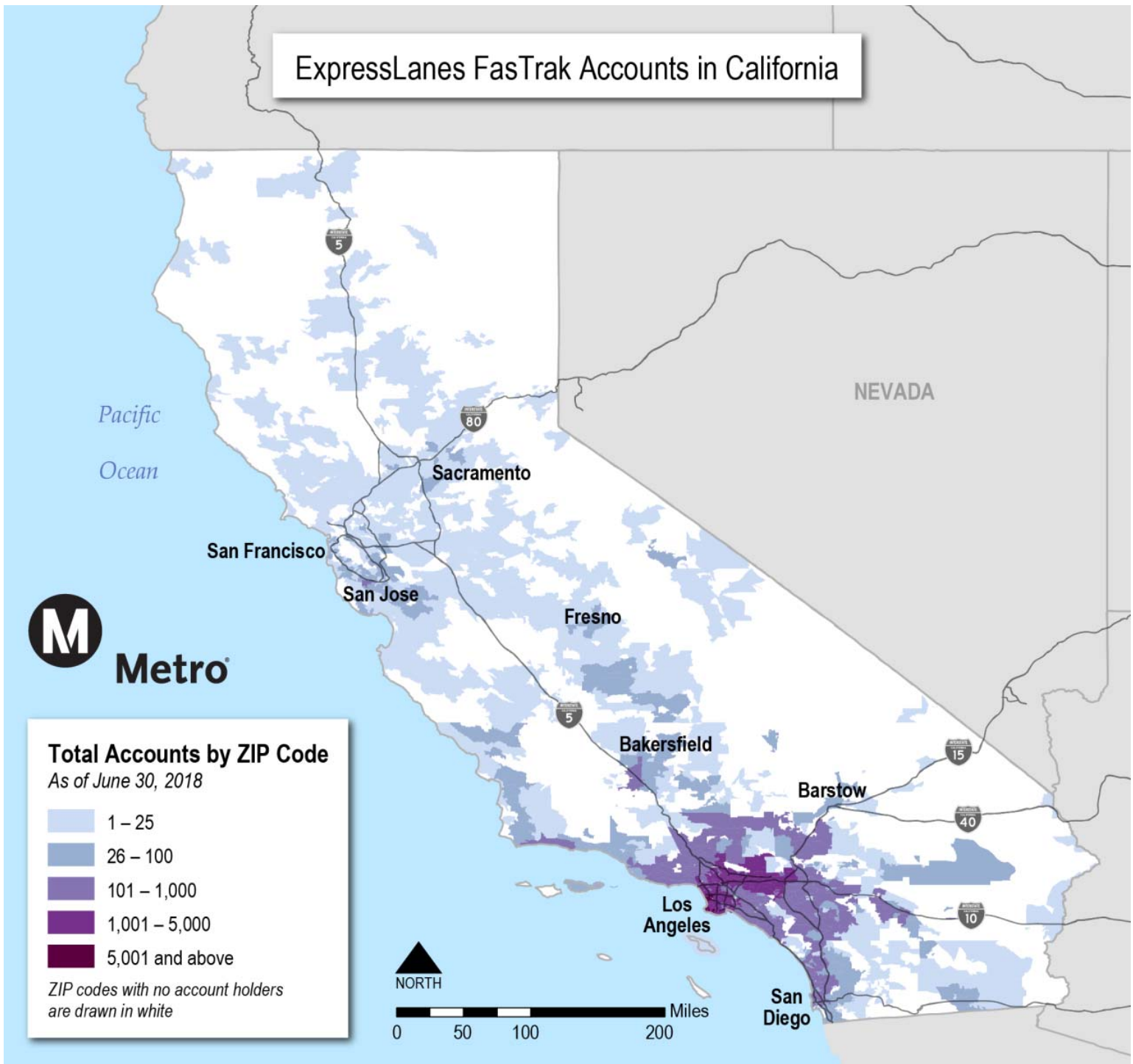
ExpressLanes Customers in Los Angeles County





ExpressLanes Customers in California

ExpressLanes FasTrak Accounts in California

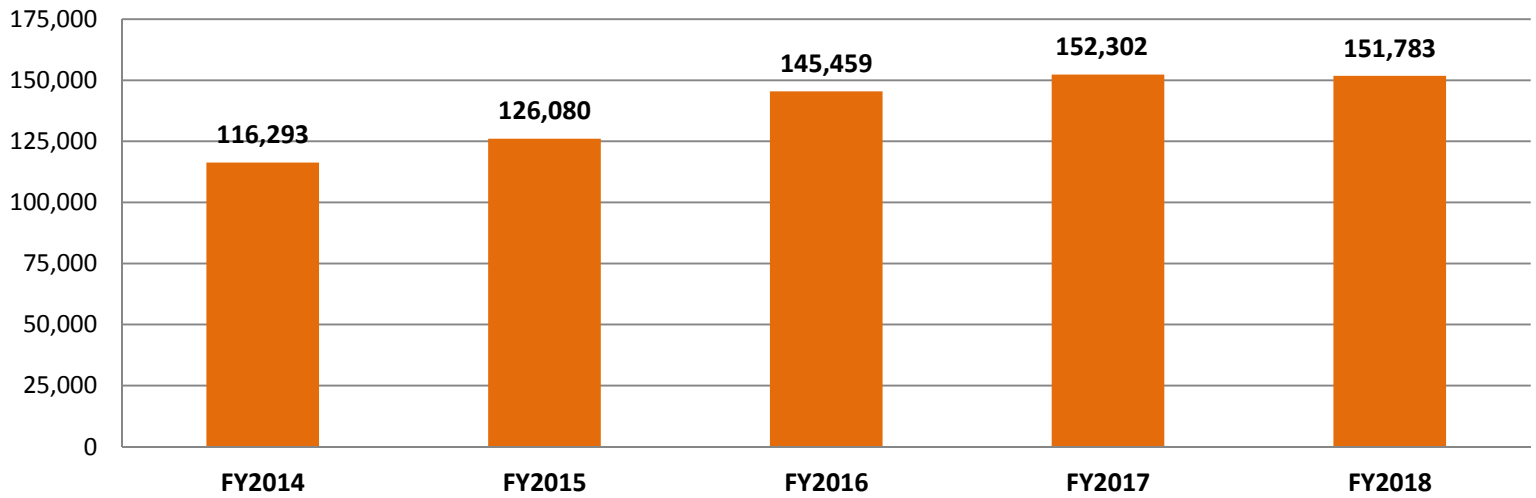




FasTrak® Transponder Adoption

The demand for Metro ExpressLanes FasTrak® transponders continues to grow. A total of 872,966 transponders have been issued through June 30, 2018 and a total of 702,500 accounts have been opened. In 2018, transponder adoption was at the second highest level in the 5 full years of operations.

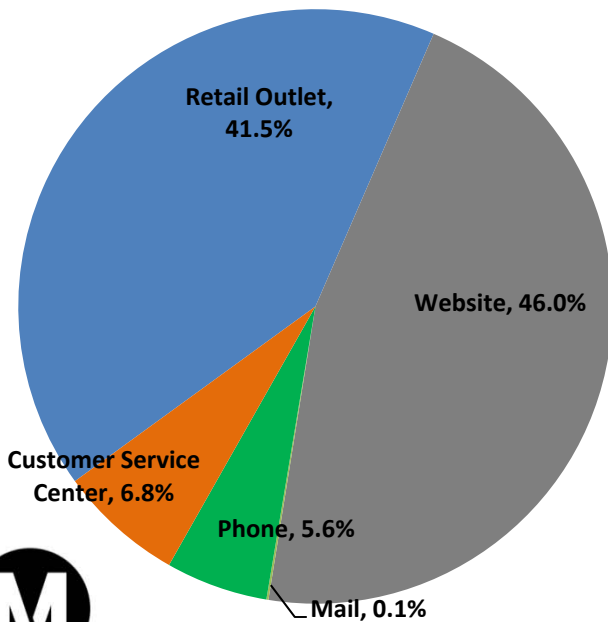
Newly Issued FasTrak® Transponders



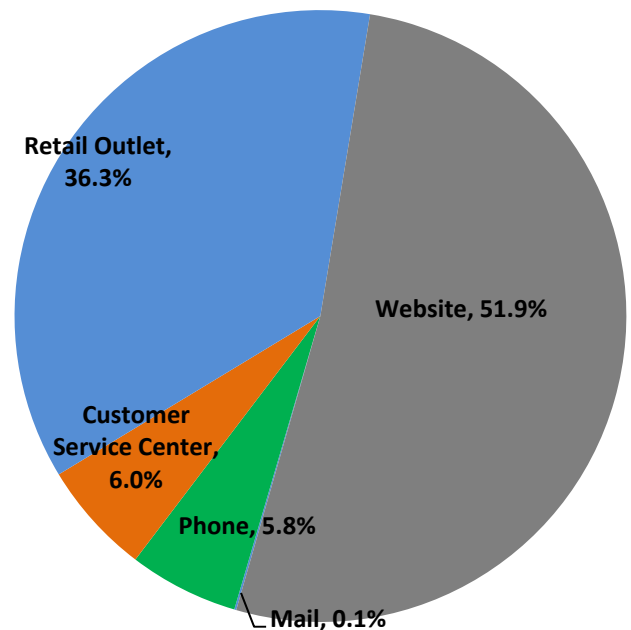
Account Opening Channel

In FY18 our website, metroexpresslanes.net, was the largest channel for transponder distribution, followed by our retail partners. Customers can purchase a FasTrak® transponder at participating AAA, Costco, and Albertsons locations in Los Angeles County. Account openings on the web saw an increase from 2017 to 2018, with almost 52% of accounts opened on the website.

FY17 Accounts Opened by Channel



FY18 Accounts Opened by Channel



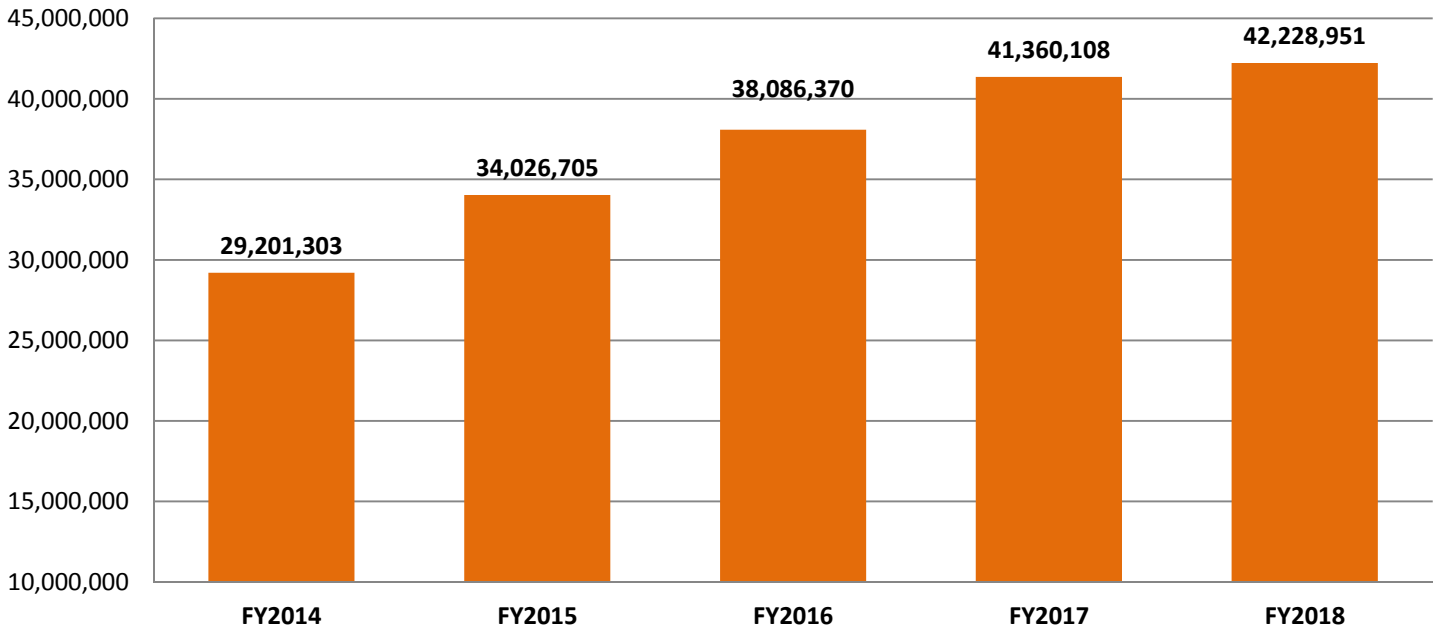
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ExpressLanes Trips

Vehicle trips on the ExpressLanes increased by 2.1% in FY18 compared to FY17. A total of 195,331,723 trips have been taken on the ExpressLanes from opening November 10, 2012 through June 30, 2018.

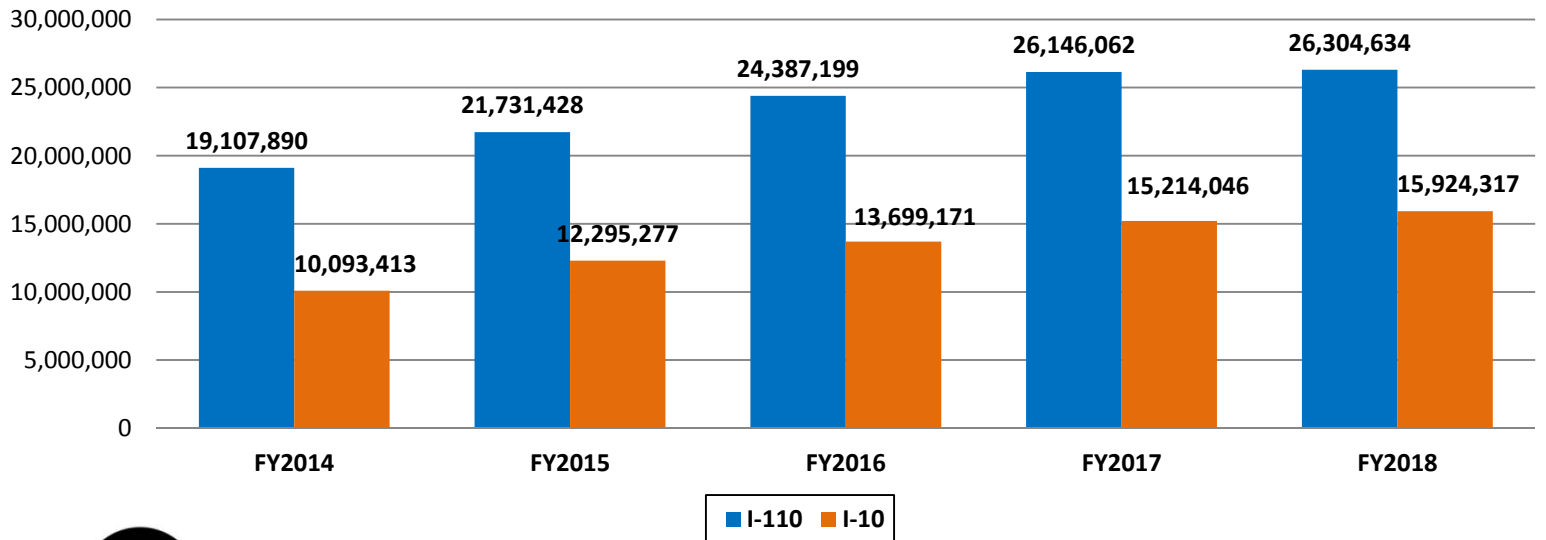
Total ExpressLanes Trips by Year



Trips by Corridor

The I-110 corridor continues to have higher trip volumes than the I-10 corridor. However, I-110 trips only increased by .61% in FY18 compared to a 4.67% increase on the I-10 corridor.

ExpressLanes Trips by Corridor

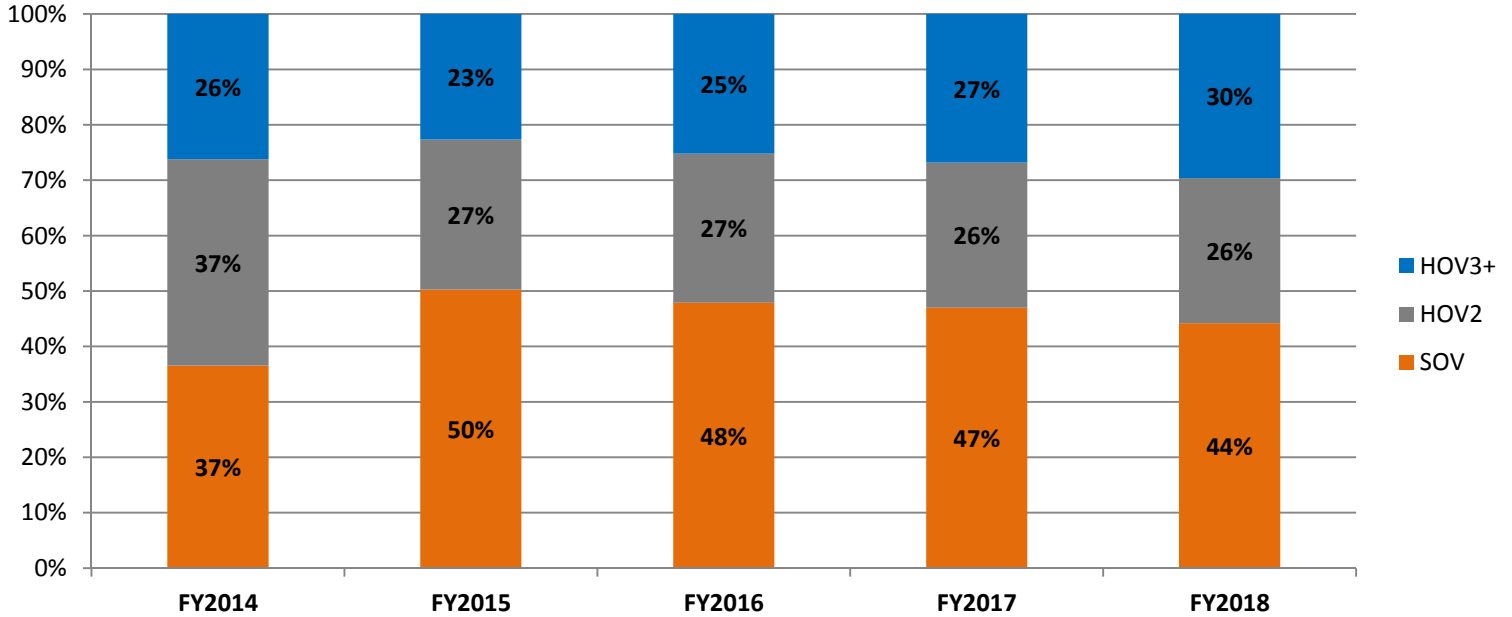




Mode Split

In FY18 HOV2 and HOV3+ continued to slightly increase over Single Occupant (SOV) trips.

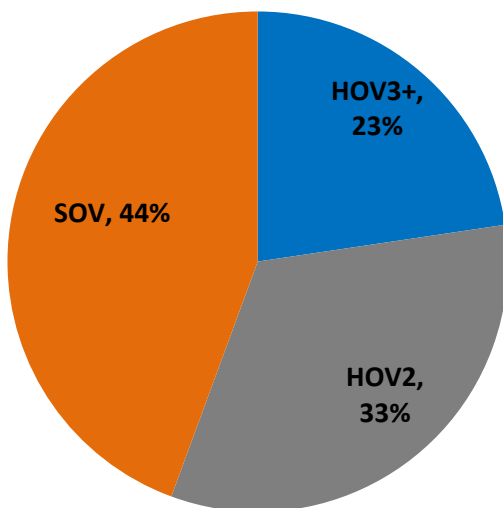
ExpressLanes Occupancy Split by Year



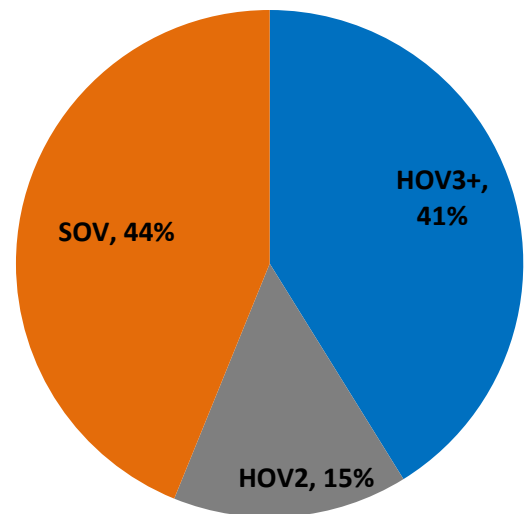
Mode Split by Corridor

The I-110 corridor has a significantly lower percentage of HOV3+ trips than the I-10 corridor. This is most likely due to the toll free status of HOV2 customers on the I-110 at all times compared to the HOV2 customers paying a toll during AM and PM peak times on the I-10.

I-110 FY18 Occupancy Split



I-10 FY18 Occupancy Split

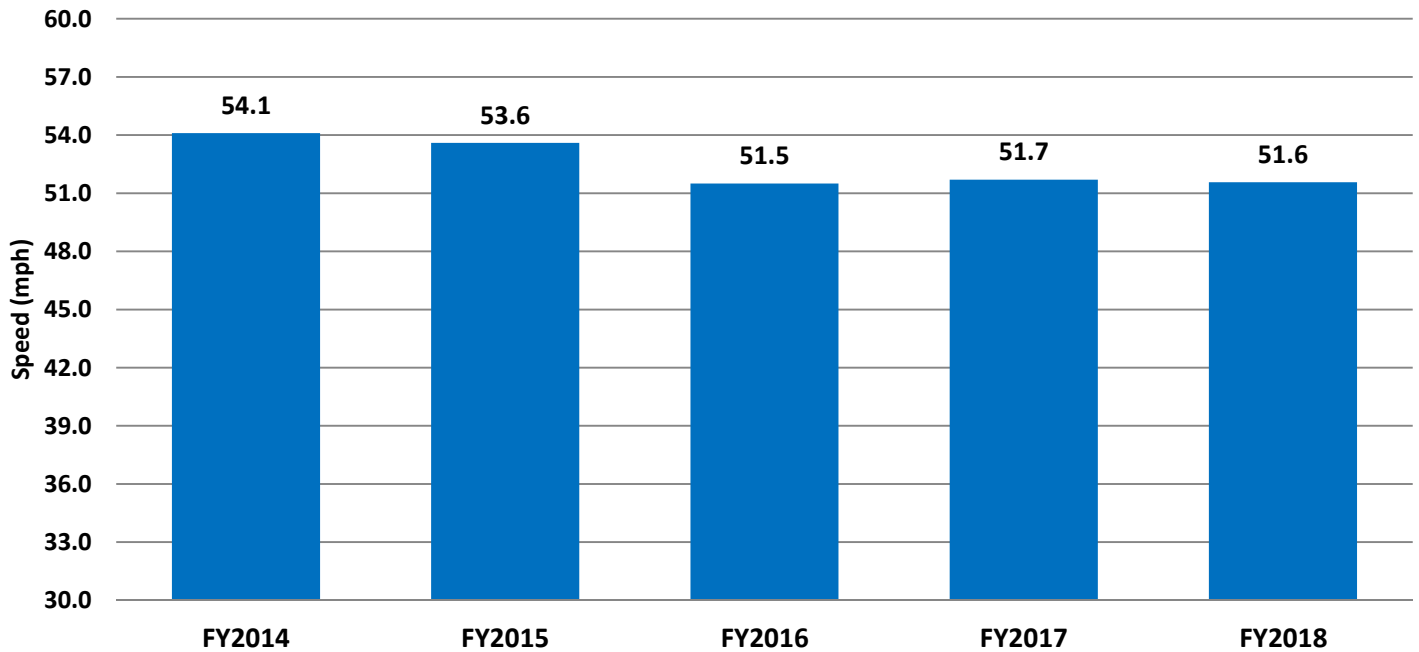




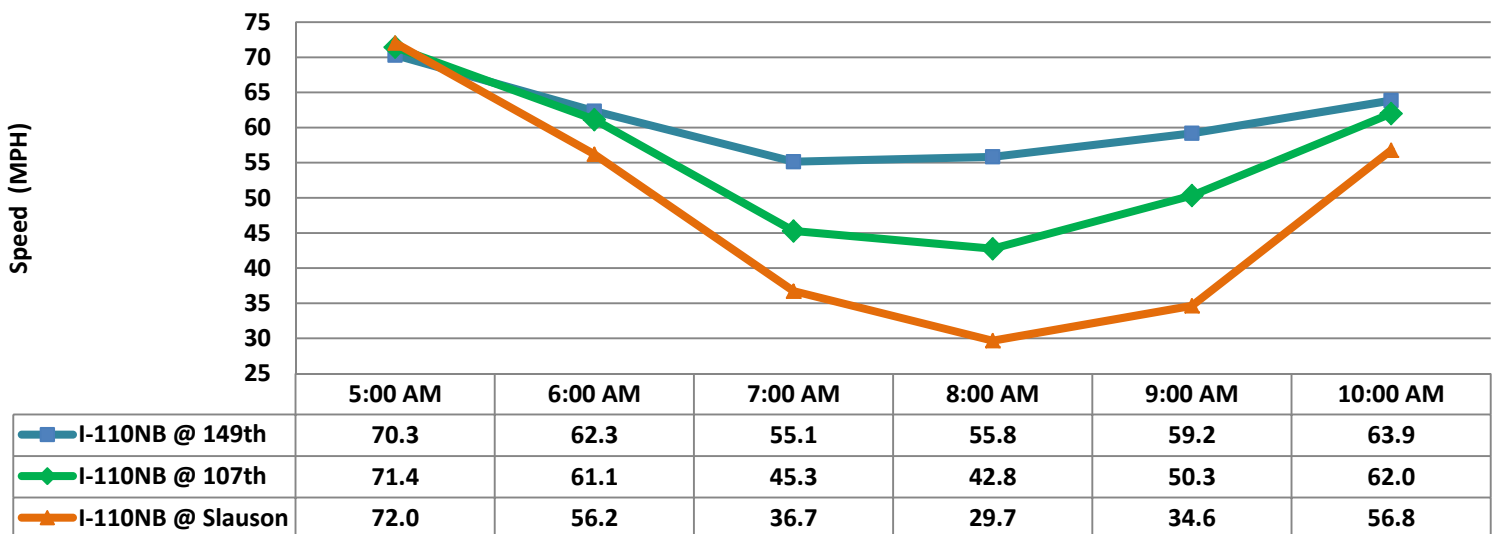
I-110 ExpressLanes Average Travel Speeds During Morning Peak

Average travel speeds during the year have remained above 45mph for the entire AM peak period. In FY18, speeds remained relatively unchanged from FY17 on the I-110 northbound. However, average speeds fluctuated during the morning peak depending upon the location and time. The number of vehicles in the ExpressLanes increases closer to downtown Los Angeles and between the hours of 7:00 AM and 9:00 AM causing speeds to decrease. In FY18, speeds were slowest near Slauson Avenue around 8:00 AM.

I-110NB Average Travel Speeds - AM Peak



FY18 Average I-110NB AM Peak Speeds by Time and Location

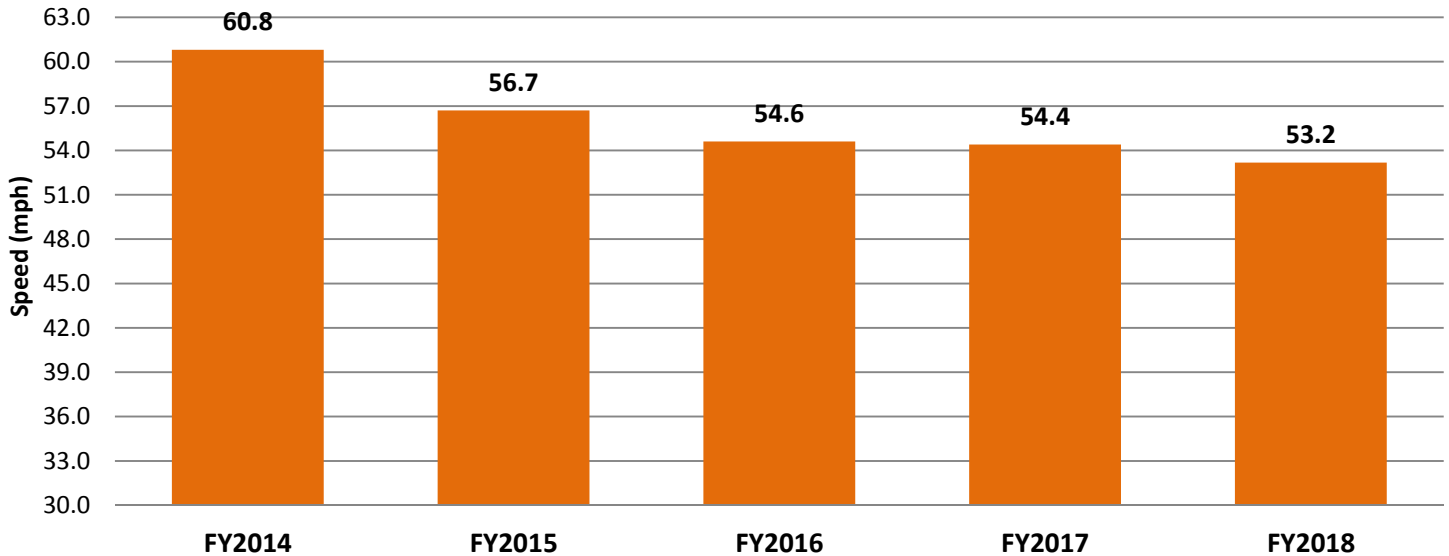




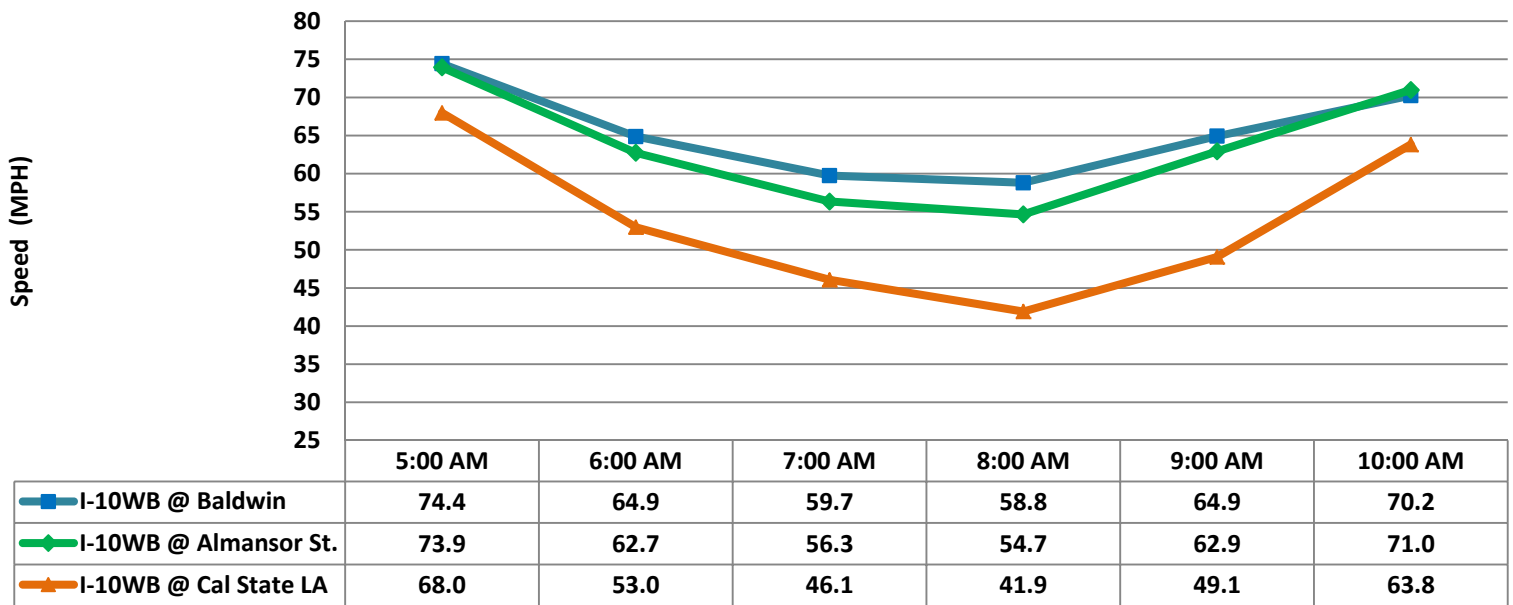
I-10 ExpressLanes Average Travel Speeds During Morning Peak

Average travel speeds during the year have remained above 45mph for the entire AM peak period. In FY18, speeds decreased by 2% from FY17 on the I-10 westbound. Average speeds fluctuate during the morning peak depending upon the location and time. The number of vehicles in the ExpressLanes increases closer to downtown Los Angeles and between the hours of 7:00 AM and 9:00 AM causing speeds to decrease. In FY18, speeds were slowest near the Cal State Los Angeles exit around 8:00 AM.

I-10WB Average Travel Speeds - AM Peak



FY18 Average I-10WB AM Peak Speeds by Time and Location

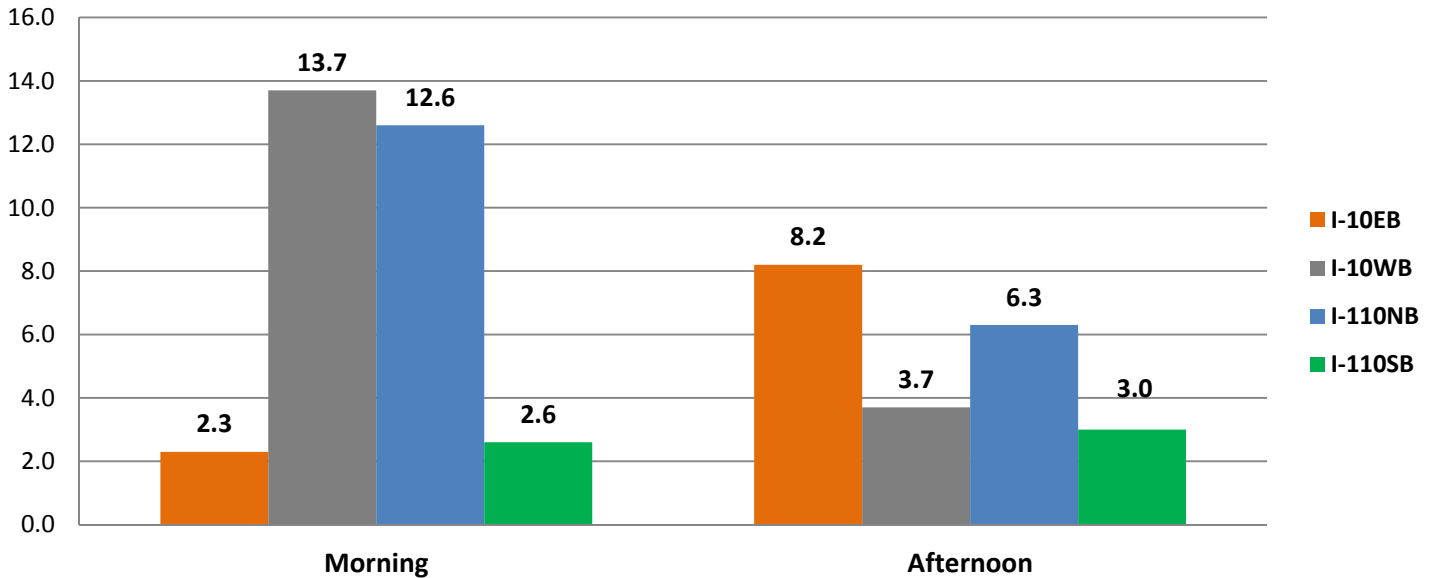




ExpressLanes Travel Times Savings Over General Purpose Lanes

Average speeds in the ExpressLanes remain higher than the average speeds in the General Purpose (GP) Lanes. Travel time tests were performed on the ExpressLanes in the morning and afternoon peak times. Morning peak travelers saved up to an average of over 13 minutes when in the ExpressLanes compared to the GP lanes. Afternoon travelers saved up to an average of 8 minutes in the ExpressLanes compared to the GP lanes.

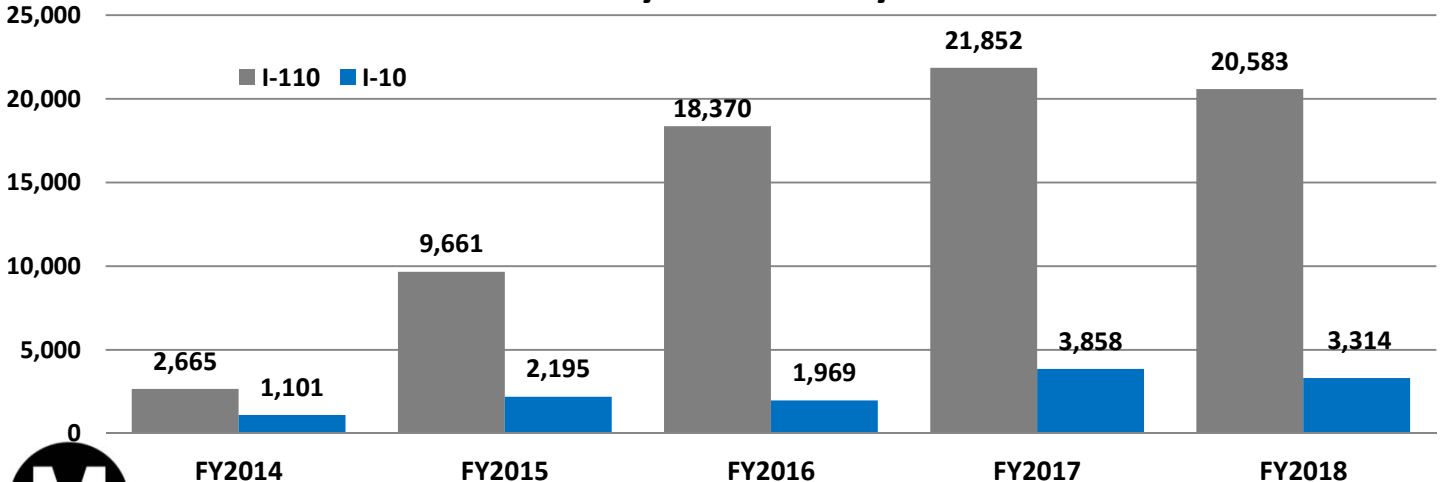
FY18 Average Travel Time Savings (Minutes)



HOV Only Status

When the average vehicle speed begins to fall below 45mph on a segment of the lanes, the lanes go into HOV Only status, precluding SOV drivers from entering the lanes to help alleviate some congestion. Due to the higher vehicle volumes and lower HOV requirement, the I-110NB goes into HOV Only status more frequently than the I-10WB. FY18 HOV Only minutes decreased by 5.8% on the I-110 and 14.1% on the I-10 due to further refinement of the dynamic pricing algorithm.

HOV Only Minutes by Year

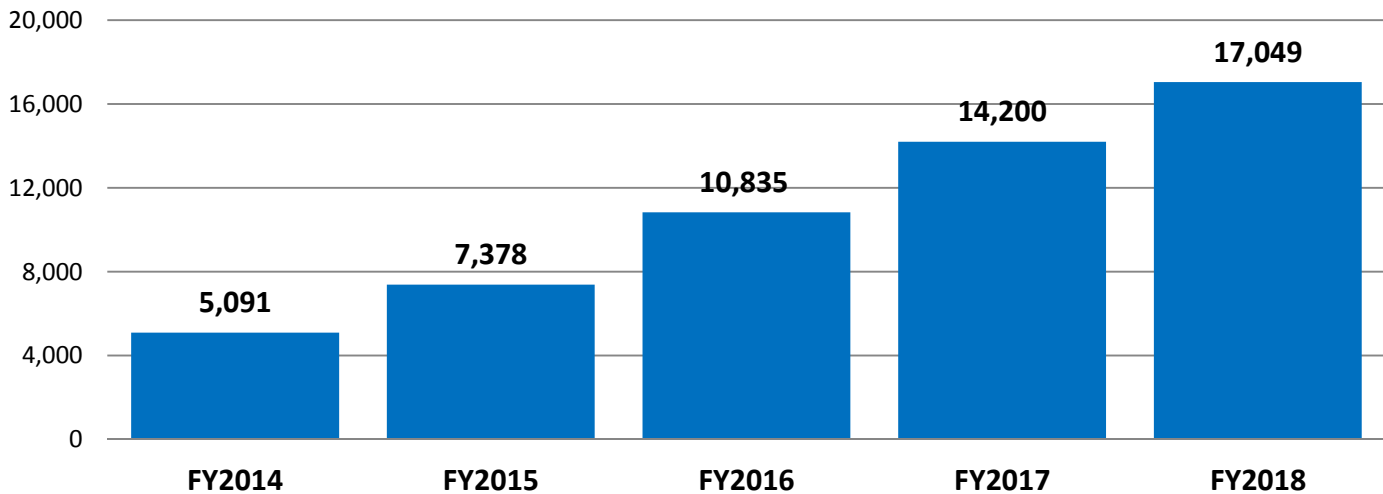




ExpressLanes Customer Incentives – Low Income Assistance Plan

Residents of Los Angeles County with an annual household income equal to or less than double the federal poverty level qualify for a one-time credit of \$25 and an automatic waiver of the monthly account maintenance fee. Although the number of new accounts opened was less in FY18 than FY17, the total number of accounts increased by 20% to 17,049. Increased outreach and marketing is planned for FY19 in an effort to increase customer participation in the program.

Total Low Income Assistance Plan Accounts



Low Income Assistance Plan Outreach

Metro ExpressLanes provides outreach at different community events, festivals, and transportation workshops throughout the year to promote the plan. During FY18 multiple campaigns advertised the program on bus cards (spring 2018), billboards (spring 2018), and online ads (winter 2017 to spring 2018).



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ExpressLanes Customer Incentives – Transit Rewards

Transit riders that register a TAP card on their ExpressLanes account can earn a \$5 toll credit each time they take 16 one-way transit trips during peak hours on the I-110 Harbor Transitway or the I-10 El Monte Busway. Since the opening of the ExpressLanes, 749,000 qualifying transit trips have been taken and \$179,960 in rewards have been issued.



ExpressLanes Customer Incentives – Carpool Loyalty

The Carpool Loyalty Program automatically enters Metro ExpressLanes customers into a monthly drawing for a chance to win gift cards and toll credits when they use the ExpressLanes with a FasTrak® set to HOV2 or HOV3 status. Since the inception of the program, \$45,000 in gift cards and toll credits have been given to carpoolers.





ExpressLanes Customer Appreciation – 5th Year Anniversary

The Metro ExpressLanes celebrated the 5th anniversary of operations in FY18. The I-110 ExpressLanes opened November 10, 2012 and the I-10 on February 23, 2013. In appreciation of our customers, all tolls were reversed for trips taken on the anniversary date of each corridor. In addition, Metro ExpressLanes staff recognized customers with the longest active accounts; provided all Low-Income Assistance Program participants with toll credits; and with support from Metro Operations, provided transit riders at the El Monte and Harbor Gateway Transit centers with ExpressLanes branded giveaways.



Metro ExpressLanes giveaways were provided to transit riders at the Harbor Gateway Transit Station November 6-9, 2017. (Above)



Messaging signs on the ExpressLanes had an appreciation message for customers on the I-110 and I-10 anniversary dates. (Above)



Transit riders were able to learn more about Metro ExpressLanes and receive giveaways at the El Monte Station February 19-23, 2018. (Left)



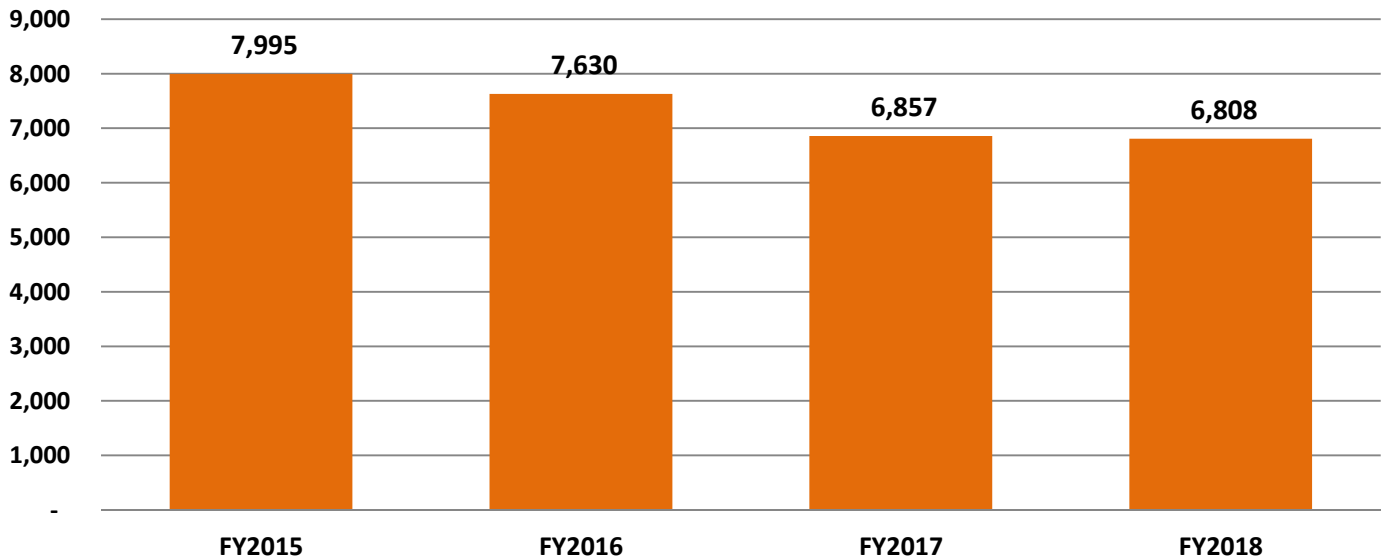
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Silver Line Transit Ridership on the ExpressLanes

The Metro Silver Line operates as a Bus Rapid Transit (BRT) system on the I-110 and I-10 ExpressLanes. Silver Line ridership on the ExpressLanes during the peak periods has decreased by 0.71%, compared to overall Silver Line ridership increase of 2.3% in FY18.

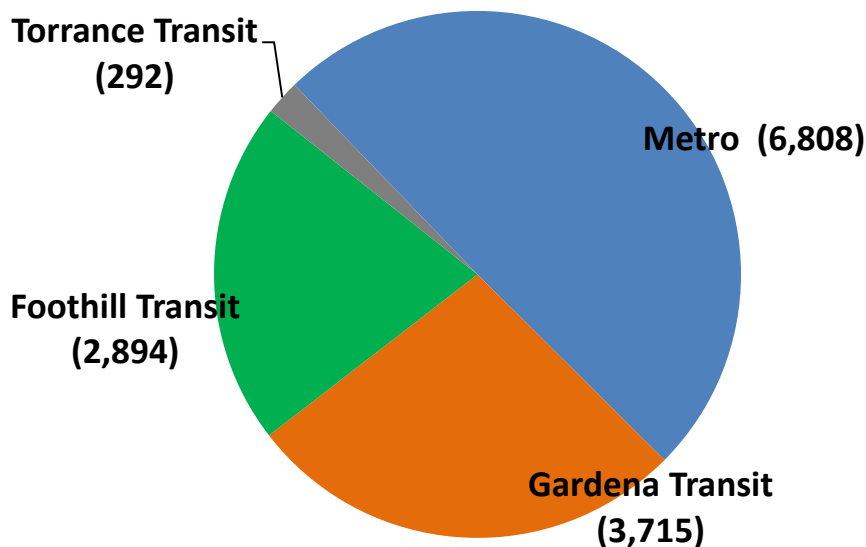
Silver Line Average AM and PM Peak Daily ExpressLanes Ridership



FY18 Transit Ridership on the ExpressLanes

In addition to the Metro Silver Line, Foothill Transit, Gardena Transit and Torrance Transit operate on the I-110 and I-10 ExpressLanes. In FY18 an average of 13,709 passengers were transported by these agencies during the AM and PM peak periods.

FY18 ExpressLanes Average AM and PM Peak Daily Transit Ridership

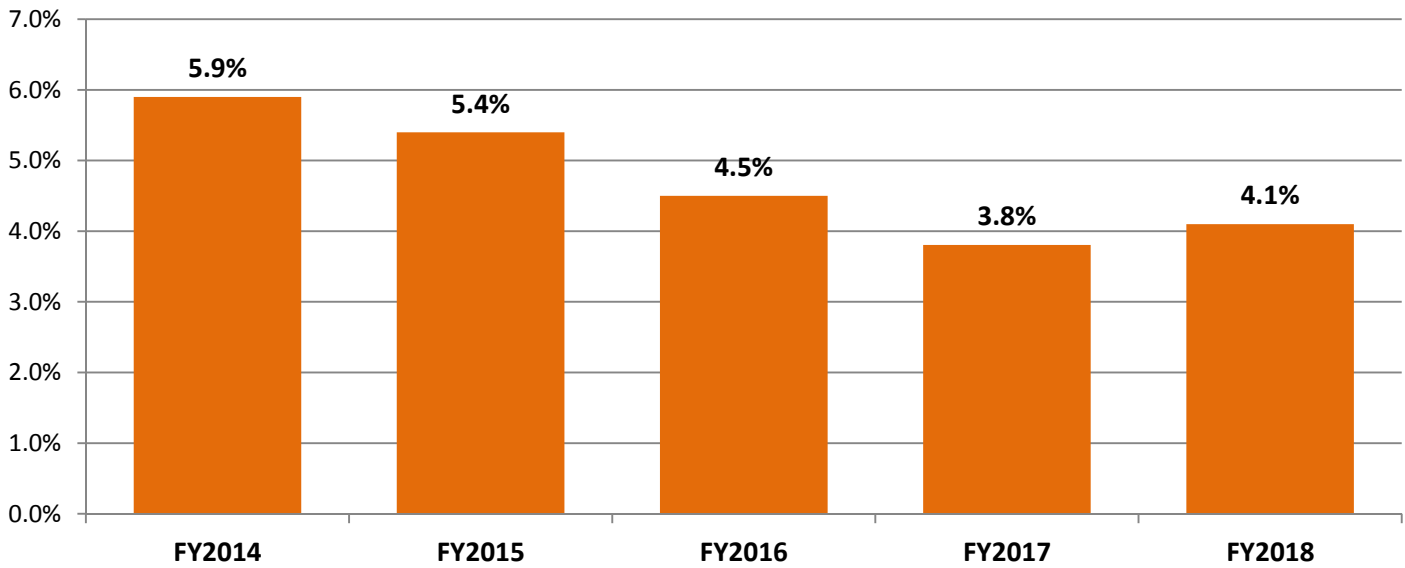




ExpressLanes Safety & Enforcement – Violations Issued

Metro ExpressLanes issues a notice of toll evasion violation when vehicles travel the ExpressLanes without a valid FasTrak® transponder. As public awareness of the ExpressLanes increases, the percentage of violations issued decreases. There was a slight increase in the percentage of violations between FY17 and FY18. Nevertheless, the violation percentage is consistent with programs at the same level of maturity at the 5 year mark.

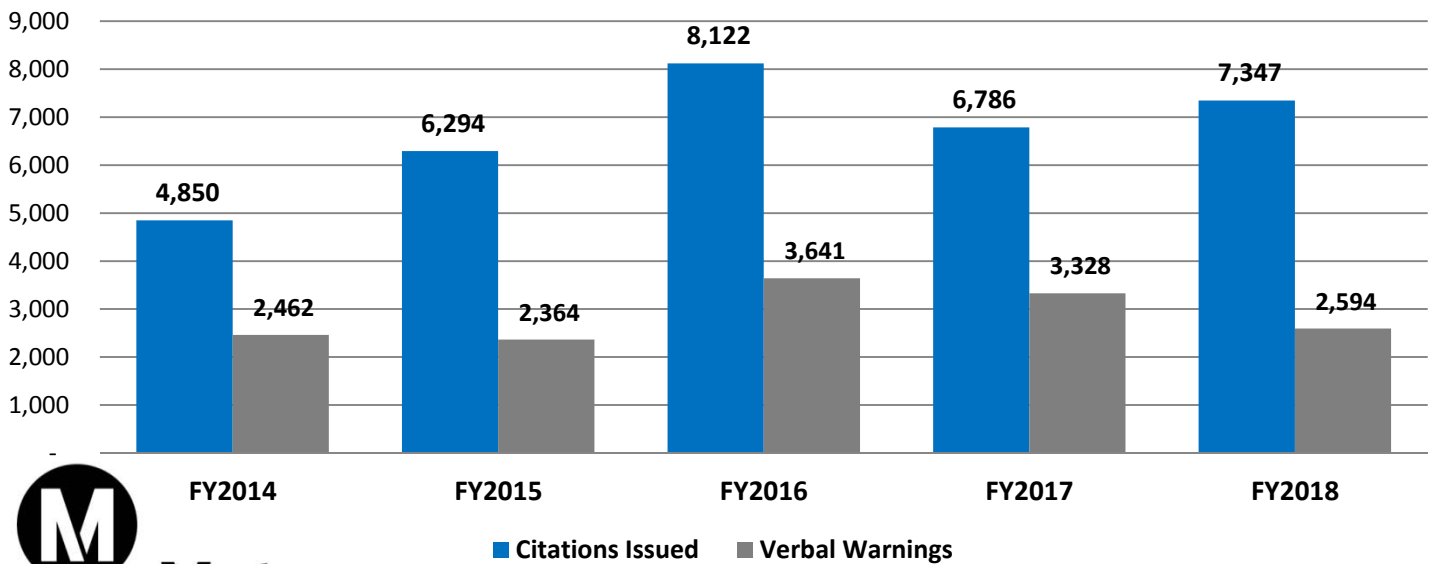
Violation Rate by Year



ExpressLanes Safety & Enforcement – CHP Activity

CHP officers are contracted to provide additional visual enforcement. CHP issues a toll/transponder related citation when a non-exempt vehicle is observed using the ExpressLanes without a transponder or the transponder switch setting does not match the observed vehicle occupancy. CHP issued citations increased by 8% from FY17 to FY18.

CHP Issued Citations & Verbal Warnings

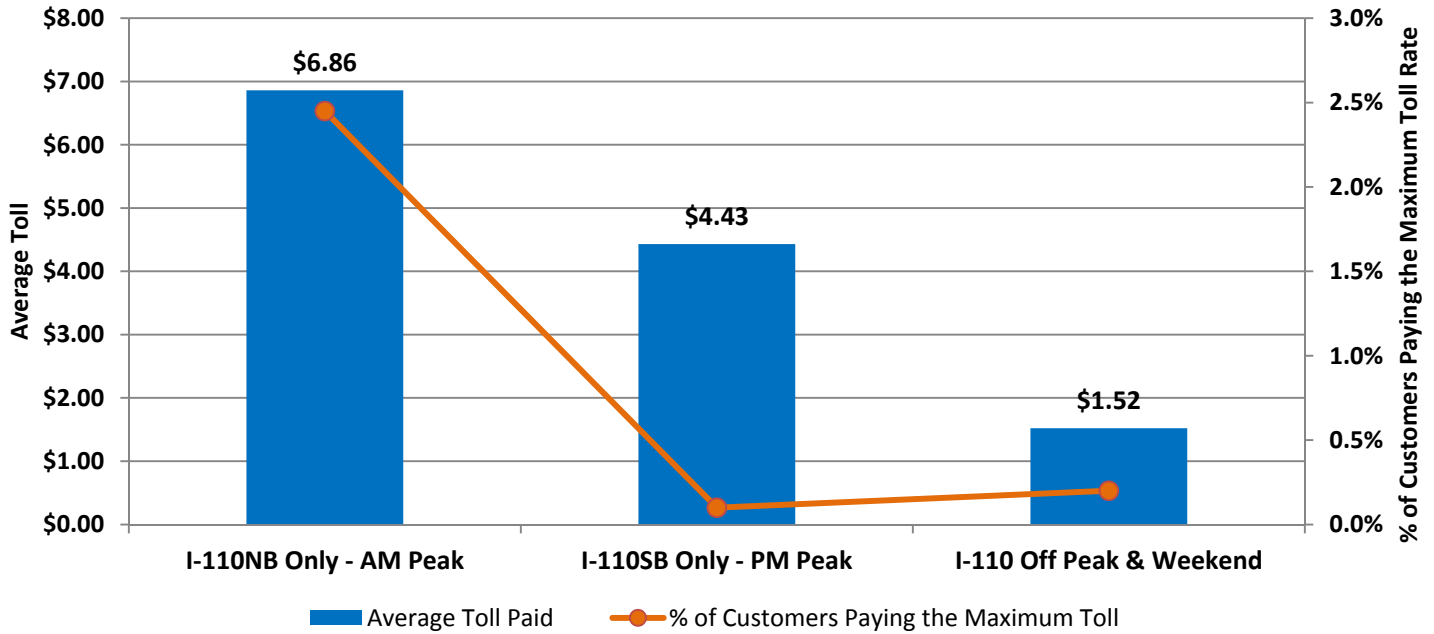




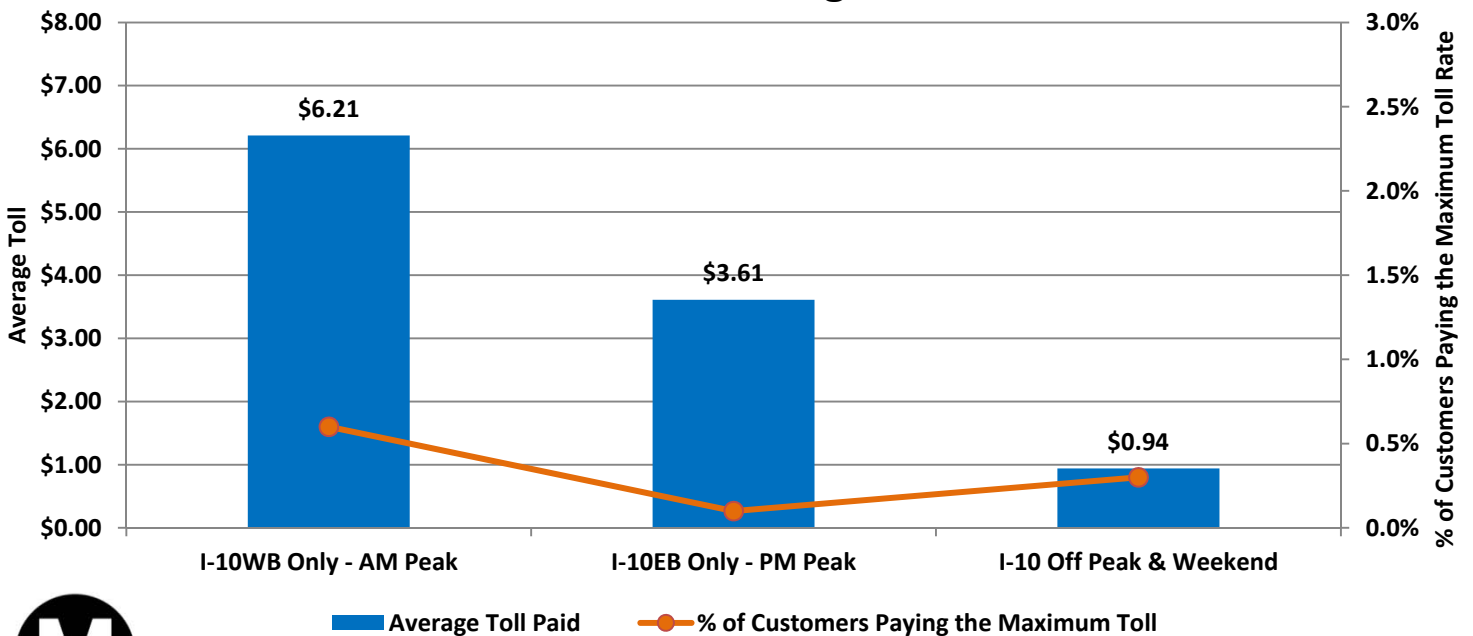
Average Tolls

Metro ExpressLanes uses a dynamic pricing algorithm to adjust the price of tolls according to the traffic volumes on the ExpressLanes. In FY18 the toll rates ranged from a minimum of \$0.10 to a maximum of \$2.00 per mile driven on the ExpressLanes. In FY18 the average toll during the AM Peak was \$6.86 and \$6.21 on the I-110NB and I-10WB respectively. Few customers pay the maximum toll rate; only 2.45% of I-110NB customers and 0.6% of I-10WB customers paid the maximum toll rates of \$26.20 and \$22.50, respectively during the AM Peak in FY18.

FY18 I-110 Average Tolls



FY18 I-10 Average Tolls





2018 Metro ExpressLanes Customer Survey

During August 2018 Metro ExpressLanes conducted a survey of our customers. The purpose of the Metro ExpressLanes 2018 Customer Survey was to gather feedback as part of Metro ExpressLanes' ongoing efforts to improve customer experience.

The survey included questions regarding Metro ExpressLanes use, proposed customer incentives/programs and potential modifications to toll-exempt carpool requirements. The survey was conducted August 1-15, 2018 and was sent to all Metro ExpressLanes customers with a valid email on file. In FY18 a total 81,748 customer responded. This was an 80% increase over 2017's 45,278 respondents.

Respondents were evenly split between I-10 and I-110 users providing insight to customer travel patterns and awareness of business rules on both corridors. In general, customer satisfaction remains high and at or above the satisfaction levels of the 2017 customer survey.

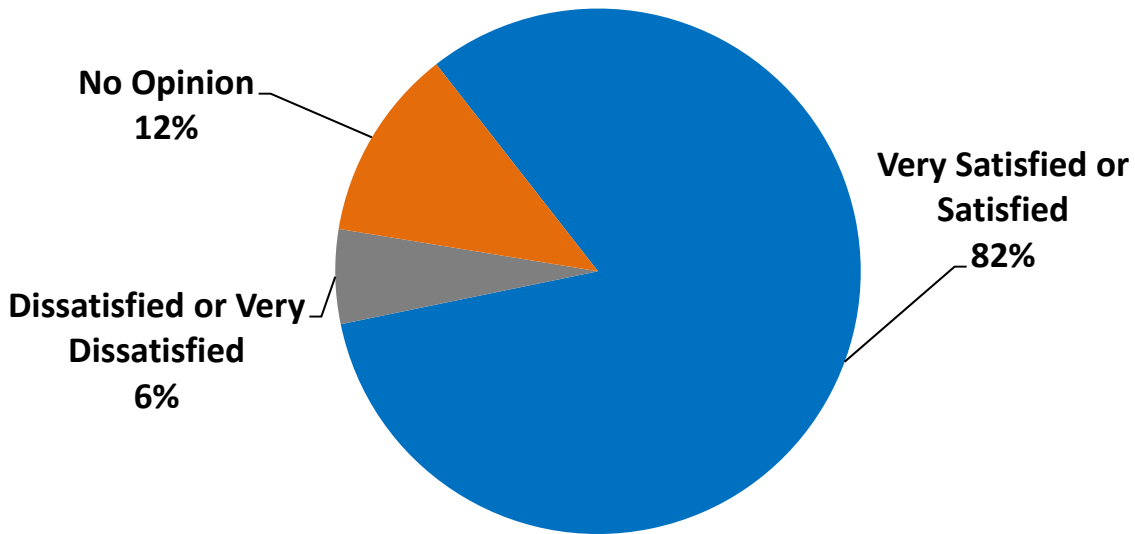
Key 2018 customer surveys findings are listed on the following pages.



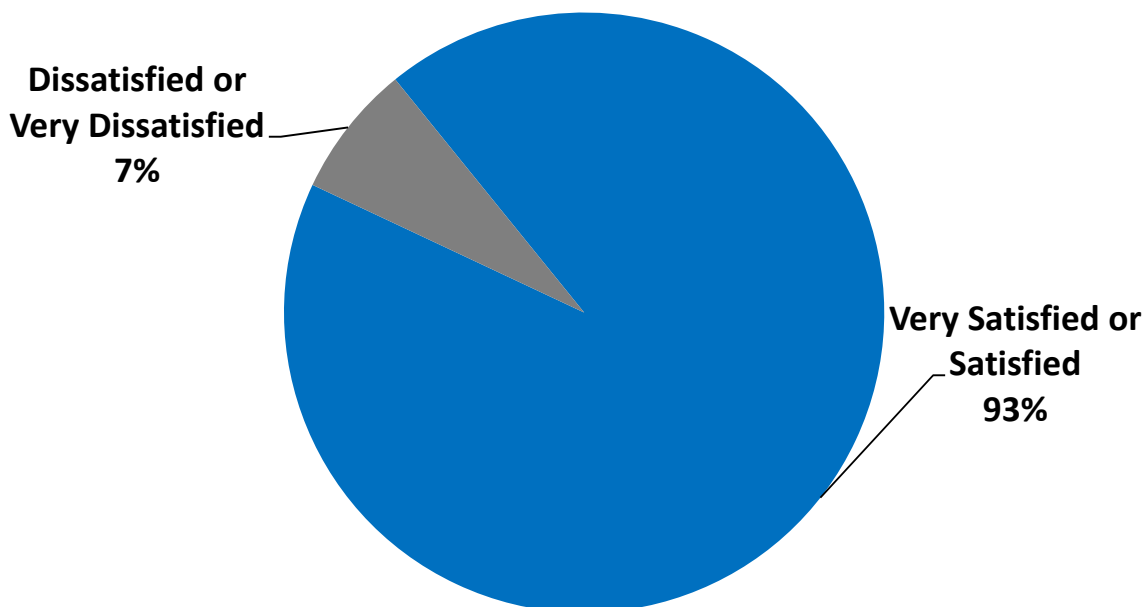
2018 Customer Survey – Customer Satisfaction

Customer satisfaction remains high for Metro ExpressLanes with 82% very or somewhat satisfied with Metro ExpressLanes customer service. Customers were very satisfied with the safety on Metro ExpressLanes which received a satisfaction rate at 93%.

How Satisfied are you with Metro ExpressLanes Customer Service?



How Satisfied are you with the Safety of the Metro ExpressLanes?

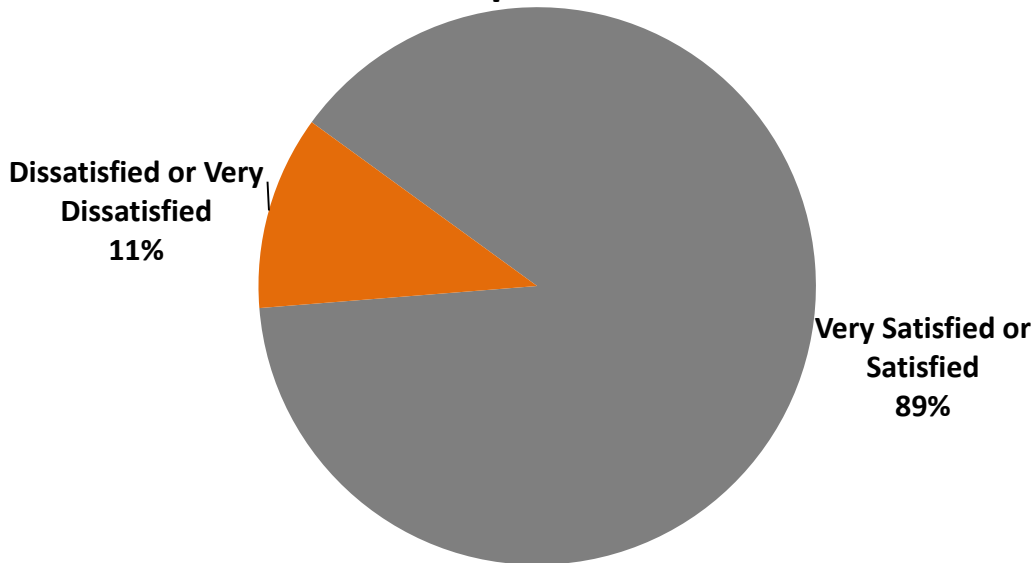




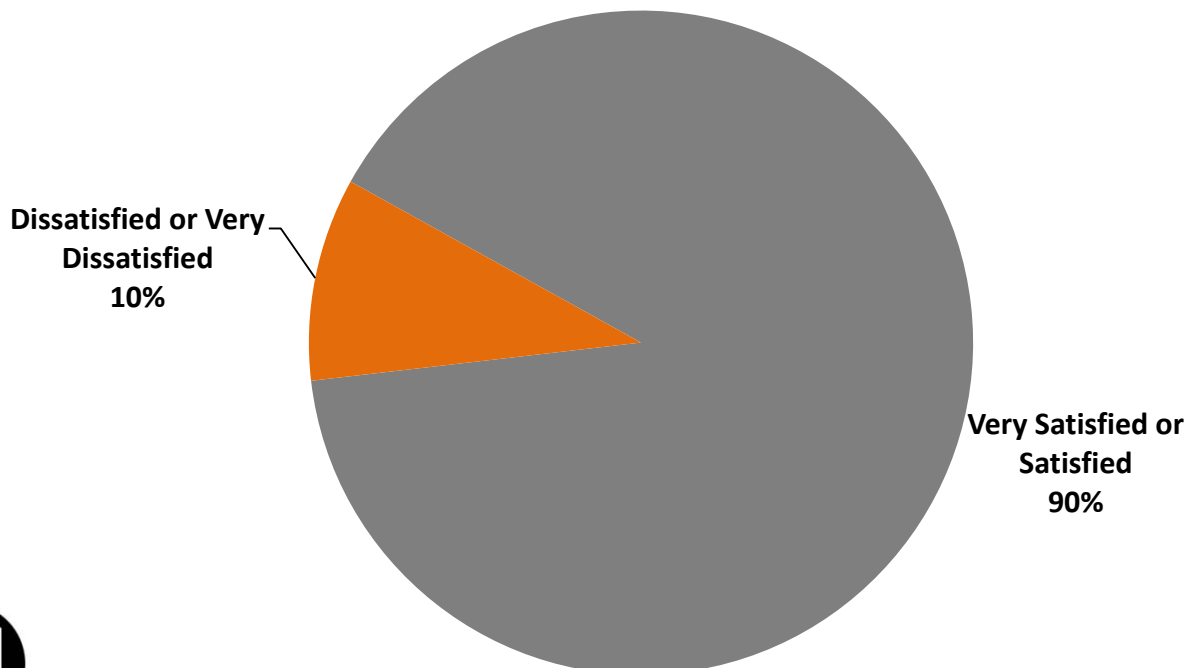
2018 Customer Survey – Customer Satisfaction

In FY18, customer satisfaction is high for Metro ExpressLanes with speeds and the time saved relative to the toll spent at 89% and 90%.

How Satisfied are you with the Speed you can Maintain in the Metro ExpressLanes?



How Satisfied are you with the time saved relative to the toll paid for the Metro ExpressLanes?

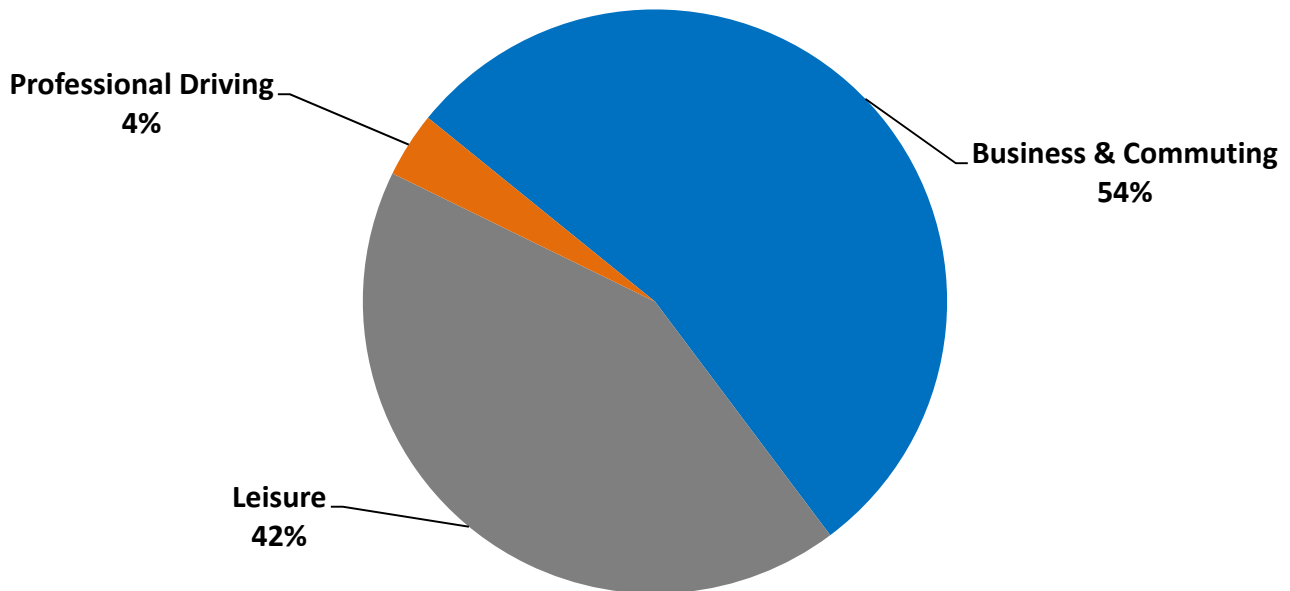




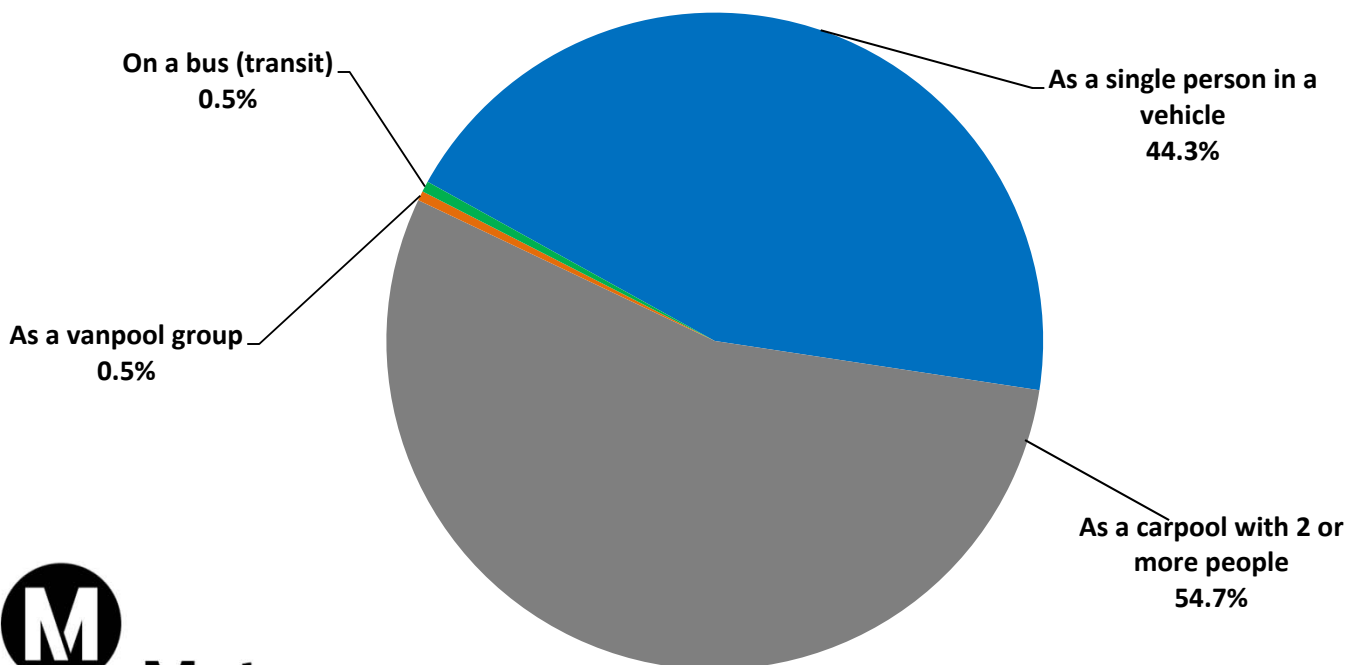
2018 Customer Survey - Usage

54% of respondents used the ExpressLanes for work and business related (commuting, meetings, deliveries, etc.) trips while 42% of survey respondents used the ExpressLanes for leisure activities (errands, day trips, etc.). On weekdays, survey respondents drove alone 44% of the times, travelling on a bus or in a vanpool about 1% of the time.

What is your Main Purpose for Travelling on the Metro ExpressLanes?



How do you Typically Travel on the Metro ExpressLanes on Weekdays?

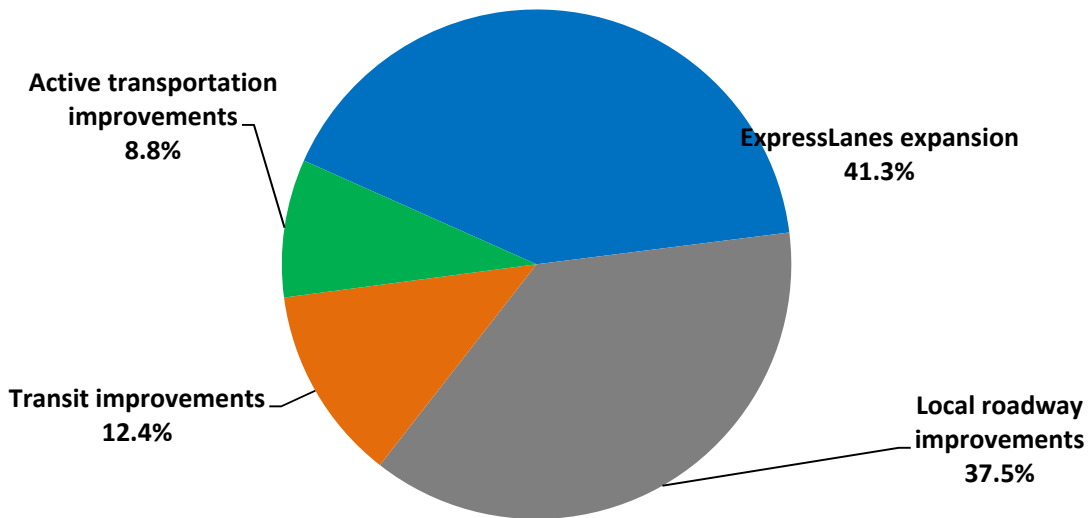




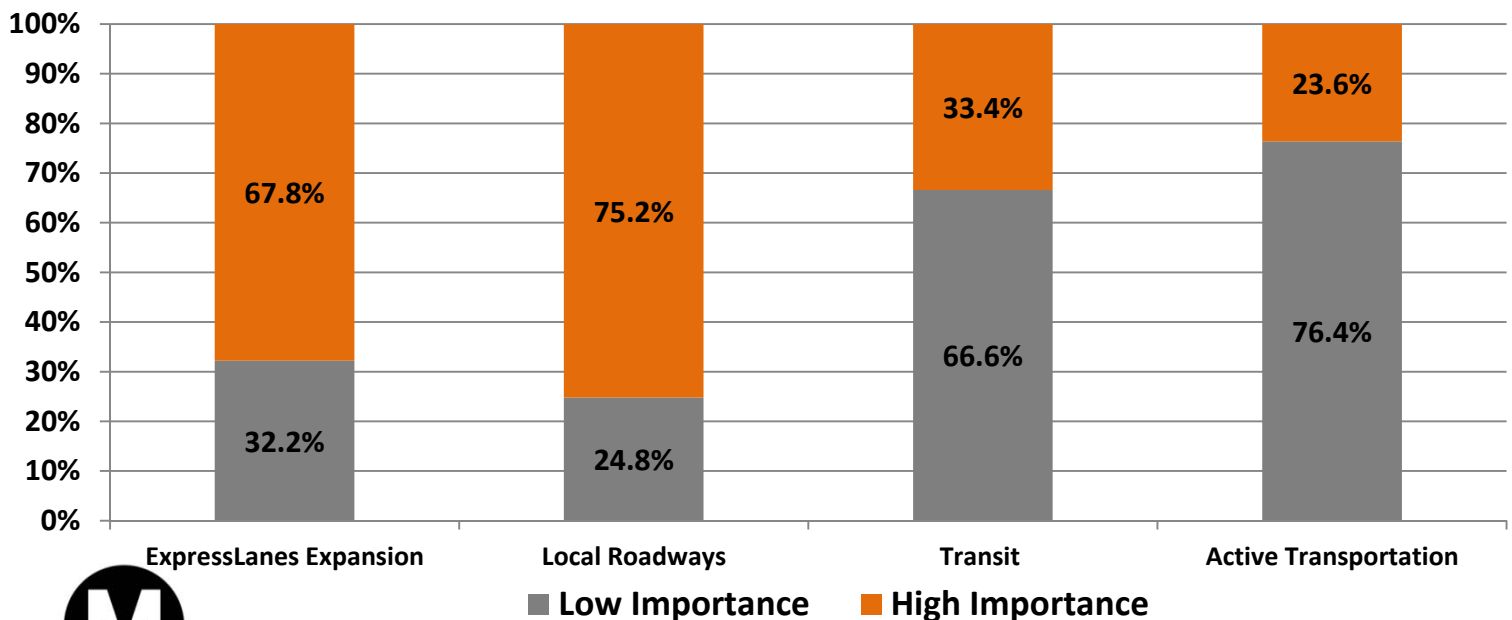
2018 Customer Survey – New Initiatives

Customers were asked to rank the importance of different ways to mitigate traffic congestion. If they could only choose one thing, 41% of customers believe that expanding ExpressLanes onto other corridors would be the best way to mitigate congestion. However, when ranking strategies as high or low importance, 75% of customers ranked local roadway improvements and 68% ranked ExpressLanes expansion as high importance. Only 24% of customers ranked active transportation improvements (walking and biking) as high importance.

Which of the Following do you Think is the Most Important in Mitigating Traffic Congestion in LA County



How Important do you Think Each will be in Mitigating Traffic in LA County?

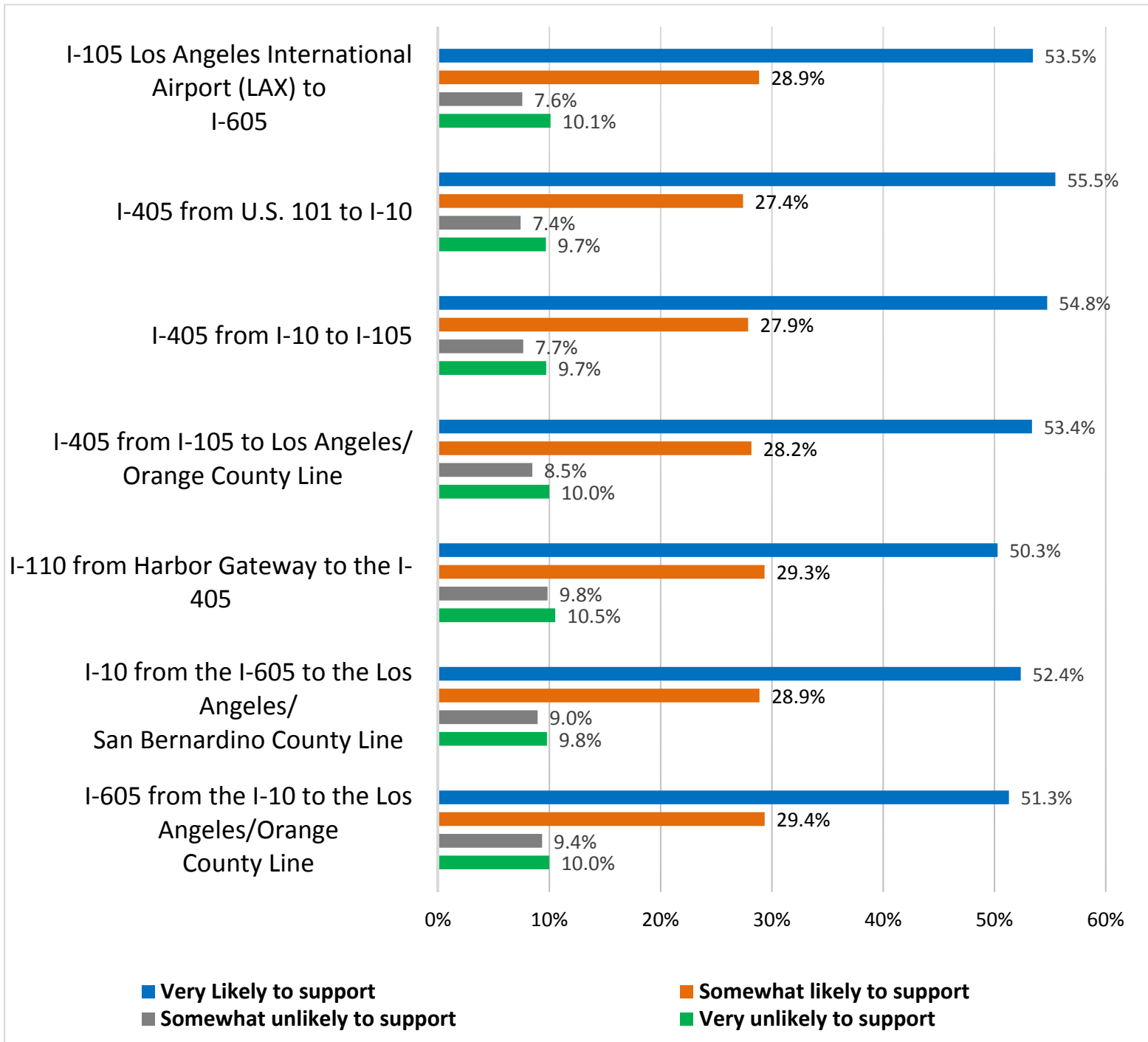




2018 Customer Survey – ExpressLanes Expansion

More than 75% of all respondents were very or somewhat likely to support Metro ExpressLanes on all projects listed. The I-105 LAX to I-605 and I-405 from U.S. 101 to I-10 received the highest support ratings of 82.3% and 82.9% respectively.

Would you support Metro ExpressLanes on the following roadways?

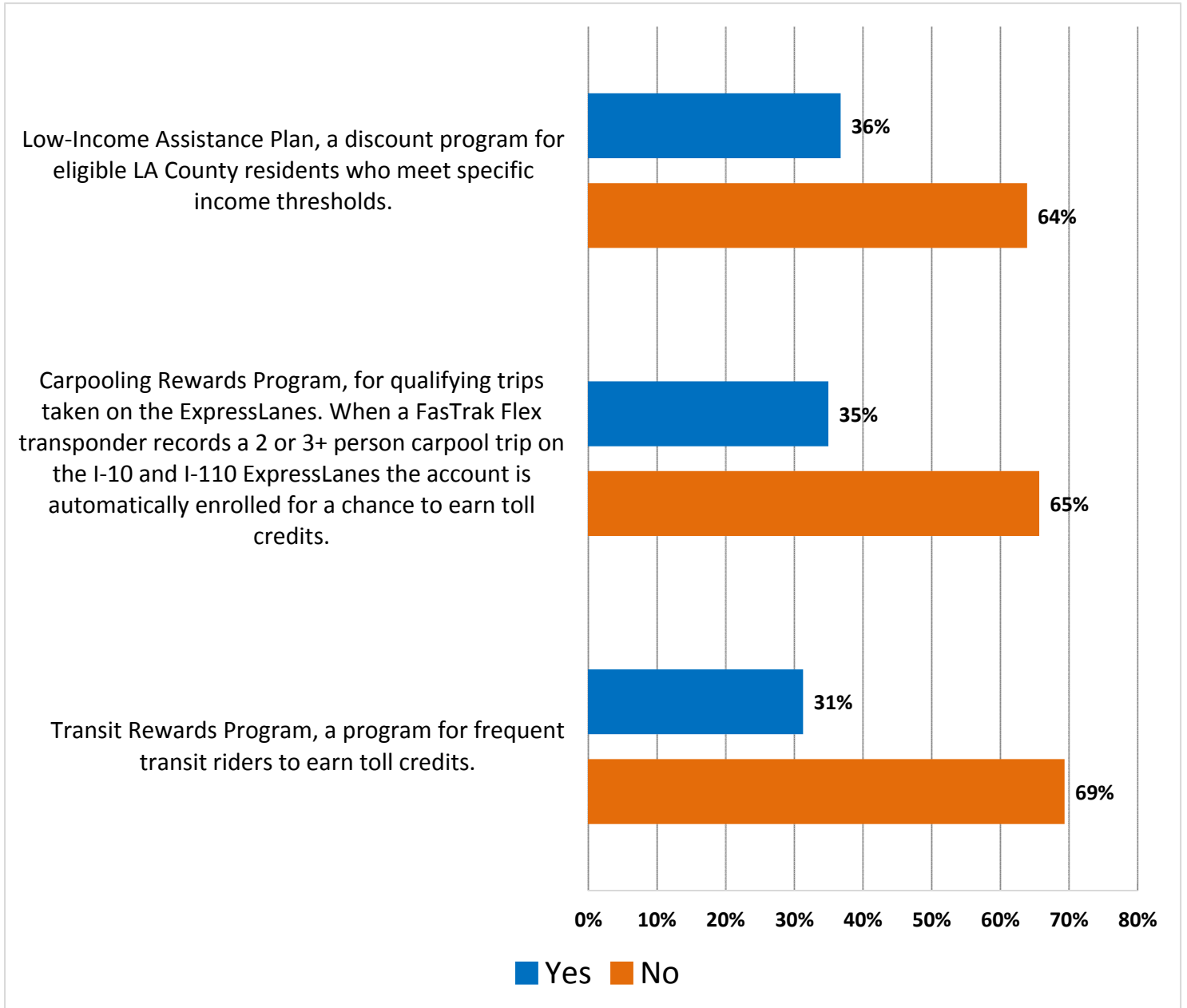




2018 Customer Survey – Customer Programs

Customer awareness of the different discount programs available were low, with the Transit Rewards Program having the lowest customer awareness at 31%. Metro ExpressLanes will increase marketing of the plans in FY19.

Before today, were you aware of each of the following programs offered by Metro ExpressLanes?





OPERATIONAL IMPROVEMENTS ON THE EXPRESSLANES IN FY2019 and FY2020

Transponder Readers: Upgraded multi-protocol transponder antennas and readers at every toll collection site, with additional antennas between lanes to ensure accurate capture of vehicles in the process of changing lanes or driving in the shoulder areas.

License Plate Readers: Upgraded license plate cameras with two cameras dedicated to each lane at each toll collection site for full redundancy. Also, an upgraded, distributed license plate processing system installed at each toll site to process license plate photos.

Advanced Toll Site Monitoring: A new digital video audit system providing complete camera coverage of each toll zone, for transaction verification and review.

Vehicle Detection: New laser scanners above each lane to ensure accurate detection of vehicles in the event of any failures of the primary detection system loops in the pavement.

Enforcement Technology: Upgraded enforcement beacons that display large numbers corresponding to the transponder switch setting of each vehicle to facilitate CHP enforcement.

ExpressLanes Roadway Monitoring: Expansion of the CCTV camera system to fill a number of coverage gaps and achieve complete monitoring .

Traffic Conditions Monitoring: Expansion of our traffic detection system that monitors throughput and speed, to provide more accurate travel time estimates and more precise input data to the dynamic pricing system. This expansion will more than double the current number of sensors out on the ExpressLanes, and will also expand coverage to provide data for the general purpose lanes as well.

Pricing System: Significant enhancements to the dynamic pricing system including additional traffic sensor inputs, comparative pricing model analysis tools, and access to additional tuning parameters to refine and optimize performance.



EXPRESSLANES NETWORK EXPANSION EFFORTS

- **Preparation of a Network Project Study Report (PSR) for the Tier 1 projects identified in the Metro ExpressLanes Strategic plan:**
 - The Network PSR for the I-10, I-405, and I-605 is scheduled to be completed in Summer 2019.
- **I-105 ExpressLanes from the I-405 to I-605:**
 - Project Approval/Environmental Document (draft), Concept of Operations, and Investment Grade Traffic and Revenue Study are expected to be released in Summer 2019.
- **I-605 ExpressLanes from I-10 to I-105:**
 - Project Approval/Environmental Document (draft), Concept of Operations, and Level 2 Traffic and Revenue Study is scheduled to be released in Summer 2019.