

# METRO EXPRESSLANES

## PERFORMANCE REPORT

Fiscal Year 2016 (Ending June, 30 2016)

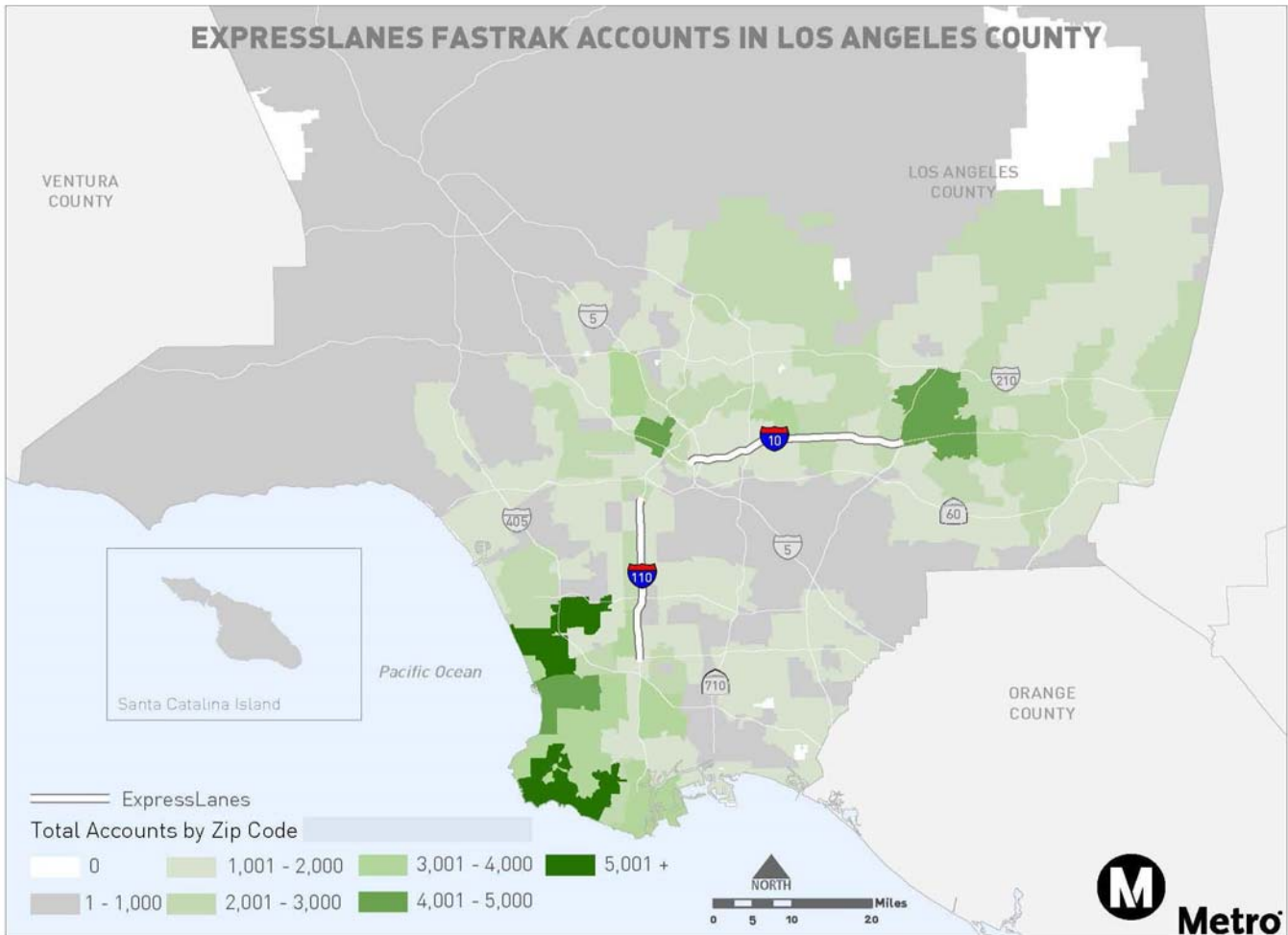
JANUARY 18, 2017



# METRO EXPRESSLANES HIGHLIGHTS PROGRAM TOTALS THRU JUNE 2016



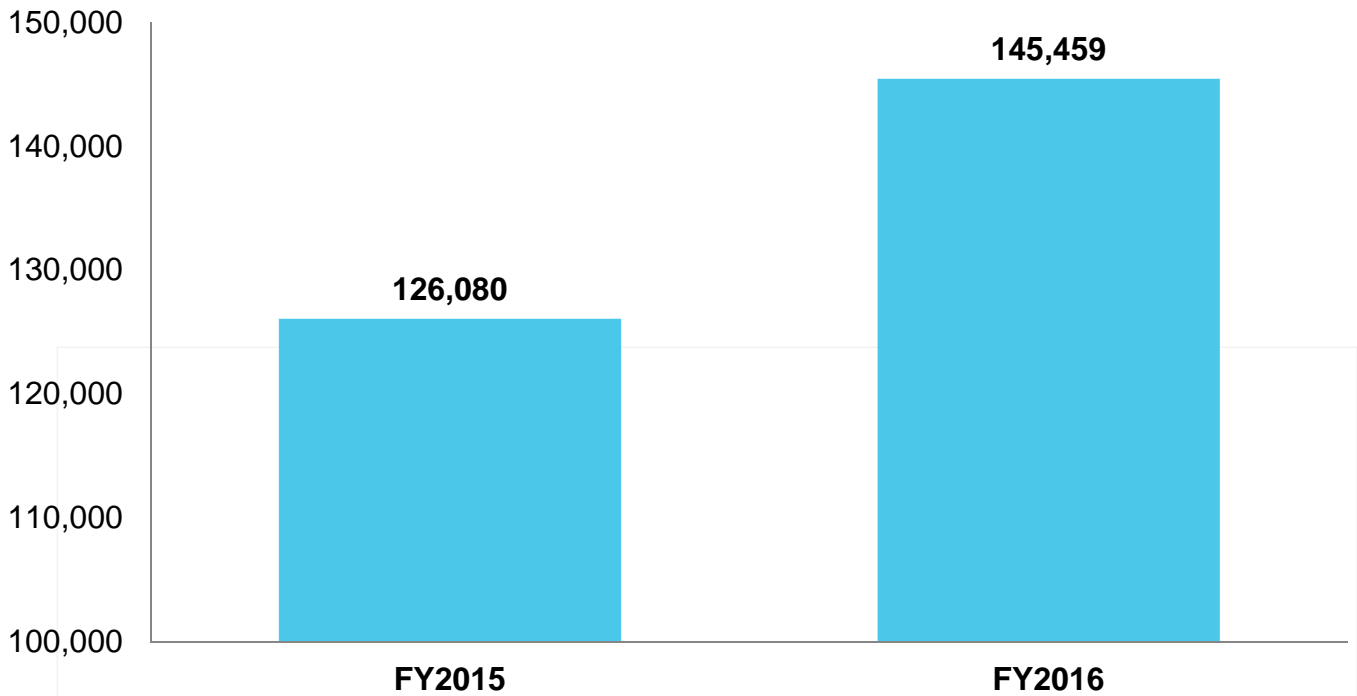
TOTAL VEHICLE TRIPS .....	96,629,790
	I-110 : 62,084,807    I-10 : 31,544,983
TOTAL PRELIMINARY REVENUE .....	\$145,372,298
	I-110 : \$91,432,390    I-10 : \$55,329,960
TOTAL ACCOUNTS OPENED .....	454,603
LOW-INCOME ASSISTANCE PLAN ACCOUNTS .....	8,882
TOTAL TRANSPONDERS ISSUED.....	506,031
SILVER LINE RIDERSHIP.....	1,257,724



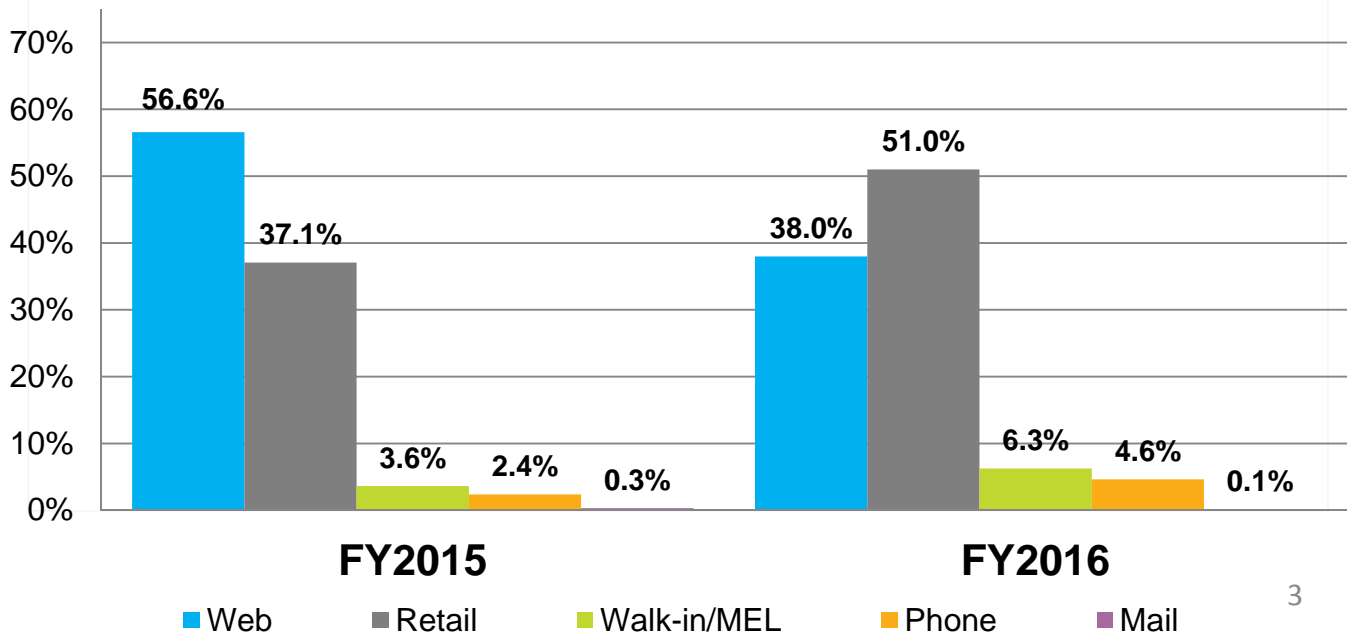
# FASTRAK TRANSPONDER ADOPTION –



## Newly Issued FasTrak® Transponders



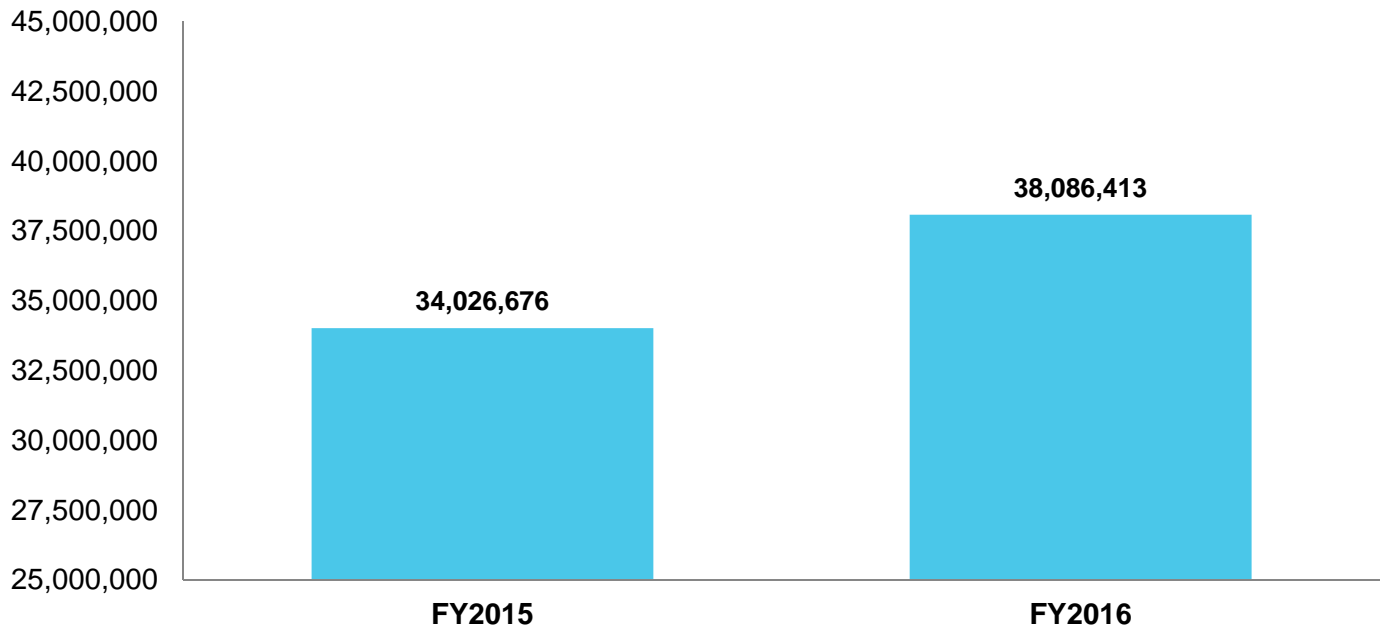
## Percentage of Accounts Opened by Channel



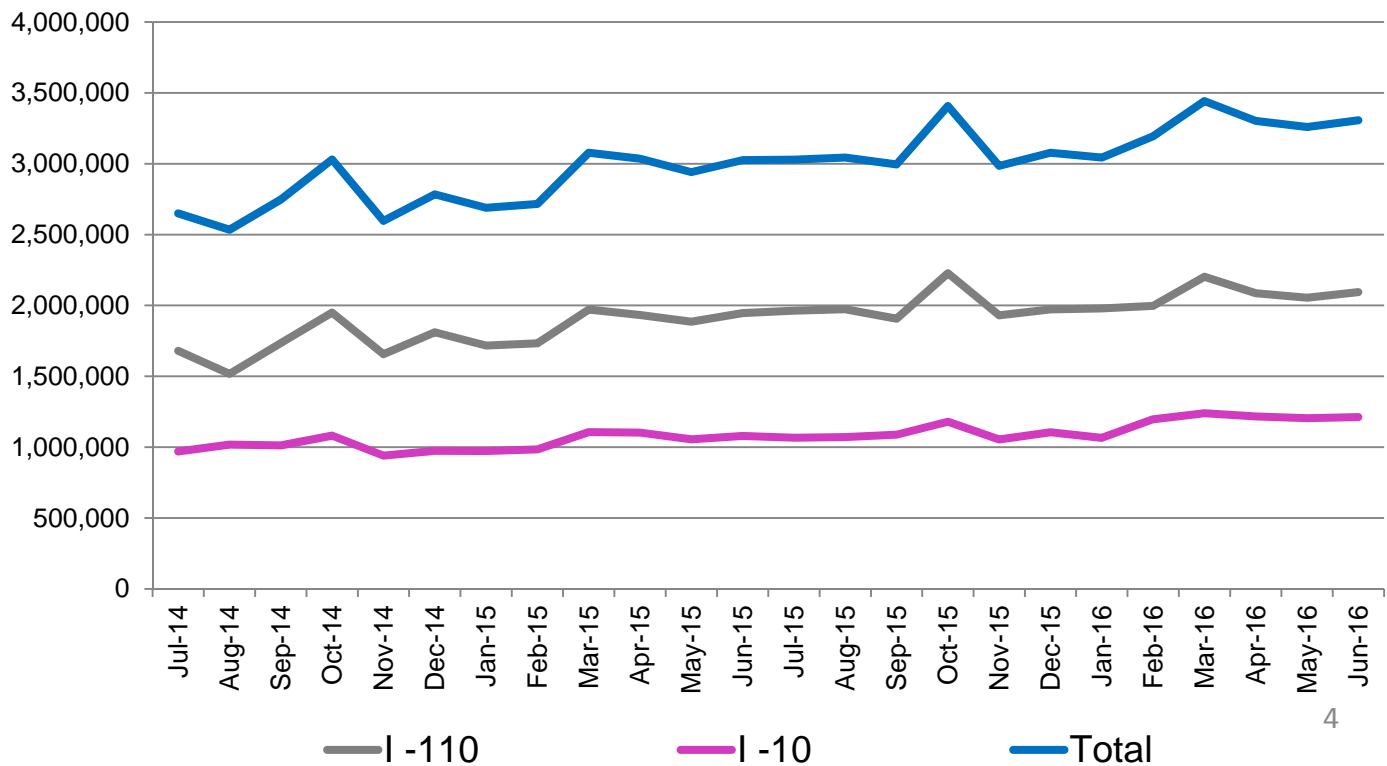
# METRO EXPRESSLANES VEHICLE TRIPS



## TOTAL EXPRESSLANES TRIPS BY YEAR



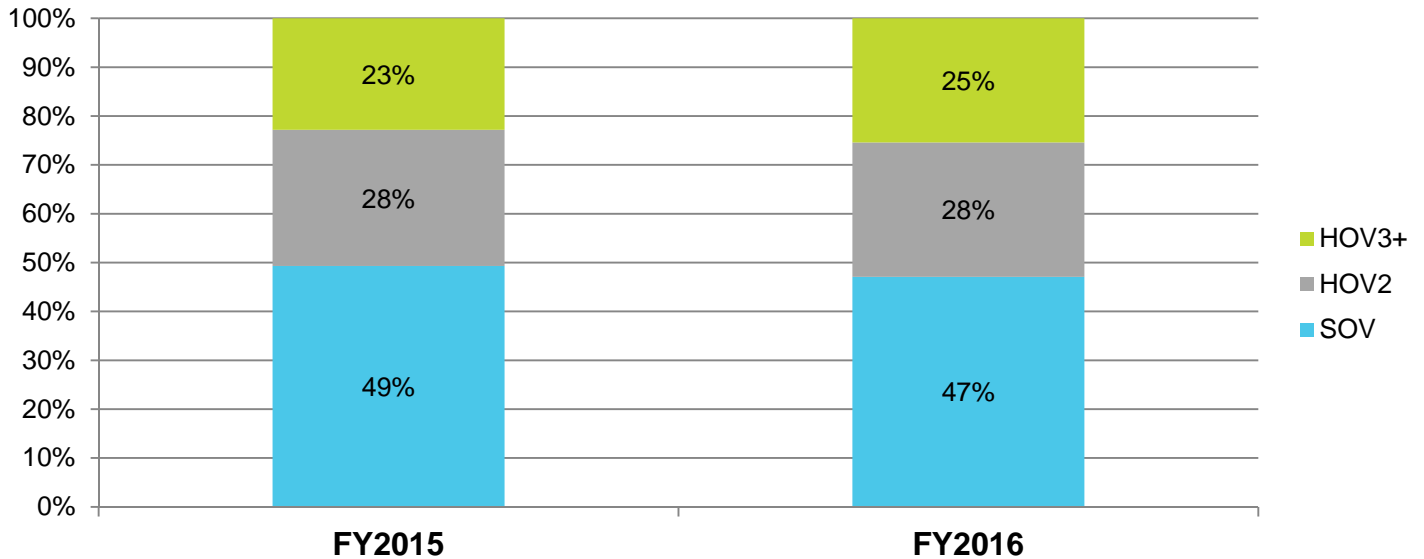
## TOTAL EXPRESSLANES TRIPS BY MONTH



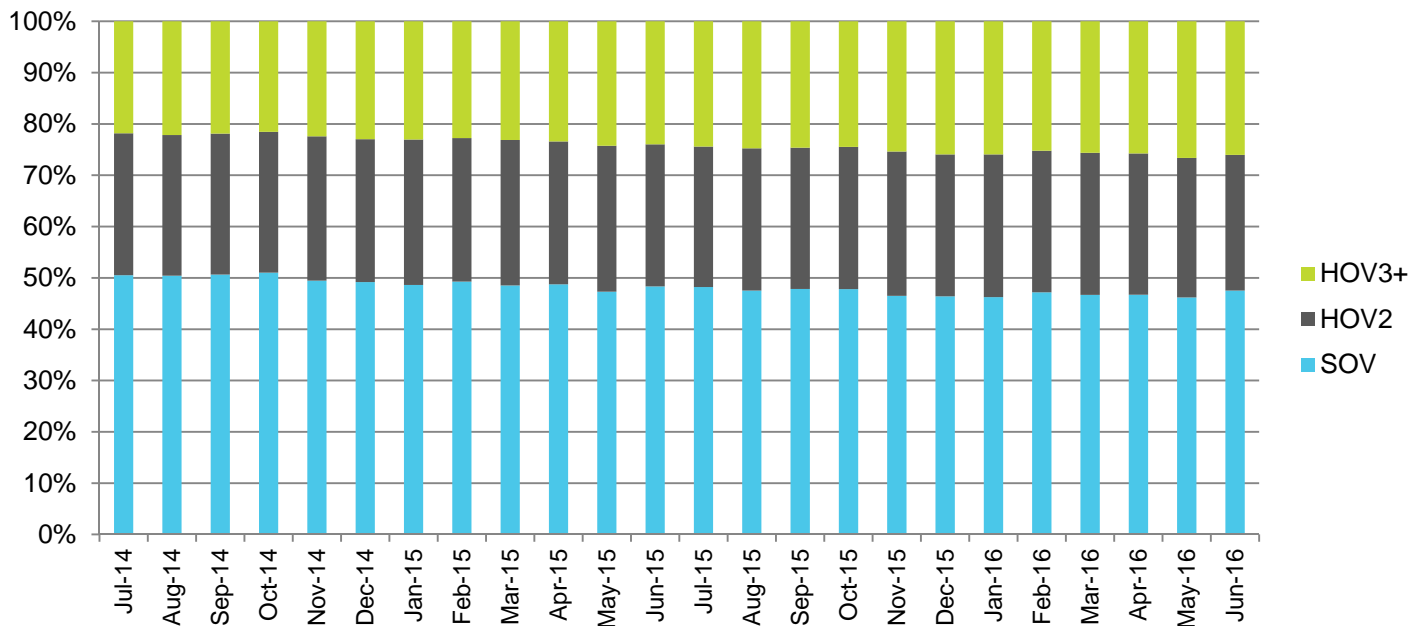
# METRO EXPRESSLANES VEHICLE TRIPS Continued



## TOTAL EXPRESSLANES OCCUPANCY SPLIT BY YEAR\*



## TOTAL EXPRESSLANES OCCUPANCY SPLIT BY MONTH



\*Effective February 2014, vehicles displaying a DMV issued white or green clean air vehicle decal are toll-free. The transponder must be set to switch position 3. This mode split includes white or green decal vehicle trips which may contain single-occupant trips classified as HOV3+. Violators are counted as Single Occupant Vehicles.

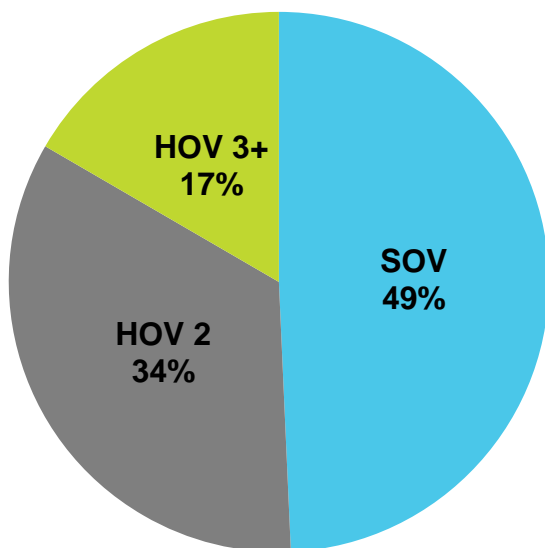
# METRO EXPRESSLANES VEHICLE TRIPS Continued



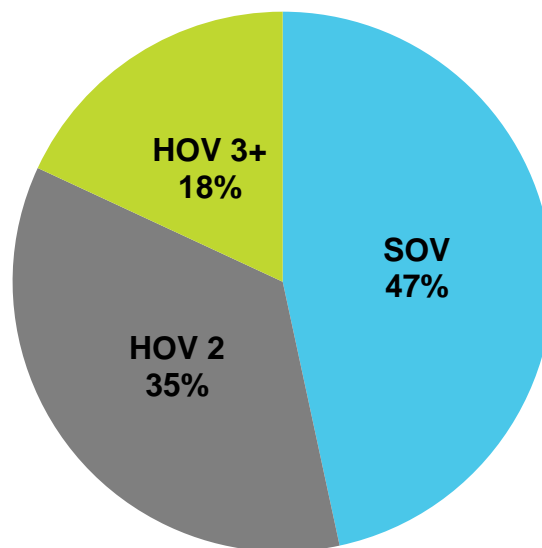
## TOTAL EXPRESSLANES OCCUPANCY SPLIT BY CORRIDOR

### I-110 OCCUPANCY SPLIT

**FY2015**

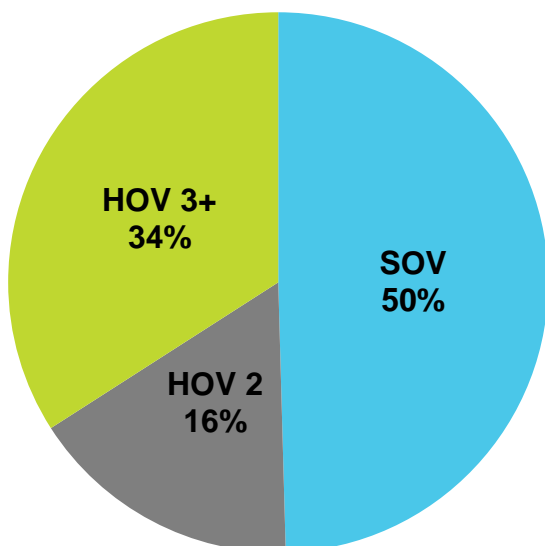


**FY2016**

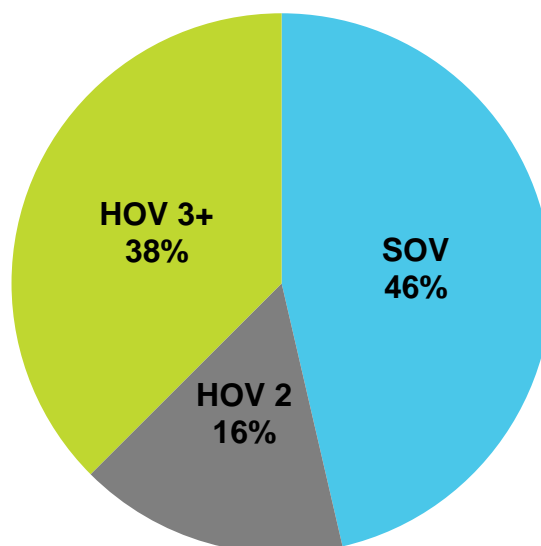


### I-10 OCCUPANCY SPLIT

**FY2015**



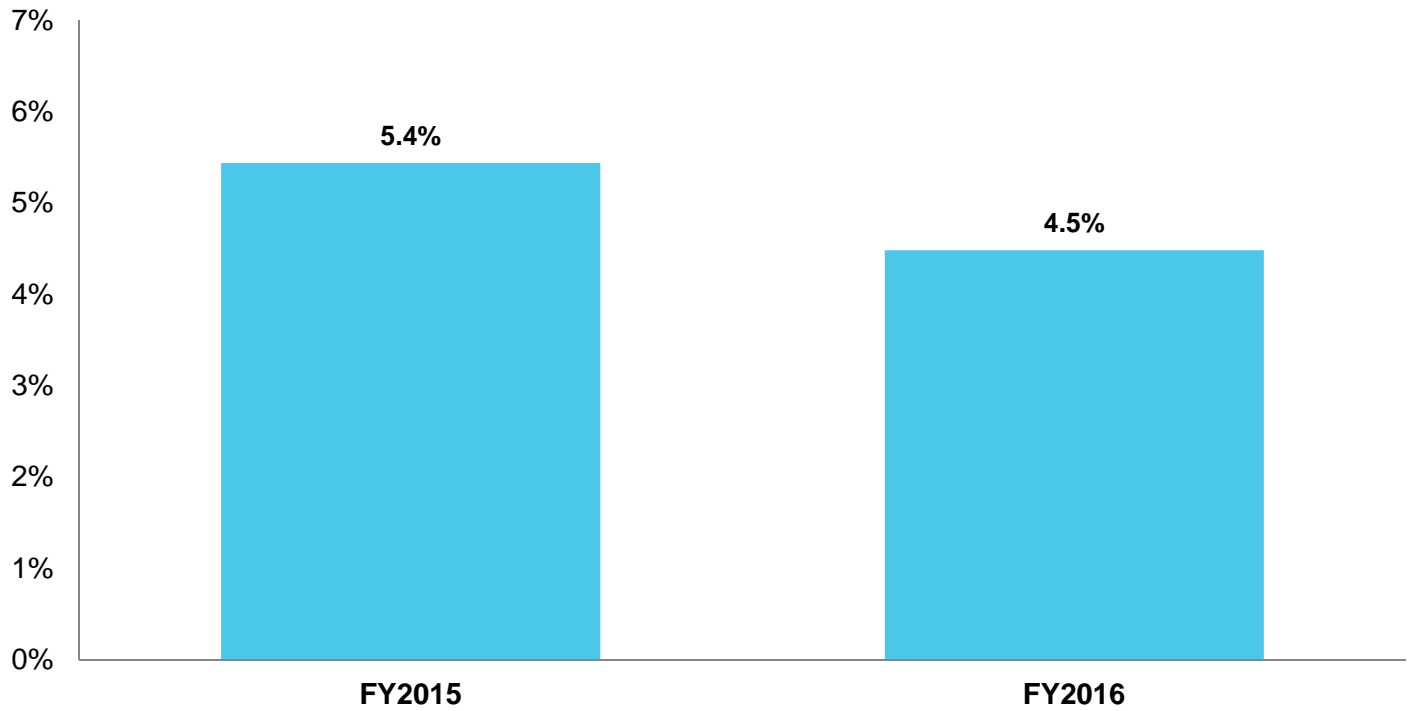
**FY2016**



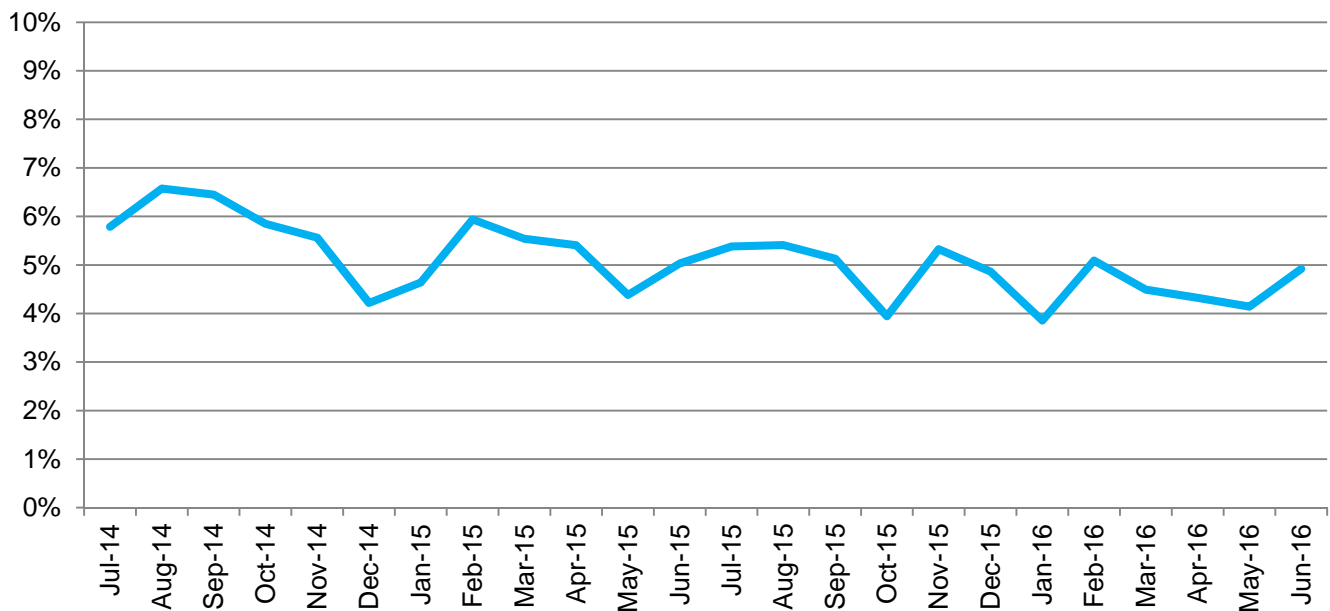
# METRO EXPRESSLANES VIOLATION TRIPS



## Violations as a Percentage of Total Trips by Year



## Violations as a Percentage of Total Trips by Month



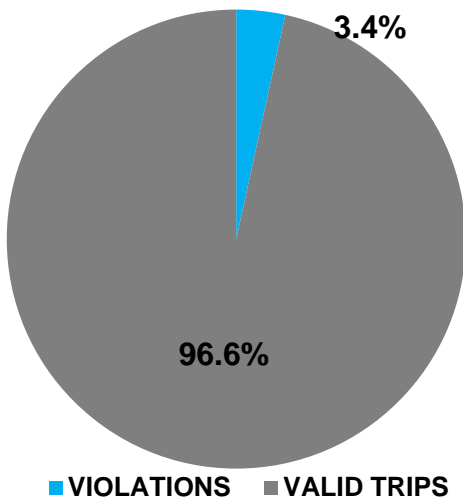
# METRO EXPRESSLANES VIOLATION TRIPS Continued



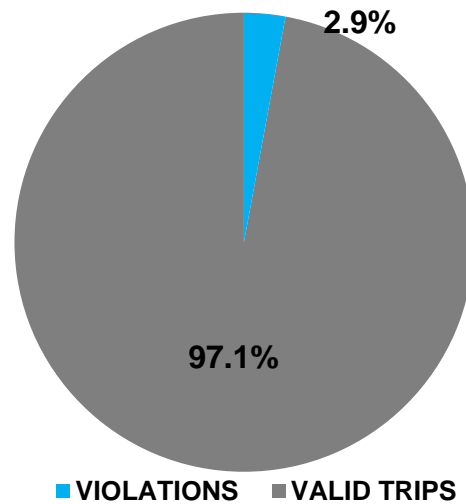
## AM PEAK VIOLATIONS

Violations are least in the AM peak when usage is mostly by regular commuters.

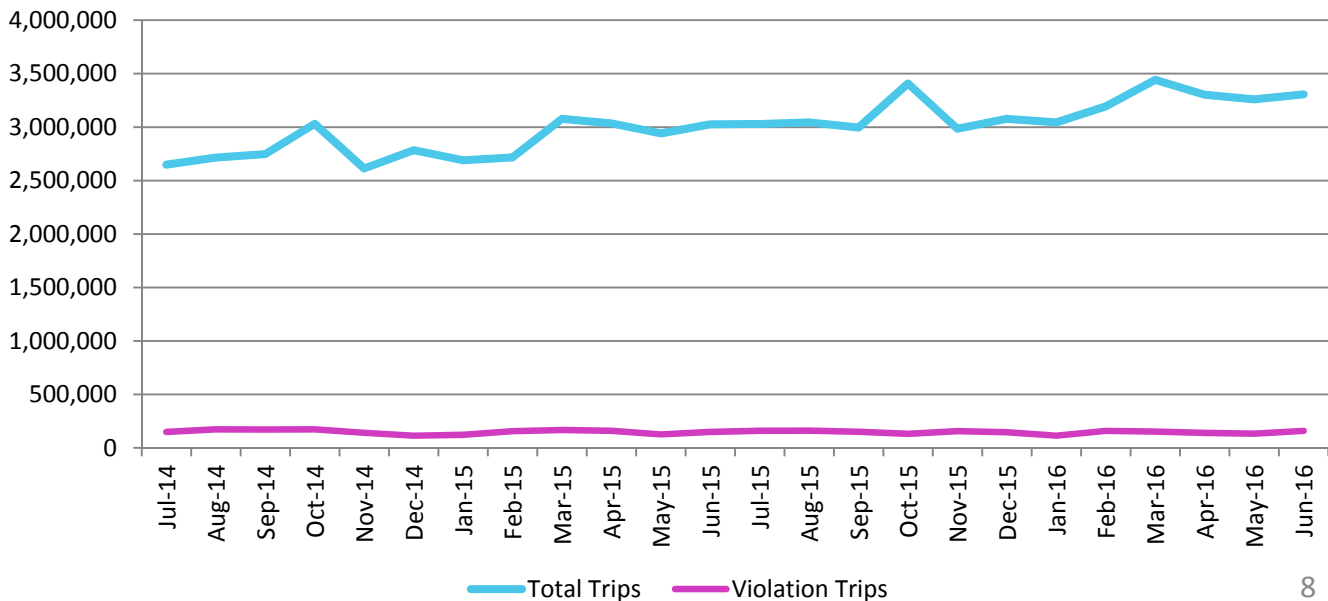
**FY16: I-110 NB AM PEAK VIOLATION RATE**



**FY16: I-10 WB AM PEAK VIOLATION RATE**



## ExpressLanes Violation Trips by Month



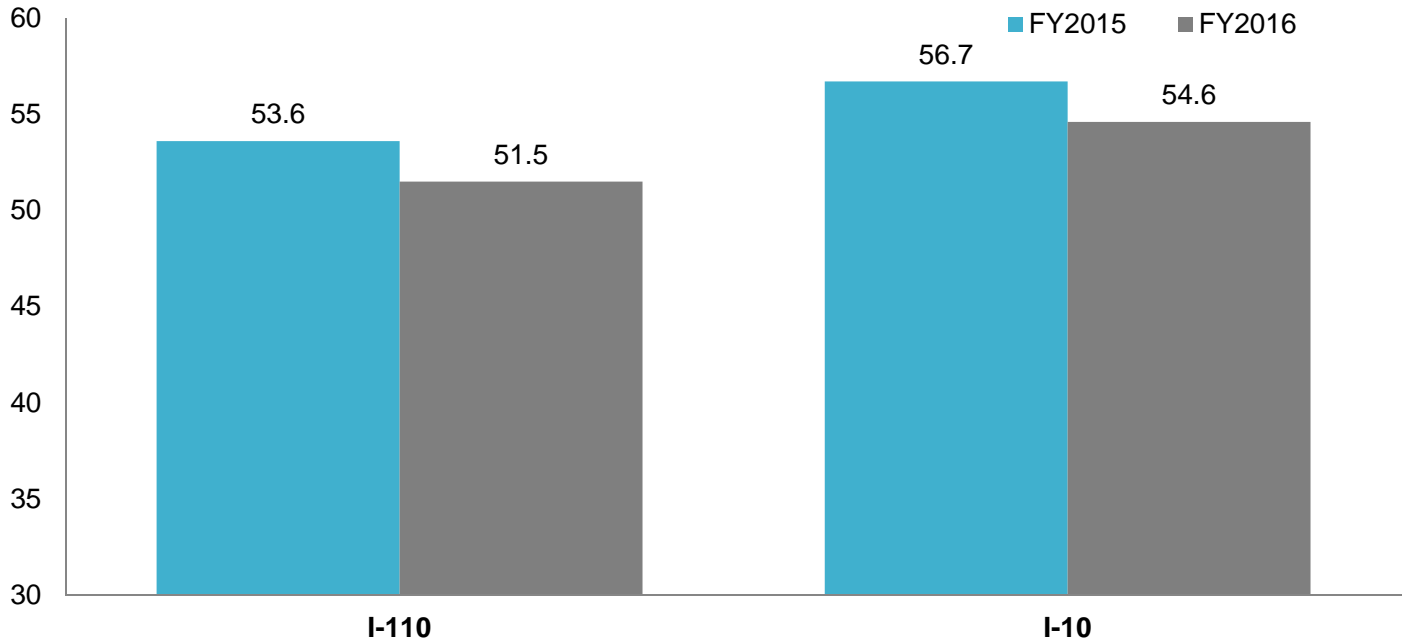


# AM PEAK PERIOD (5-9AM) TRAVEL SPEEDS

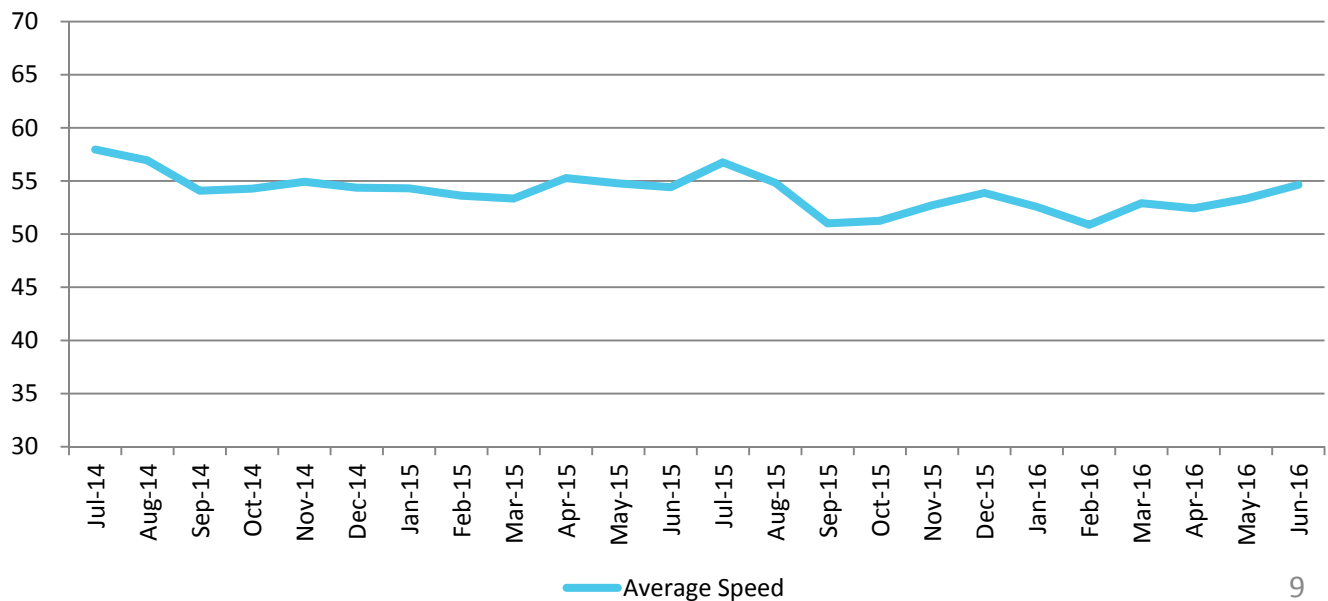


## EXPRESSLANES AVERAGE TRAVEL SPEEDS- PEAK PERIOD (5AM-9AM)

Average travel speeds of a full length trip during the morning peak period (5 am to 9 am) have remained above the 45 mph goal.



## AM Peak ExpressLanes Average Speed (mph) – Both I-10 & I-110 Corridors



# AM PEAK HOURS (5-9AM) TRAVEL SPEEDS Continued

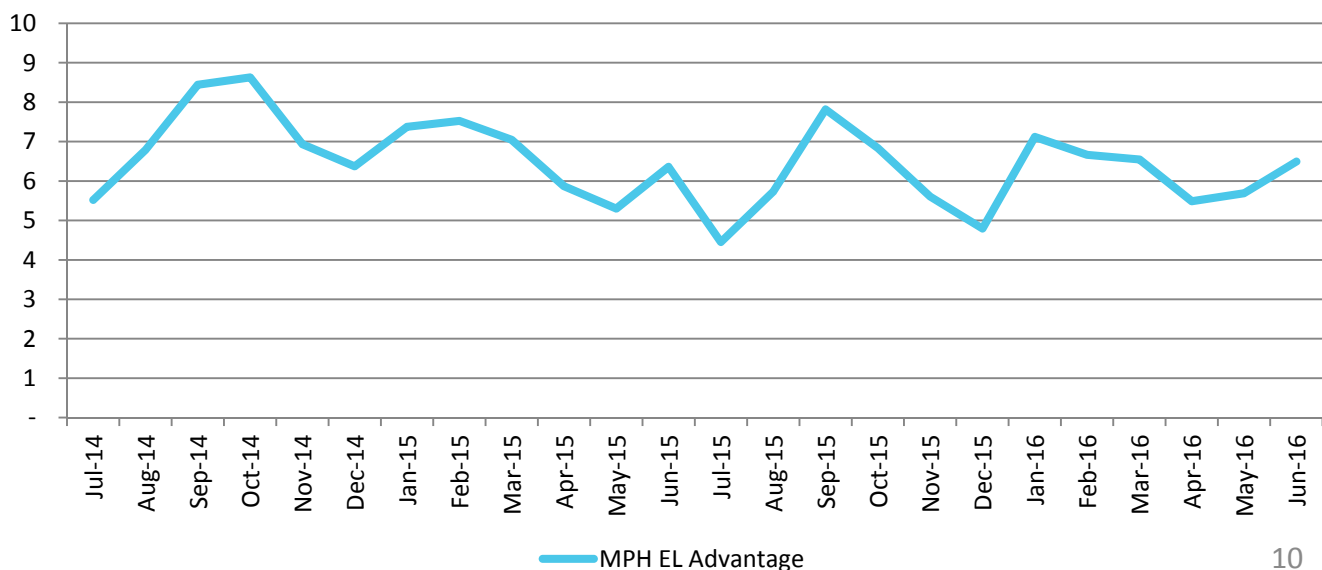


## EXPRESSLANES SPEED ADVANTAGE OVER THE GENERAL PURPOSE LANES AVERAGE TRAVEL SPEEDS- AM PEAK HOURS (5-9 AM)

Average travel speeds of a trip during the morning peak period have remained above the General Lanes.

	I-110 EL Average Speed Advantage over General Purpose Lanes	I-10 EL Average Speed Advantage over General Purpose Lanes
FY15	6.9 MPH Faster	6.8 MPH Faster
FY16	5.9 MPH Faster	6.3 MPH Faster

## AM PEAK EXPRESSLANES SPEED ADVANTAGE (MPH)- BOTH I-10 & I-110 CORRIDORS

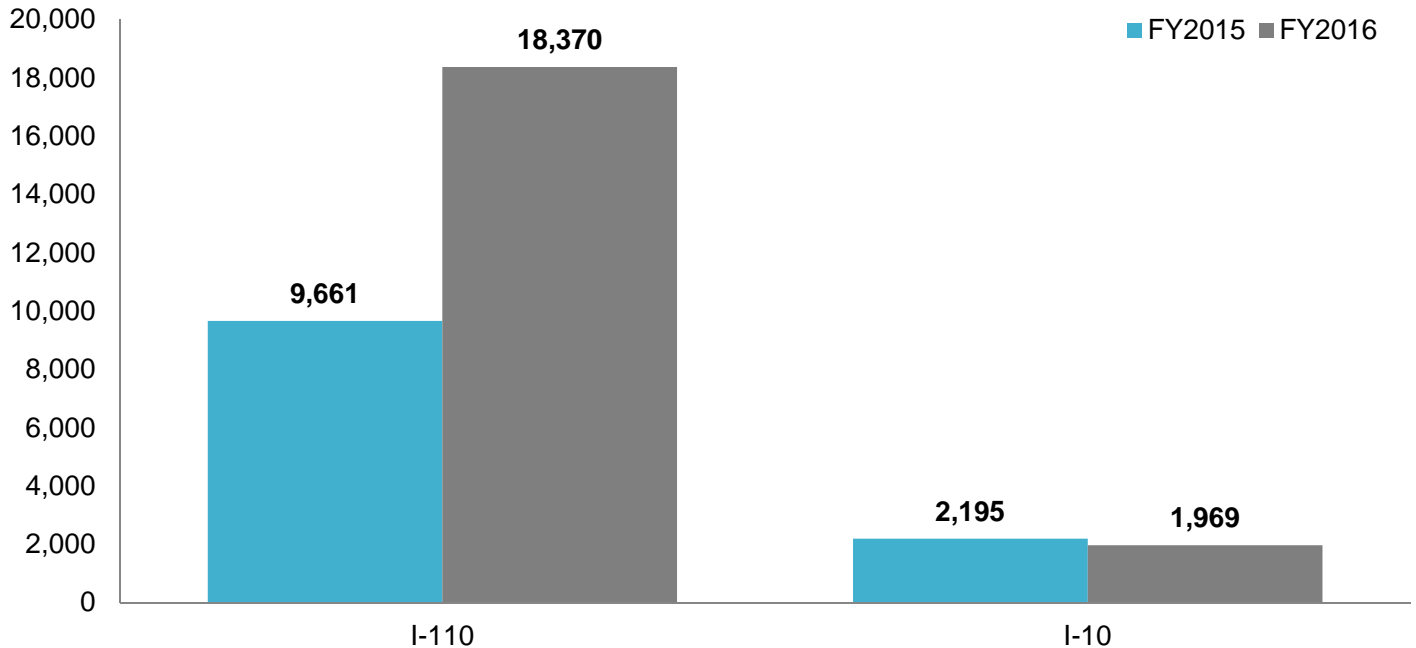


# AM PEAK PERIOD (5-9AM) HOV ONLY STATUS

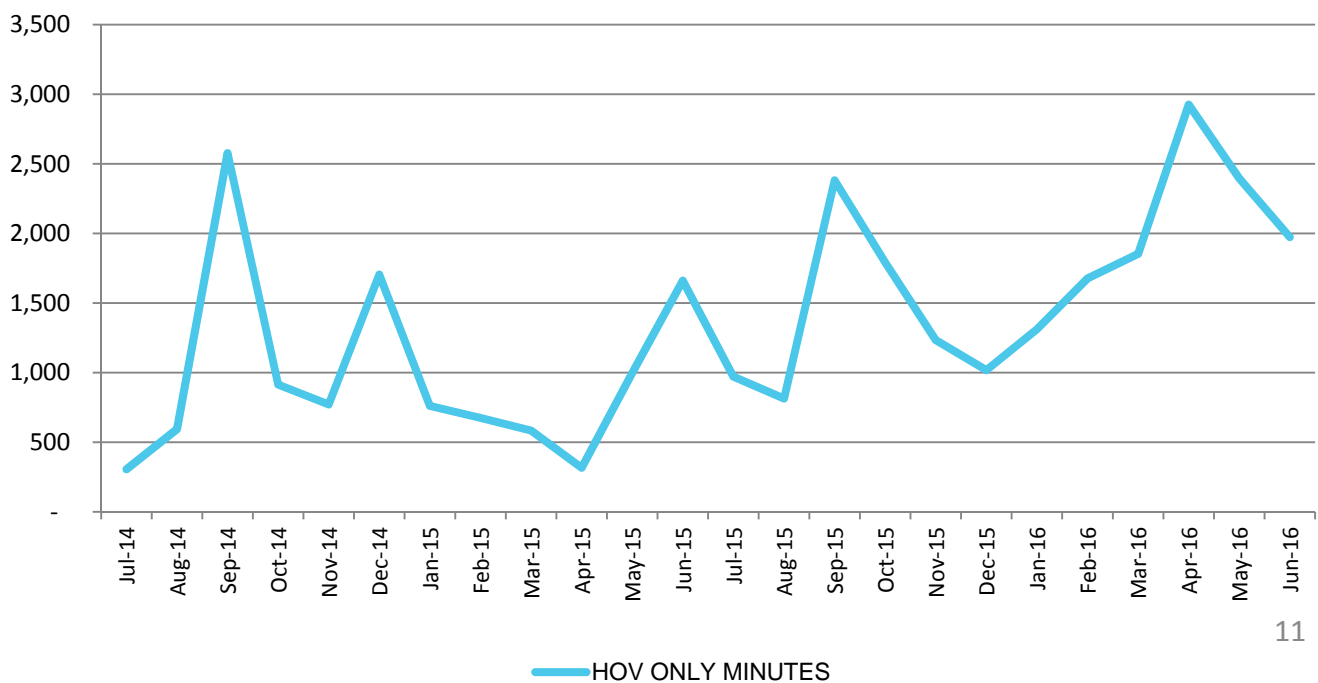


## HOV ONLY STATUS- AM PEAK PERIOD (5AM-9AM)

The ExpressLanes are operated on dynamic pricing principles designed to maintain travel speeds at or above 45 mph. When vehicle travel speeds fall below 45 mph on a segment of the lanes, the lanes go into HOV only status- not allowing SOV drivers into the lanes to help alleviate some congestion. This is an indication of increasing demand, particularly on I-110.



## TOTAL HOV ONLY MINUTES BY MONTH

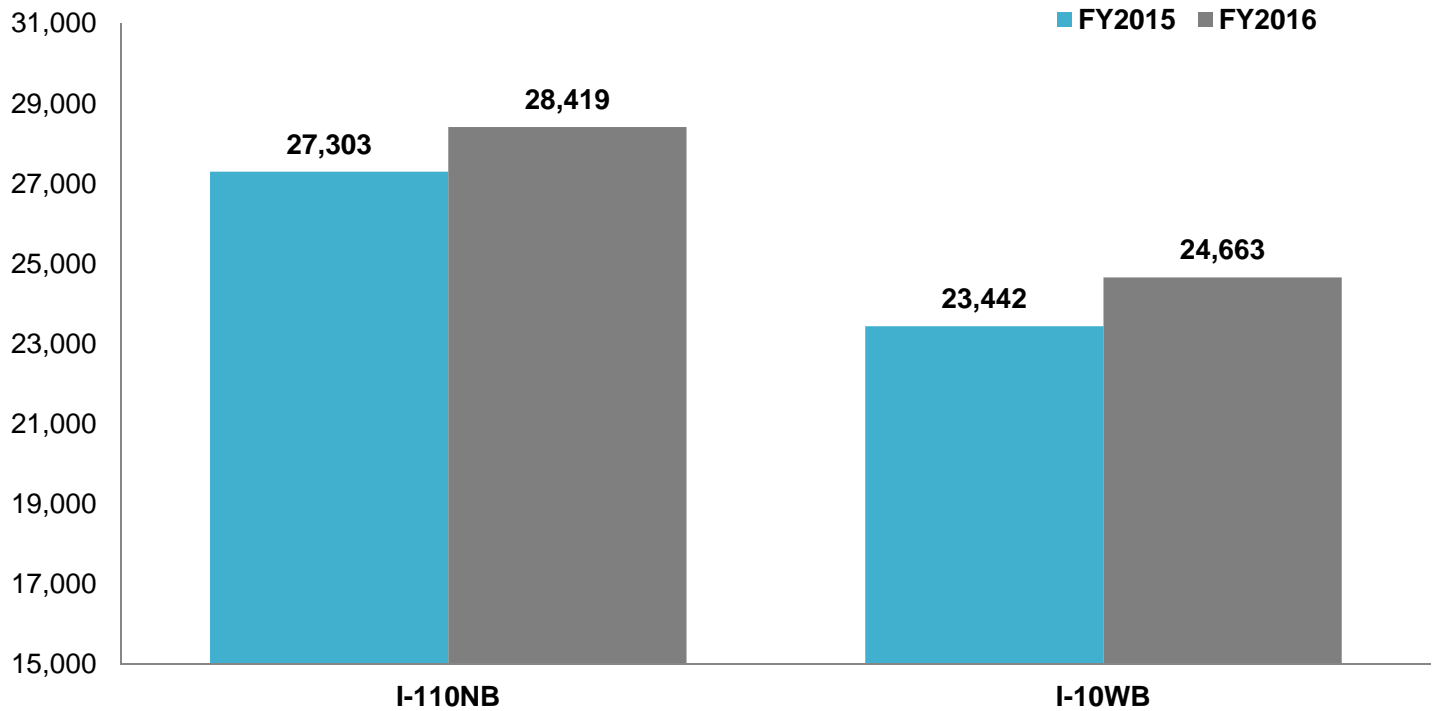


# AM PEAK HOURS (5-9AM) VEHICLE VOLUMES Continued

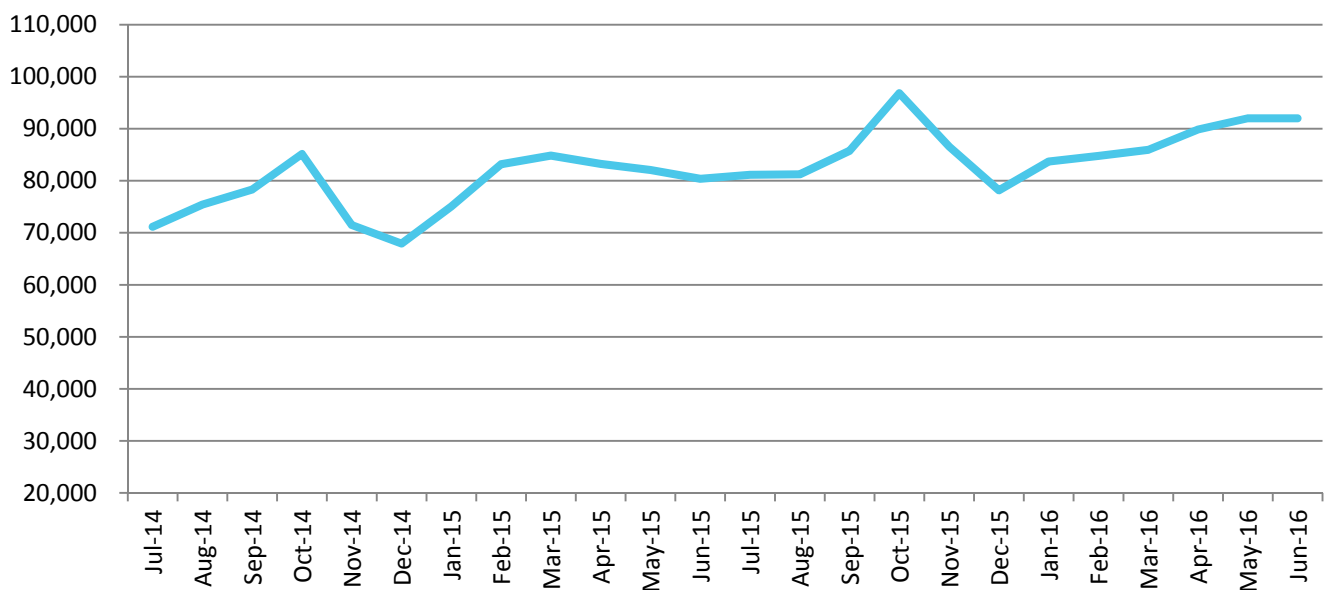


## AVERAGE VEHICLE VOLUME AM PEAK HOURS (5-9 AM)

Expresslanes Average AM Peak Vehicle Volume – Peak Directions



## AM PEAK AVERAGE DAILY VOLUMES- ALL EXPRESSLANES



# CUSTOMER INCENTIVE PLANS

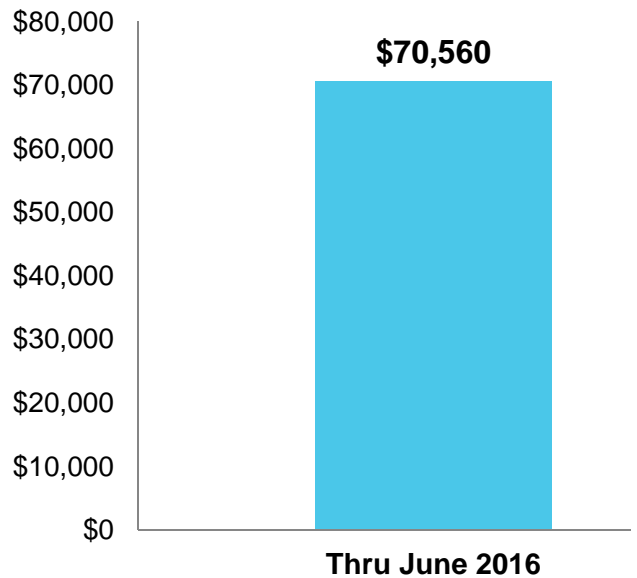


## TRANSIT REWARDS

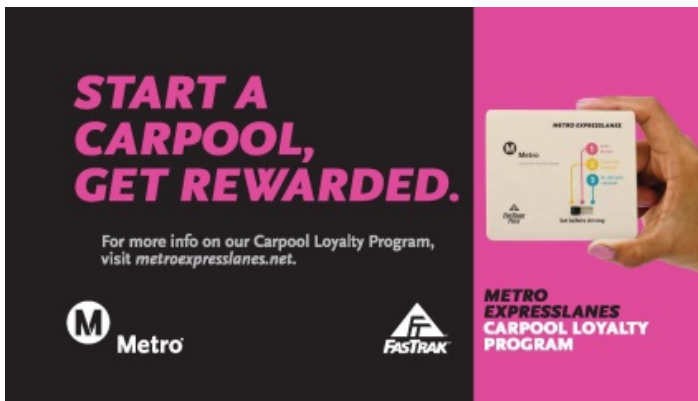
Metro offers transit riders the ability to earn toll credits by linking their TAP card to their Metro Expresslanes FasTrak account. Transit riders can earn a \$5 toll credit each time they make 16 trips.



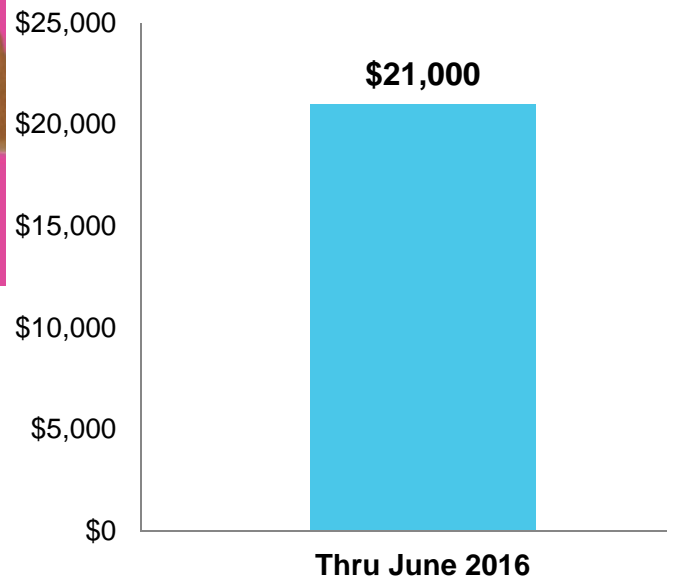
## Toll Credits Issued Since Inception



## CARPOOL LOYALTY



## Gift Card Rewards Issued Since Inception

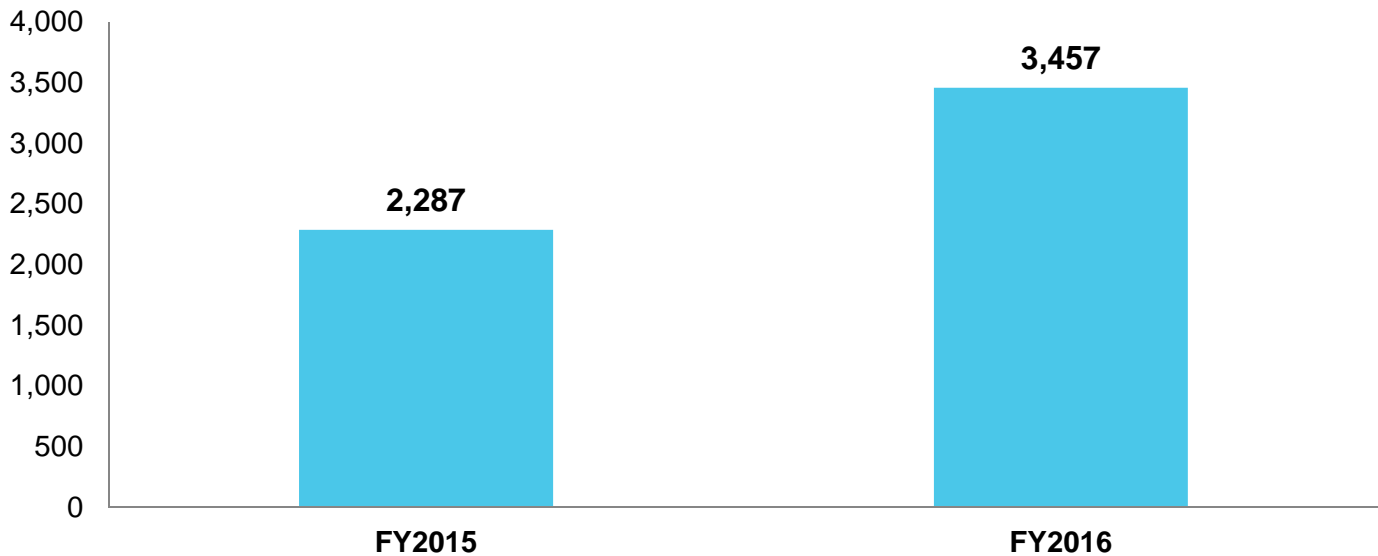


The Carpool Loyalty Program automatically enters the Metro ExpressLanes FasTrak account holder into a monthly drawing for a chance to win gift cards when they use the ExpressLanes as a carpooler.

# LOW-INCOME ASSISTANCE PLAN



## Newly Opened Low Income Assistance Plan Accounts



## Low Income Assistance Plan Awareness & Outreach

- Outreach at different community events such as Chinese New Year Festivals and transportation workshops during January and February 2016.
- A campaign was initiated in June 2016 with radio, McDonalds television, gas station television, outdoor, and mall advertising.
- Information on the Low Income Assistance Plan is being displayed on bus cards, billboards, and online ads running June thru December 2016.
- Account openings have increased by 51% since FY2015.

**LOW-INCOME ASSISTANCE PLAN**

You may qualify for a discount.  
Learn more at [metroexpresslanes.net](http://metroexpresslanes.net).

**M** Metro

**FASTRAK**

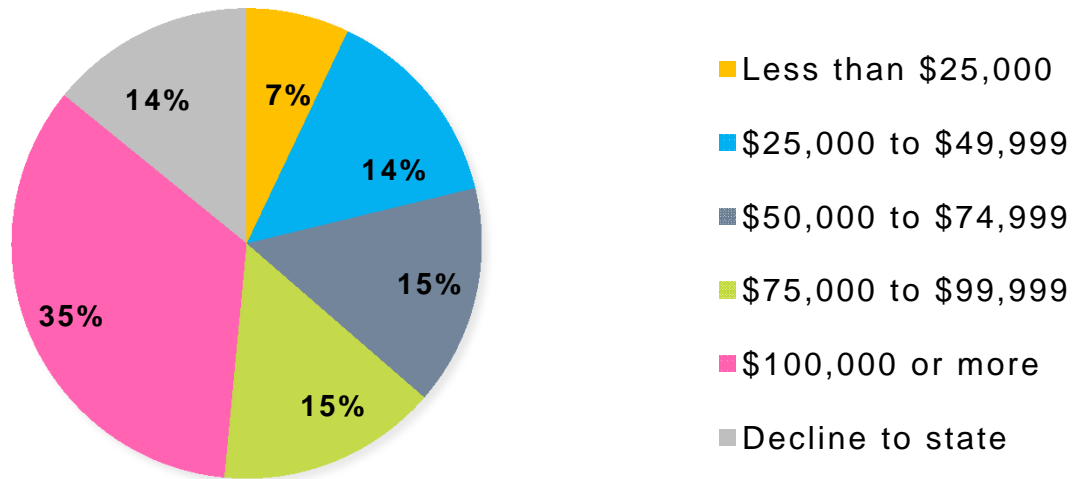
**METRO EXPRESSLANES LOW-INCOME ASSISTANCE PLAN**

# METRO EXPRESSLANES USER PROFILE



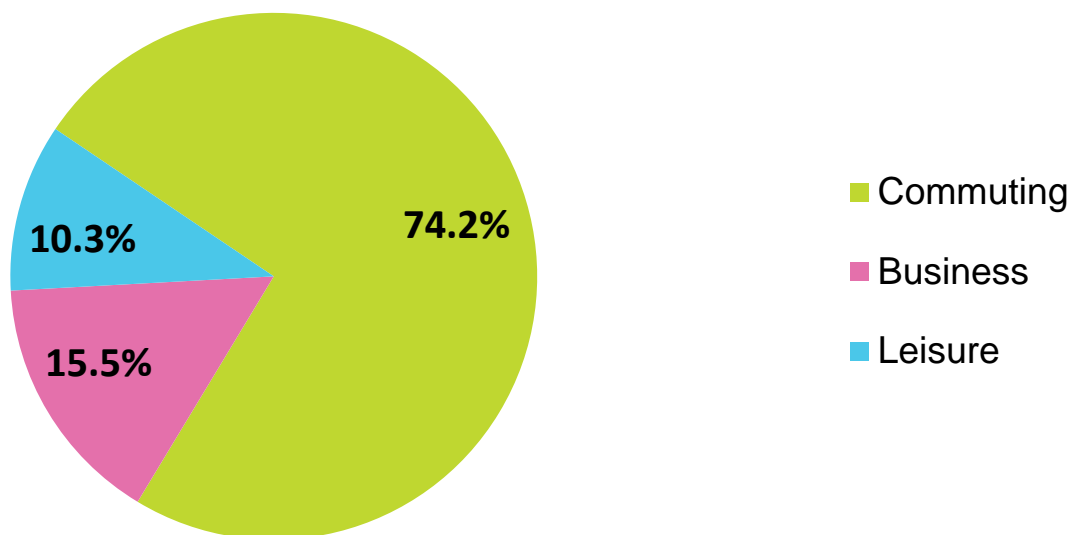
## ACCOUNTS BY HOUSEHOLD INCOME

A Customer Survey conducted in August 2016 shows that the nearly half of account holders (44%) self-reported household incomes from \$35,000 to \$99,999.



## TRIPS BY USAGE

The Customer Survey shows that the majority (74%) of users of the ExpressLanes were for commuting trips, followed by business (16%), and Leisure (10%) trips.

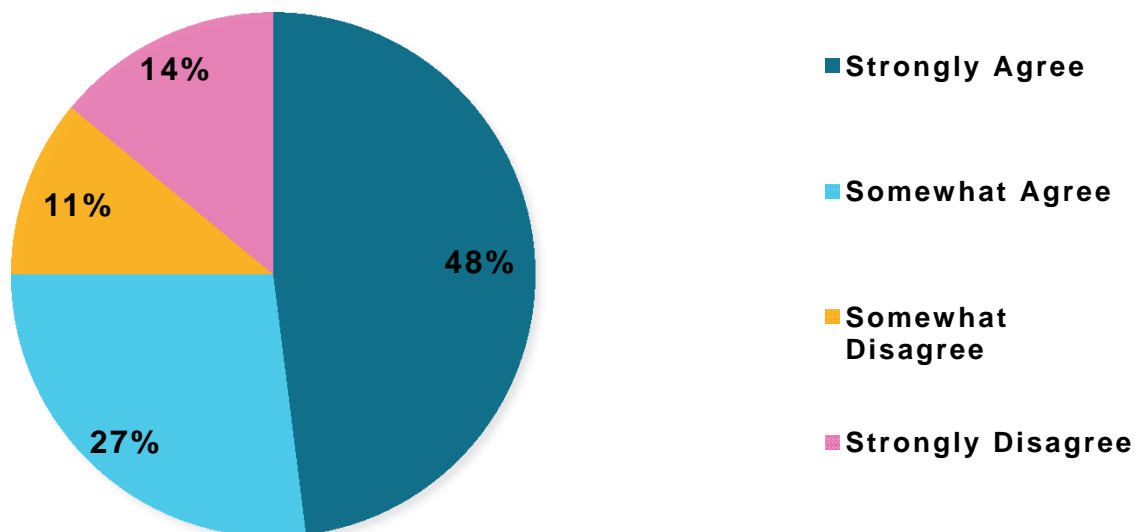


# METRO EXPRESSLANES USER PROFILE Continued



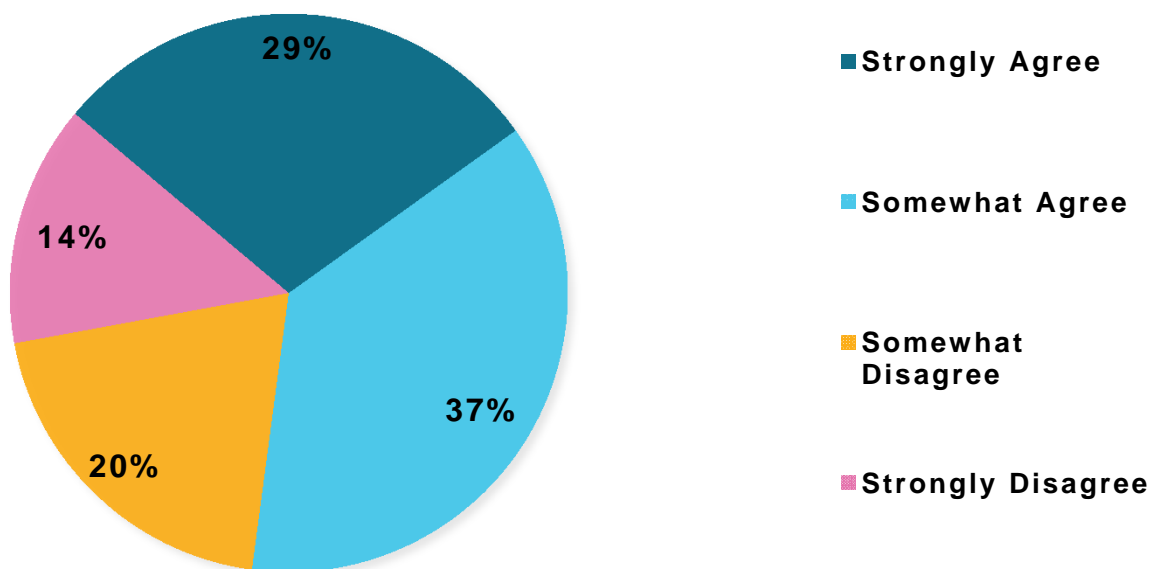
## SUPPORT FOR FUTURE EXPRESSLANES

Current customers were asked how much they agree with the following statement: **I would support adding more ExpressLanes on other roadways.** 75% Agreed or Strongly Agreed.



## VALUE OF MONEY SPENT ON EXPRESSLANES TRIPS

Current customers were asked how much they agree with the following statement: **The money I spend for the ExpressLanes is worth it.** 66% Agreed or Strongly Agreed.





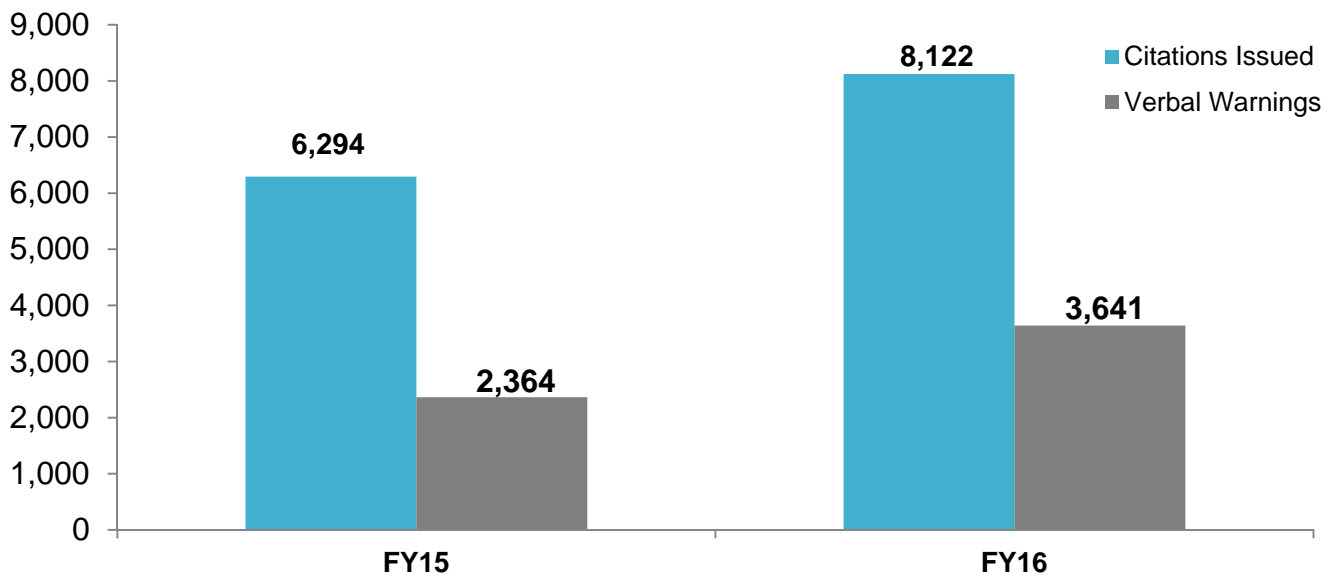
# SAFETY & ENFORCEMENT CHP ACTIVITY



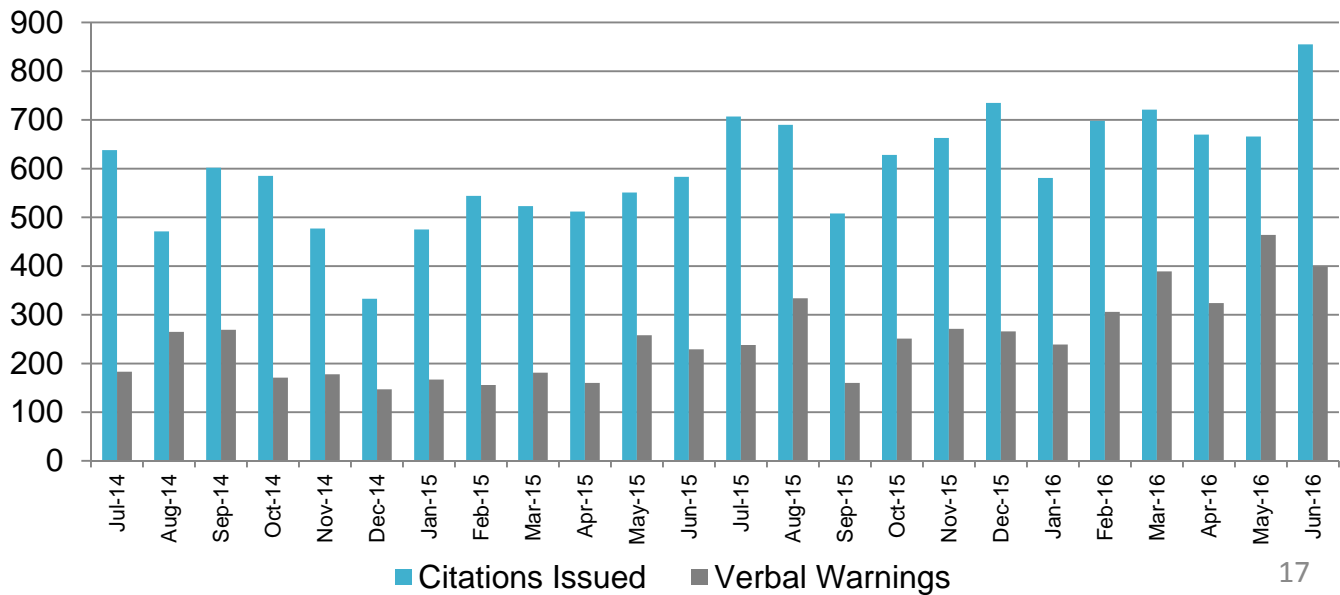
## CHP ACTIVITY

CHP officers are contracted to provide additional visual enforcement. Most citations issued on the I-110 and I-10 ExpressLanes are related to toll/transponder violations. CHP issues a toll/transponder related citation when a non-exempt vehicle is seen using the facility without a transponder or the transponder switch setting does not match the observed vehicle occupancy.

## CHP Citations & Verbal Warnings for Tolls & Transponders



## CHP Citations & Verbal Warnings by Month



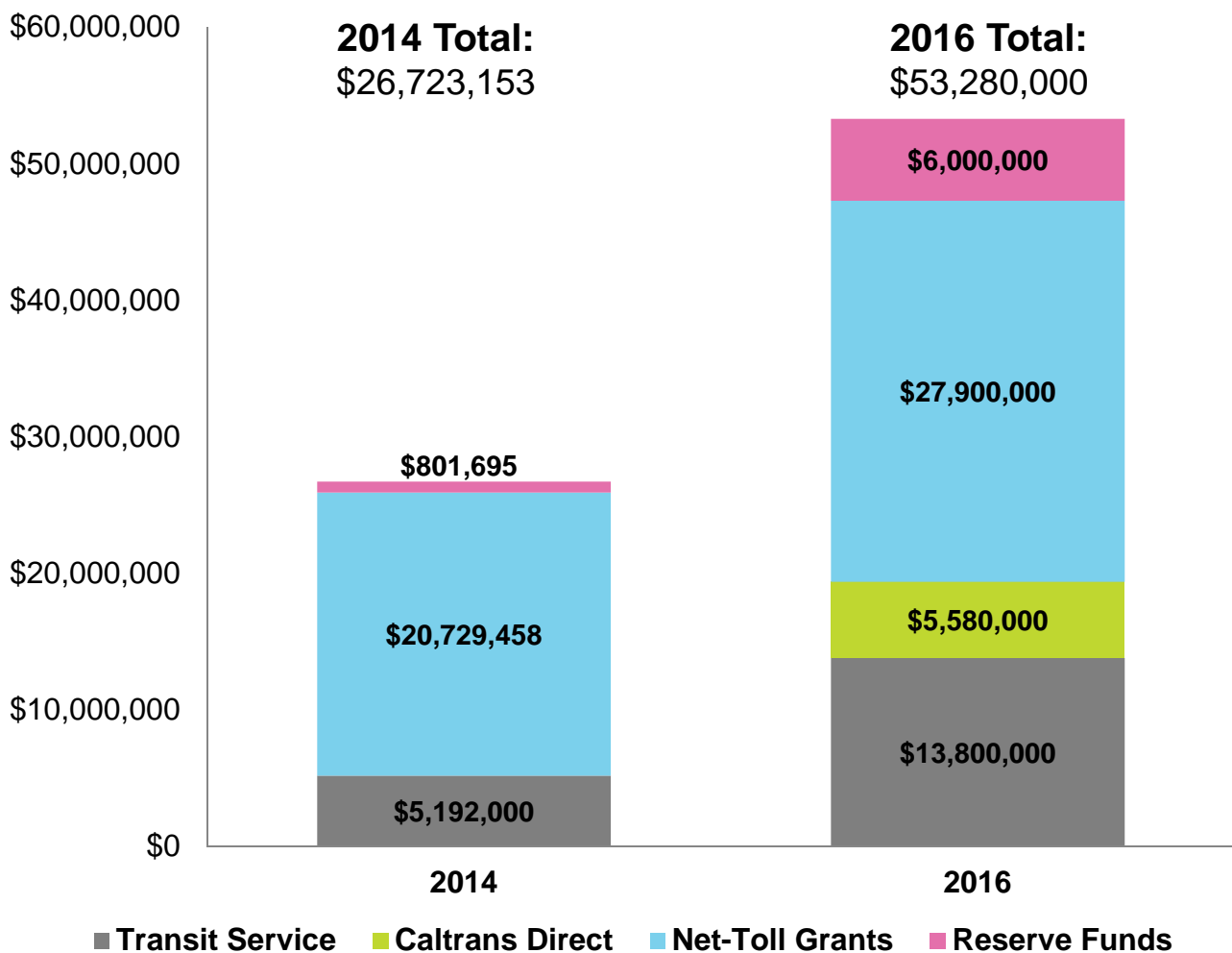
# EXPRESSLANES EXPENDITURE PLAN



## EXPENDITURE PLAN OVERVIEW

State law requires that net toll revenues generated by the Metro ExpressLanes be reinvested in the corridor from which they were derived. The Board approved re-investment framework for the expenditure plan has the following conditions:

1. Provide a direct benefit to reducing congestion.
2. Fund the continuation of incremental Transit Service Improvements
3. Set aside funds for Caltrans corridor improvements.
4. Funds available for Net-Toll Reinvestment Grant for projects/programs that provide direct mobility benefits to the corridor.
5. A set aside of funds to be placed in a reserve account.



# NET TOLL REVENUE REINVESTMENT GRANT



## PROGRAM OVERVIEW

The Metro ExpressLanes Net Toll Revenue Reinvestment Grant Program was designed to re-invest the excess toll revenue generated in the I-110 and I-10 Corridors in transportation improvements, through a series of integrated strategies. Projects were awarded funding in three categories- Highway Improvements, Transit Improvements, and Active Transportation/System Connectivity.

*Metro ExpressLanes Net Toll Revenue Reinvestment Grant Funding Awarded:* .....

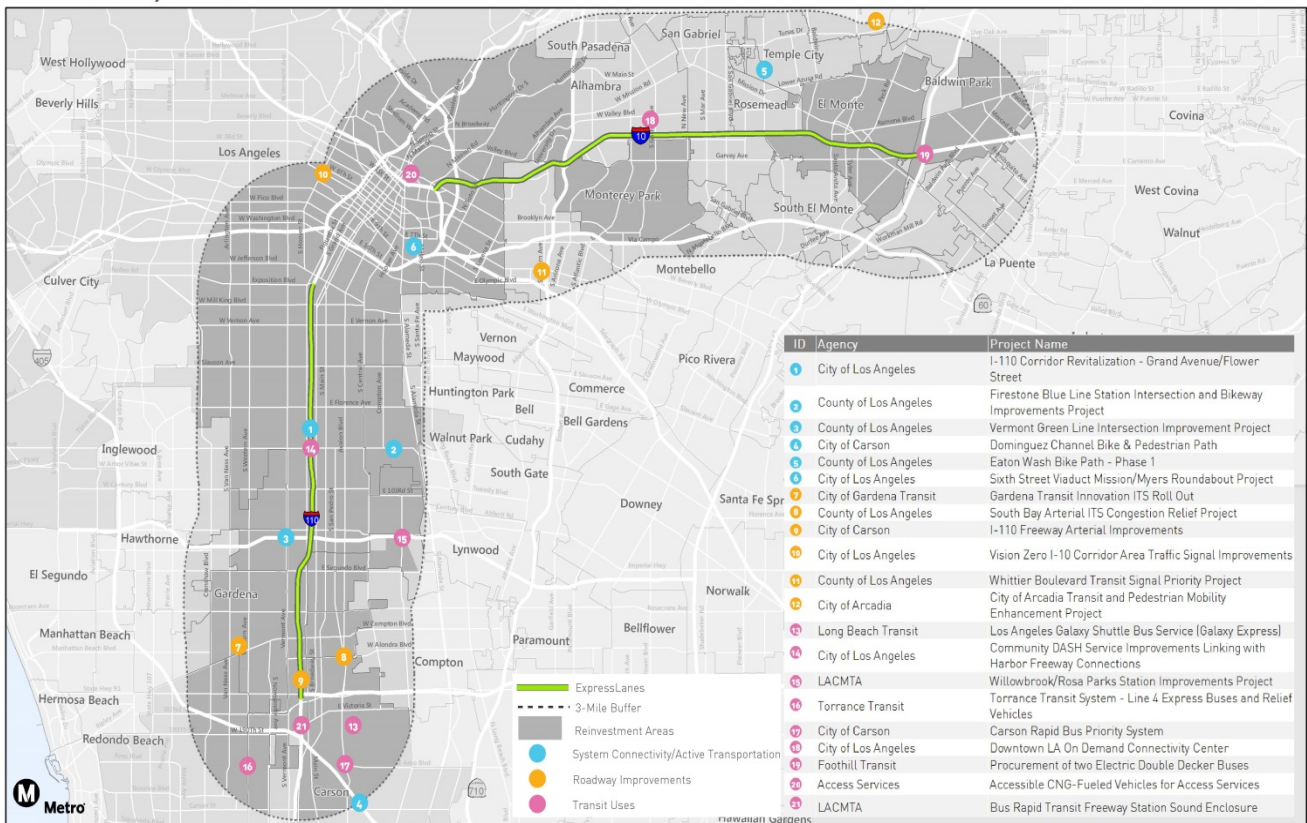
**\$48,629,458**

Round 1 (2014): 20,729,458  
Round 2 (2016): 27,900,000

## ROUND 2 PROJECTS

### Metro I-110 and I-10 ExpressLanes Net Toll Revenue Reinvestment Program

Recommended Project Locations



# 2016 NET TOLL REVENUE REINVESTMENT GRANT I-10 PROJECTS



**Transit Use Projects** ■ **Roadway Improvements Projects** ■ **System Connectivity Projects**

**Foothill Transit: Procurement of two Electric Double Decker Buses**

Replace 2 CNG Commuter Express buses with 2 all-electric double decker buses. One plug in charger will be included at Foothill Transit's Pomona Operations & Maintenance facility.

**Access Services: Accessible CNG-Fueled Vehicles for Access Services**

Purchase 20 alternative fueled Compressed Natural Gas (CNG) minivans to provide ADA complementary paratransit service.

**City of Los Angeles: Downtown LA On Demand Mobility Connectivity Center**

Shared mobility service that will provide intermodal connectivity to the destinations and surrounding areas around Downtown Los Angeles. Will fund a mobility connectivity center, pop-up outreach & marketing events throughout DTLA to the South Park & Exposition Park communities of Los Angeles, along the Metro Expo Line, Chinatown, Union Station, & portions of Boyle Heights.

**County of Los Angeles: Whittier Blvd Transit Signal Priority Project**

Deployment of intelligent transportation systems (ITS) infrastructure to enhance arterial operations and monitoring on Whittier Blvd between Indiana Ave. and Saybrook Ave. in East Los Angeles.

**City of Arcadia: City of Arcadia Transit and Pedestrian Mobility Enhancement Project**

Deploy innovative Connected Vehicle technology that will support next generation transit signal priority; improve intersection crossing; and communications to serve intersection operability and monitoring. The project limit consists of the shuttle route that runs along Baldwin Ave., Huntington Drive, Santa Clara St. & First Ave.

**City of Los Angeles: Vision Zero I-10 Corridor Area Traffic Signal Improvements**

Install a new traffic signal at the intersection of Mohawk St. & Sunset Blvd. Upgrade the existing signalized intersection of 8th St. & Soto St. to include left turn phasing. Upgrade 3 existing signalized intersections to include pedestrian scramble phase at 6th St. & Alvarado St., 7th St. & Alvarado St., & Wilshire Blvd & Alvarado St.

**County of Los Angeles: Eaton Wash Bike Path - Phase 1**

Design & install a 1.1 mile long Class I bike path along Eaton Wash between Longden Avenue & Rosemead Blvd in the city of Temple City; Class III bike route along Muscatel Avenue; Grade separated crossing; 6 inverted bike racks and automated counters.

**City of Los Angeles: Sixth Street Viaduct Mission/Myers Roundabout Project**

Construction of a roundabout near Mission Street and Myers Street between the 6th Street Bridge viaduct & the 7th Street Bridge viaduct.

# 2016 NET TOLL REVENUE REINVESTMENT GRANT I-110 PROJECTS



■ Transit Use Projects	■ Roadway Improvements Projects	■ System Connectivity Projects
<b>City of Los Angeles : Community DASH Service Improvements Linking with Harbor Freeway Connections</b>		
Purchase 2 CNG fueled 35 foot buses. Re-route Dash Vermont/Main to serve the Slauson station on the Harbor Transit Way. Increase in service frequency on the Dash Vermont/Main.		
<b>Long Beach Transit : Los Angeles Galaxy Shuttle Bus Service (Galaxy Express)</b>		
Partner with StubHub Center to provide L.A. Galaxy “game-day” shuttle service from the Metro Del Amo Blue Line Station and adjacent off-site park and ride lots.		
<b>City of Carson: Carson Rapid Bus Priority System</b>		
2 Bus shelter improvements will be made at each stop along the Carson Circuit, which will include covered bus shelters, bike racks, improved lighting, wayfinding, and bike sharrows. Project will also improve transit service on game days .		
<b>Torrance Transit:Torrance Transit System - Line 4 Express Buses and Relief Vehicles</b>		
Increase service to expand the Line 4 Express by changing it to a bi-directional weekday service, increasing the number of revenue vehicles in use and adding Saturday service.		
<b>LACMTA: Bus Rapid Transit Freeway Station Sound Enclosure</b>		
Design & construct sound enclosure systems along the perimeter of the Bus Rapid Transit stations along the I-110 freeway at the Slauson Ave. and Manchester Avenue Harbor Transitway Stations.		
<b>LACMTA: Willowbrook/Rosa Parks Station Improvements Project</b>		
Improvements to the Southern pedestrian crossing & entrance to the Blue Line platform including ramps, stairs, canopies, and lighting.		
<b>City of Carson: I-110 Freeway Arterial Improvements</b>		
Implementation of intersection improvements at 10 intersections which are lacking bicycle & pedestrian amenities.		
<b>City of Gardena Transit: Gardena Transits Innovative ITS Rollout</b>		
Implement transit signal priority for 8.4 miles from the Harbor Gateway Transit Station to 120th Street in the city of Gardena.		
<b>County of Los Angeles: South Bay Arterial ITS Congestion Relief Project</b>		
Installation of wireless communications at 20 intersections along Broadway and Main Street. 9 traffic signal controllers will be upgraded along Crenshaw Blvd. In addition a CV enabled, mobile accessible pedestrian signal system, for 3 intersections along Crenshaw Blvd.		
<b>County of Los Angeles: Vermont Green Line Intersection Improvement Project</b>		
Pedestrian oriented safety improvements at 6 intersections along Vermont Avenue between 110th St. & 120th St.		
<b>City of Los Angeles: I-110 Corridor Revitalization - Grand Avenue/Flower Avenue</b>		
Planning, outreach, capital improvements for bicycle & pedestrian connectivity at various intersections between Gage Avenue & Manchester Avenue.		
<b>County of Los Angeles: Firestone Blue Line Station Intersection and Bikeway Improvements Project</b>		
Pedestrian improvements to 4 intersections; Firestone Blvd & Graham Ave., Florence Blvd & Holmes Ave., 87th Pl. at Compton Ave., 89th St. at Compton Ave.		
<b>City of Carson: Dominguez Channel Bike Path Improvements</b>		
Design & construct a 1 mile bicycle & pedestrian path from Avalon Blvd to Carson Street on the Dominguez Channel levee. A Class I bike path with signage & striping.		

# OPERATIONAL IMPROVEMENTS



During the remainder of FY17 and into FY18, Metro will implement the following operational improvements to reduce congestion on the ExpressLanes.

## Incentive Program:

Various incentive programs will be piloted to target heavy peak users to shift their travel to the shoulders of the peak and/or shift their travel to Metrolink.

## Occupancy Detection:

ExpressLanes is determining the feasibility of installing vehicle passenger detection systems to reduce the number of customers incorrectly setting the transponder switch.

## Mobile app:

ExpressLanes is in the process of developing a mobile app to address an issue with vehicles with Metal Oxide windshields. Drivers of these vehicles cannot declare their transponder switch setting via the standard transponder. The mobile app will be used by these select customers to allow them to declare their switch position.

## Beacon lights:

The beacon lights will be upgraded to allow CHP to better enforce the lanes. The current beacons flash different color combinations to indicate the transponder switch setting. The upgraded beacons will be double sided and display numbers for the transponder switch setting.

## Earth cam:

Three new CCTV cameras will be installed to improve real time traffic and incident monitoring.

## New toll gantries:

ExpressLanes is determining the feasibility of installing four additional toll gantries to improve toll collection and violation enforcement. The toll gantries were originally included in the ExpressLanes design but were removed as part of a value engineering effort during system design review.

## Minimum Occupancy:

Metro will work with Caltrans to perform a feasibility study to determine if it is necessary to increase the minimum occupancy to HOV3+ on the I-110 during peak hours.