### RESULTS OF JANUARY 17, 2018 PUBLIC HEARING FOR CUSTOMER READINESS RECOMMENDATIONS FOR TRANSFER ON 2<sup>ND</sup> BOARDING

#### **PUBLIC COMMENT**

On Wednesday, January 17, 2018, a public hearing on possible customer readiness recommendations was held with the Finance, Audit and Budget Committee of the Metro Board. Out of an estimated customer base of 1.2 million daily transit riders, testimony from six speakers was heard. In addition to the verbal testimony, 70 emails and other written comments were submitted into the public record on this subject. Collectively, 76 responses on the fare proposals were received by the close of the public record through midnight, January 17, 2018.

Below is a summary of the written and oral comments relevant to the customer readiness recommendations for Transfer on 2<sup>nd</sup> Boarding.

Replace Day Pass Sales with Stored Value onboard Bus

Of the 29 comments received on this topic, 11 comments favored the recommendation to replace Day Pass sales with Stored Value on bus. The remaining 18 comments raised concerns with this recommendation. With consideration to the written and oral comments received on this topic, staff supports the original recommendation to replace Day Pass sales with Stored Value on buses. A summary of comments and staff responses are highlighted below:

#### Summary of Comments

Comments	Staff Responses
Transit dependent riders do not live near TAP vending machines and	Day Pass sales will continue to be available for purchase at taptogo.net, 866. TAPTOGO, at Metro Customer Centers and at over 400 TAP vendor locations.
therefore do not have other convenient methods for purchases Day Passes	As evidenced in the Title VI analysis on discontinuing Day Pass sales on bus (see Attachment C), there is no significant difference in minority representation between riders who only have walk access to the bus and those who also have walk access to other sources for TAP card reloading sources.
Potential financial impact on customers	With the addition of the Board Approved two hour Metro to Metro transfer, customers have the ability to pay a base fare of \$1.75 to travel in one direction on multiple lines. They can also make the return trip for \$1.75 as well, effectively saving \$3.50 when compared to the cost of a \$7 Day Pass. This is the primary reason for the 85% decline on Day Pass sales on bus.
Agree with the addition of Stored Value sales, however disagree with removing Day Pass sales	See above.
Stored Value sales onboard bus will	TAP staff does not anticipate an increase in boarding time due to the fact that Day Passes will be removed.
prolong boarding times Bus operator farebox errors during Stored Value reloads will financially	TAP expects to see a decrease in dwell times due to automatic payment of interagency transfers.
impact customers	

### Eliminate Tokens and Transition to TAP

Of the 19 comments received on this topic, 11 comments favored the elimination of tokens and transition to TAP cards. The remaining 8 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

# Summary of Comments

Comments	Staff Responses
<ul> <li>Social Services and nonprofit organizations need tokens to distribute</li> </ul>	<ul> <li>Social service agencies and nonprofit organizations will receive limited use TAP cards for distribution, which will work just like tokens with added benefits such as free Metro to Metro transfers.</li> </ul>
<ul> <li>Impact on riders with disabilities, including visually and cognitively</li> </ul>	• Staff will also work with Communications to launch a public information effort to encourage seniors and persons with disabilities, who pay with cash or tokens, to apply for a reduced fare TAP card.
impaired riders.	• Reduced fare TAP cards enable riders to travel with free transfers and the ability to ride at the lowest possible base fare and monthly passes.  TAP cards protect riders' fare balance from loss or theft. Cash and tokens cannot be replaced if lost or stolen.
<ul> <li>Although Access ID TAP cards may be tapped for free fare on fixed route transit systems, Access vehicles do not have a TAP validator.</li> </ul>	• Just 2.5% of Access' vehicles transactions are paid for with tokens. Staff will work with Access to ensure their customers who use tokens can transition smoothly to other trip purchase options such as: Access coupon books, using cash and/or credit/debit cards.
<ul> <li>What do riders do with unused tokens?</li> </ul>	Token sales will end mid-March 2018. Customers will have up to 18 months to use their existing supply of tokens.
Difficulty in determining TAP card	Upon request, bus operators can tell passengers their TAP card balance information
balance. Tokens are	<ul> <li>TAP vending machines can display or announce TAP card balance as well.</li> </ul>
distinguishable from U.S.	
currency	

# \$2 TAP card cost consistency

Of the 26 comments received on this topic, 12 comments favored making the \$2 TAP card cost consistent across all TAP card purchase points. The remaining 14 comments raised concerns with this recommendation. A summary of comments and staff responses are highlighted below:

# Summary of comments

Comments	Staff Responses
<ul> <li>Impact on low income riders</li> </ul>	As the Title VI analysis (see Attachment H) reflects, there is no disparate impact on any group of riders including low income and first time
<ul> <li>First time riders are</li> </ul>	riders, due to TAP cards having a 10 year lifetime, instead of 3 years.
disadvantaged	<ul> <li>Low income and first time riders can also take advantage of the 1 million free TAP card distribution</li> </ul>
<ul> <li>TAP card cost should be \$1</li> </ul>	TAP cards are \$1 on Metro buses and at TAP vending machines as a result of a long running promotion where Metro subsidized the

everywhere	remaining \$1 to the TAP region. As that promotion comes to a close, TAP cards will be \$2 at all customer purchase touch points.  • Reduced Fare TAP cards such as Senior/Disabled, College/Vocational and K-12 Student will remain free to qualifying customers.
<ul> <li>TAP card costs should not be increased</li> </ul>	TAP card costs are currently not consistent across the system. They are \$2 when purchased online, by phone, at Metro Customer Centers and at over 400 TAP vendor locations.
	<ul> <li>In addition, the TAP card life has increased from 3 to 10 years, making the impact de minimis.</li> </ul>

#### **PUBLIC HEARING COMMENTS**

								WF	RITTEN COM	MENTS											
No.	Date Received in Public Hearing Inbox	Name	Email Address	Is the Comment on topic?	If Yes - Positive or Negative ?	If No or if Multiple Subjects - What is the Subject?	Brief Summary	Removal of Metro Day pass	Transfer fees	TAP card price	What to do with old tokens?	Replace Day pass with Stored Value on Bus	Transition Tokens to TAP	on 2nd	Paper Transfers	Transfer time	Stored Value Min/Max	Mixing up IAT w/ Internal Metro transfer	 Metro Fares	TAP Provided Response to Constituent /Customer Relations	Other
1	12/12/2017 ; 12/14/17	Alexander Friedman	alek3773@gmail .com	No		IAT transfer fees	Question- is the proposed transfer to another bus agencey also going to be free? Or will the cost be \$0.50 deducted from SV?		х												
2	12/13/2017	Hon Lung Cheng	chef lung@yaho o.com	Yes	Both		Disabled patron requesting that day passes continue to be sold; Agrees with increasing TAP card price	x			x										
3	12/14/2017	Juanita Rubio- Griepsma	<u>rubio@bacup.ne</u> <u>t</u>	Yes	Positive		"I vote YES"			x		x	X								
4	12/14/2017	Monica Murray	monicamurray79 @yahoo.com	Yes	Negative		Do not discontinue tokens. Limited access to TAP cards. Prefer cash and paper transfers						х								
5	12/14/2017	Scott Lawrence Lawson	scottlawrencela wson@gmail.co m	Yes	Negative		How does the TAP card price support transfers? Increase will hurt low income riders			x											
6	12/13/2017	Patrick Pun	pun.chunkit@ya hoo.com	Yes	Negative	Stored Value purchases	Suggests adding SV and keeping Day Pass; eliminating day pass hurts customers who start their trip on the bus	х													
7	12/13/2017	Mark Bonilla	mark.mathguy@ gmail.com	Yes	Negative		Riders still need paper transfers in LA County; Use of an IAT automatically removes Metro internal free transfer								x						
8	12/13/2017	David Fukumoto	web@davidfuku moto.com	Yes	Negative		TAP cards substandard quality; replacing day passes with SV will increase costs for riders; wants a 4 hour transfer period	х				х				x					

9 1:	2/13/2017	Rita Moreno	ritanmoreno@sb cglobal.net	No		Mix up of intra- agency and inter- agency transfers	Automatically deducting funds from SV means that Metro has eliminated the 2 hour free transfer		X						X		***************************************	***************************************	Yes	***************************************
10 1:	2/13/2017	Nona Varnado	projecta@nonav arnado.com	Yes	Both		Day Pass/SV on bus-should not change if it means an increase in cost to riders; Agree with token transition; \$2 card price is too expensive for riders	x		×		x								
11 1	2/12/2017	John Nettleton	bosshog1613@y ahoo.com	No		Parking	What is the proposed number of parking spots at the Glendora station?													1
12 1	2/13/2017	Adrienne Gardner Bouligny	agardner@gctec hinc.com	Yes	Positive		In support of eliminating paper transfers and automatice SV deduction on TAP						×	×						
13 1	2/12/2017	Michael Dunn	fine7760@aol.co <u>m</u>	No		Fareboxes ; TAP Operation s	Former RTD/TOS road supervisor; farebox failures; poor decision making; TAP lack of knowledge	***************************************												x
14 1	2/12/2017	Siobhan Prado	psiobhan@yaho o.ca	Yes	Negative		Tokens are nice alternative to cash; not good idea to eliminate day passbetter for tourists	x				X								
15 1	2/12/2017	Lorenzo Mutia	Irmutia@yahoo. com	Yes	Positive		T on 2 makes riding easier; hopeful for pilot project expansion; TAP/Metro app;						×			×				
16 1	2/12/2017	Maggie Taylor	taylormargaret2 3@gmail.com	No		blue line stations	"Is ya by the blue line sataion on willowbrook and Rosa parks station"										***************************************			1
17 1	2/12/201	7 Sheila Allen	allensheila12@h otmail.com	No		Unsubscri be	Unsubscribe request													1
18 1	2/12/201	7 JW-Hush	billownious@hu shmail.com	No		Carpool lanes	Don't take away carpool lanes							<b></b>			•			1
19 1	2/12/201	7 Janet Cappellanti- Adams	ms.giannetta@g mail.com	No		Unsubscri be	Unsubscribe request													x
20 1	2/12/201	7 Estrella Perez	estrella.perez10 @yahoo.com	Yes	Negative		Increasing TAP card fare is unpleasant; 2.5 time limit is an excuse; confused with internal transfer			х					x		x			
21 1	2/12/201	7 Allon Percus	Allon.Percus@cg u.edu	Yes	N/A		Outline of BBB and Metro trip and questions regarding cost.						x						Yes	
22 1	2/12/201	7 Howard Smith	Howard.Smith@ Mattel.com	No		eblast was unclear	"You should learn how to writa a clear email message"													x
23 1	2/12/201	7 Alek	alek3773@gmail .com	Yes	N/A		Clarifying question about transfer cost		x					<b></b>			<b></b>			
24 1	2/12/201	7 Joselin Rivas	joselin.math@g mail.com	Yes	Negative		Personal stories; unfair to increase TAP card price			x										х
	2/11/201 2/12/17	7 Christine Kwan	ckpuppybear200 2@yahoo.com	Yes	Negative		Use of tokens after January 17th. Customer agent recommended using them at TVMs; Customer recommends ATM like TVMs in neighborhoods for better access					х								х
	2/11/201		bin@imaginebin. com	Yes	Positive		In favor of all recommendations; makes sense to streamline process			x	×	×								
27 1	2/11/201	7 Christine Kwan	christinepkwan @gmail.com	Yes	N/A	Unused tokens	What should I do with leftover tokens?					x								

2011	0/44/004-	Desired Boot	January III	W.	D**		In support of changes to TAP;		1	1				1	1				1	1 :	
28 1	2/11/2017	David Bailey	david@davidaba	Yes	Positive		In support of changes to TAP; Metro should explore proof of			X		x	X								х
			<u>iley.com</u>																		
							payment for all buses; TVMs on														
							buses to avoid conflicts with														
	- / /				<u> </u>		operators			· <del> </del>				<u> </u>	ļ				·	<b></b>	 
29 1	2/11/2017	Aram	aramhacobian@	Yes	Negative		\$2 TAP card price is expensive			X											X
		Hacobian	gmail.com				if you are not a regular rider;														
							get Metrolink and other cities														
							to accept TAP cards				•	•									
30 1	2/14/2017	Judy Boroch	Judy.Boroch@we	No	Negative	Metrolink	Charging metrolink		X												
			<u>dbush.com</u>				passholders for transferring to														
						Parking	Metro; Upland Station parking														
ļļ						costs	costs													ļ	 
31 1	2/14/2017	Dan Mick	danmick@gmail.	Yes	Positive		They all sound good to me			X		X	Х								
			<u>com</u>																		
32 1	2/14/2017	Alison	<u>alisonmanheim</u>	Yes	Positive		Paying for transfers with SV is							X							
ļļ			@verizon.net				easier													ļ	 
33 1	2/14/2017	Frank Weeks	feweeks@mac.co	Yes	Positive		Supportive of transfer on 2nd			X				X							
			<u>m</u>				boarding and consistent TAP														
							card pricing; thinks TAP cards														
ļļ							should be \$1 not \$2													ļļ	
34 1	2/14/2017	Marbel	bellemmi@me.co	Yes	Negative		Why would you raise prices			x											X
		Juarez	<u>m</u>				when Metro is always having														
							maintenance issues; take a														
							look at tranportation in														
							Chicago & New York														
35 1	2/15/2017	Matthew	matt@mattcrotte	Yes	Positive		Longer transfers are awesome							x							
		Crotteau	<u>au.com</u>																		
36 1	2/15/2017	Regina Smith	reggie ah gogo	No		N/A	"Thank You"														X
			@yahoo.com																		
ł			?		•	?			•••	•••••••••	•	·	•	•••••••	•	·		•	••••••		
27 1	2/15/2017	Craig	coalago@live.co	No		Stored	What is Stored Value sale?														
3/ 1.	2/15/2017	- 1		NO			What is Stored value sale?														х
		Coleman	<u>m</u>			Value															
						purchases															
	. / /				ļ. <u>.</u>																 
38 1	2/17/2017		ferrisb87@gmail	Yes	Positive		agree with all proposed			X		X	X								
	. / /	McLeod	<u>.com</u>		ļ		changes														 
39 1.	2/18/2017		CarlG@srfpublis	No		System is	Even with proposed														X
		Geiberger	hers.org			behind	streamlining, system is behind;														
							London Metro accepts any UK														
	. /4.0 /0.04.7						credit card														
40 1	2/18/2017		deborahking@ec	Yes	Positive		Supportive of not selling					X									X
		King	onomyofficesupp				passes on bus. Questions TAP														
			<u>ly.com</u>				card accessibility for														
							handicapped, seniors and														
							children														
41 1	2/18/2017	Adam Emmer	AEmmer@burba	Yes	N/A		Requests a call from Customer														x
			nkca.gov				Service for explanation of														
							proposal				,				<u> </u>						 
42 1	2/18/2017	Fabian	camposfa@g.ucl	Yes	Both		Day Pass sale on bus-no			x		x	x				•••••				x
		Campos	a.edu				because transit-dependent														
							communities are not located														
							near TVM; Agree with token														
							phase out and card cost;														
							expand all door boarding;														
							create metro rapid plus														
		•-												<u> </u>							 
43 1	2/18/2017	Melissa	melissadouma@	Yes	Both		Day passes are easier, do not	х		X			X								X
		Neifield	gmail.com				do away with them, agree with														
							token phase out and TAP card														
							cost														 
44 1	2/18/2017	Lauren	laurencampedell	Yes	Both		Keep day passes on bus; \$2 TAP	х		x			x								X
		Campedilli	i@gmail.com				cards are too expensive; agree														
		-					with token phase out														
			······		·		F:	•••••			·	ە		<b></b>		·····				·}	 

45 12/18/2017	John de la Fontaine	marybetha@sbc global.net	Yes	Negative		Do not eliminate tokens, it's needed for social service functions					x				x		
46 12/19/2017	Jerrypooboo	ierrypooboo@g mail.com	Yes	Positive		Agree with \$2 TAP card; riders must be able to purchase TAP on every bus		x									x
47 12/19/2017	Sarah Evans	<u>sarah-</u> <u>evans@sbcgloba</u> <u>l.net</u>	Yes	Negative		Tokens are needed for non profits		x		x	x				x		
48 12/19/2017	Rachel Ralston	rachel@lesardev elopment.com	Yes	Positive		agree with all changes											
49 12/19/2017	David Feinberg	<u>David.Feinberg@</u> <u>SMGOV.NET</u>	Yes	N/A		General confusion on why we are going to the board											X
50 12/19/2017	Mark Clemens	mark.works.hard @gmail.com	Yes	Positive		Stored Value on bus-agree; no opinion on tokens, ok with TAP card price but not thrilled		x		x	x						
51 12/20/2017	Aaron Hernandez	mrhorsemchorse @icloud.com	Yes	Negative		Eliminating day pass purchase from bus is disturbing	x							х			x
52 12/21/2017	M.G.	yks77@hotmail. com	Yes	N/A		What to do with unused tokens?			x								
53 12/27/2017	Carrie Wynes	aprillove153@y ahoo.com	No		Metro fares	Metro monthly and weekly fares are too high										х	
54 12/29/2017	Tony Tallarico	tallarico@gmail. com	Yes	Negative		Price change of tap cards, raising the in-person purchse cost is unfair		х									
55 1/5/2018	Alexander Bruno	BrunoA@email.l accd.edu	Yes	Negative		Make all TAP cards \$1		x									
56 1/6/2018	Dessa Kaye	dlkaye@juno.co <u>m</u>	Yes	Negative		Keep paper transfers, tokens and day passes; unrelated Metro parking costs	X				x	X	X				х

57	1/7/2018	Bob Albertazzi	balbertazzi68@g mail.com	No	Both	Metro fares & infrastruc ture	Day passes should be eliminated; Bus operators give away free rides, TAP only payments on bus													x
58	1/10/2018	Paul Mercier	<u>PMercier@mtsac</u> <u>.edu</u>	No	N/A	Metrolink & Gold Line TAP card	poyments of the													
59	1/10/2018	Aracely	aracelyrivas201 5@icloud.com	Yes	Positive		Agrees with day pass/SV					x	x							
60	1/10/2018	Rivas Stephen Ma	<u>5@1000a.com</u> ma212223@gma	Yes	Negative		replacement; get rid of tokens Customer believes that transfer		x					X						
			<u>il.com</u>				on 2nd boarding will result in a													
							cost increase for some passengers. Outline of a trip													
							included as an example; all													
							fare concessions should be on TAP.													
61	1/10/2018	Hank Fung	hank@bleeble.or	Yes	Both		Loading Stored Value-			х	х		x			 х			 	x
			g				concerned about lost fares and													
							driver/passenger error; TAP should continue to expand													
							vendor network. Customer													
							noted successful 7-11 pilot;													
							Tokens-align end sale and use dates around a major Metro													
							event; Raising TAP card cost is													
62	1/11/2018	Miguel Lopez	mipastor11@ya	Yes	Both		reasonable Consider third class or Elder						x							
	_,,		hoo.com.mx				civilian when phasing out													
							tokens. They need prepaid options available; TAP and													
							Metro service has been good													
ļ							thus far.													
62	11/17/2019	Danielle		V	Nesstins		The acceptance of the mobile													
63	11/17/2018	Valentino	valentinod@met ro.net	Yes	Negative		The members of the public stated that elimination of						x							
		On behalf of					tokens negatively impacts the													I
		the Metro CAC Chair					ability of visually and cognitively impaired													
		and Citizens'					individuals to pay their fares													
		Advisory					on Access Services. The CAC													
		Council (CAC)					members concurred with this concern. Mobile validators													
		, ,					should be installed on Access													
							vehicles. There is also no way for visually impaired riders.													
64	11/17/2018	Jessica	jessica@investin	Yes	Negative		discontinuation of Day Pass	X												X
04	11/1//2010	Meaney	ginplace.org	103	Megative		sales on the metro buses due to	^												^
		On behalf of					the disparate impact this													
		the Investing in Place					policy would have on bus riders. Metro to assess the													
							feasibility of capping the fare													
							amount charged on Stored Value at \$7.													
					ļ															
65	11/17/2018	Abraham	abrahamchapma	Yes	Negative		remove day pass sales on bus, i	Х		X			X							1
	,,	Chapman	n@hotmail.com				disagree with removing the						•							
							option to buy a day pass on the													
							bus. For many bus riders, a day pass is a better value.													
							transition from tokens to tap, i													
							disagree with getting rid of tokens. Tap cards fail.													
							raise the price of tap cards to													
							\$2, don't. With out tokens, one													
							will need multiple loaded tap cards to serve as backup for													
							when their main tap card													
ļ							inevitably fails.		<u></u>	<u> </u>				<u> </u>	Ļ		<u> </u>	<u> </u>		

_																 		
66	6 11/17/2018	Dwayne	dwayne.coleman	Yes	Negative		Regarding your proposal to	X	Х		X							
		Coleman	55@yahoo.com				have TAP cards \$2 everywhere											
							sold, instead of \$1 in select											
							locations; I think that is a bad											
							idea. If anything, I think they											
							should be \$1 everywhere.											
							You also are processing to get											
							rid of the Day Pass. That can be											
							:											
							an inconvenience for visitors to											
							the Los Angeles area if Day											
							Passes are discontinued.											
							Lastly, you mention how token											
							sales have decreased. The fact											
							that they are not at a											
							discounted rate is why.											
67	7 1/17/2018	Katherine	mzkl69@gmail.c	Yes	Positive		adding the Municipal transfer	X		Χ		Χ	Х	X	Χ			
		James	<u>om</u>				to the TAP card would be less											
							confusing and an easier											
							transition for the Bus											
							Operators instead of dealing											
							_											
							with the paper transfers. Also,											
							adding an addition 30 minutes											
							to the 2nd boarding would be											
							beneficial to the passengers if											
							they missed their connection											
							on the 2nd boarding due to											
							various reasons and make it so											
							their TAP Card isn't charged an											
							additional fare if their time has											
							expired.											
									 ļ	 		ļ				 		 
T-	-	:																
[68	8 1/18/2018	Charles	west high 49er	Yes	Negative		people wanting to transfer	X	X	X					X		X	X
6	8 1/18/2018	Charles Michel	west high 49er @juno.com	Yes	Negative		people wanting to transfer between the 2 counties will be	X	Х	Х					Х		Х	Х
6	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be	X	X	Х					X		Х	Х
6	8 1/18/2018			Yes	Negative		between the 2 counties will be forced to pay full fare each	X	X	X					Х		х	Х
6	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2	X	X	х					Х		Х	Х
6	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled	х	X	X					Х		х	Х
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies.	х	X	х					Х		Х	Х
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards.	х	X	х					х		Х	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV	х	X	X					Х		Х	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble	х	X	Х					Х		Х	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-	х	X	х					х		X	X
16	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2	х	X	х					х		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted.	х	X	х					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2	X	X	х					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted.		X	X					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your		X	х					x		X	х
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're		X	x					x		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory		X	x					x		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider		X	x					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another.		X	X					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate		X	X					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20		X	X					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be		X	X					X		X	X
168	8 1/18/2018	Michel		Yes	Negative		between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored		X	X					x		X	X
		Michel Deemer	<u>@iuno.com</u>				between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value.		X	x					X		X	
		Michel Deemer	@iuno.com			Reduced	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I	Х	X	x	X				X		X	X
		Michel Deemer	<u>@iuno.com</u>			Reduced Fare card	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day	Х	X	x	X				x		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value	Х	X	x	X				x		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day	Х	X	x	×				X		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value sales abroad metro buses? It	Х	X	x	x				X		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value	Х	X	x	x				X		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value sales abroad metro buses? It would be nice if we can go on bus and train on same day	Х	X	x	X				X		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value.  No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value sales abroad metro buses? It would be nice if we can go on bus and train on same day when have at train station	Х	X	x	×				X		X	
		Michel Deemer	@iuno.com			Reduced Fare card +	between the 2 counties will be forced to pay full fare each time they travel between 2 counties for non TAP enabled agencies. 7-11 and \$2.00 TAP cards. Negative impact on loading SV on board buses, people fumble with the machines around 15-20% of the time just getting 1-2 dollar bills accepted. I totally disagree with your intention to stop the sale of day passes on buses. You're showing a discrimatory preference for one bus rider over another. I'd suggest to help mitigate boarding speed only \$10, \$20 and possibly \$50. bills be accepted to purchase Stored Value. No token at 10.75 per bag. I dont want u guys to replace day pass sales with stored value sales abroad metro buses? It would be nice if we can go on bus and train on same day	Х	X	x	×				<b>X</b>		X	

70 1/18/2018	Renee Bade	rbade@flash.net	Yes	Negative		Paying an extra \$2 to purchase a card is an even larger penalty. Paper day passes and tokens have no such penalty, but the proposal eliminates purchasing day passes on buses and eliminates tokens all together.  TAP funds expire, huge issue for occasional riders.  TAP cards expire, difficult + confusiing to replace/purchase at TVM.			Х										Х		Х
Date of No. Public Testimony	Name	Email Address	Is the Comment on topic?	If Yes - Positive or Negative ?	If No or if Multiple Subjects - What is the Subject?	ORAL TESTII Testimony Transcript	Removal of Metro Day pass	Transfer fees	TAP card price	What to do with old tokens?	Replace Day pass with Stored Value on Bus	Transition Tokens to TAP	1	- · · ·	Transfer time	Stored Value Min/Mas	Mixing up IAT w/ Internal Metro transfer	Token- Social Service/ Non Profit		TAP Provided Response to Constituent /Customer Relations	
71 1/17/2018	Amanda Staples	public comment	yes	negative		Good afternoon.  In regards to the second boarding readiness efforts, we submitted a letter and I have a hard copy as well but the visibility of the \$7 day pass for in speed option available on rail only and not for bus riders is really just where we find the most issue with, because it's still available to railriders and yet we treat the bus riders differently and I understand like it is it is quicker to just have the stored value on buses and we as users ourselves understand that but we just want to have the careful consideration of the differences that we use because the majority of transit riders are bus riders and so what kind of systems were putting in place for for them the majority of users in their accessability and ease of use and so that's it.					x										
72 1/17/2018	Allan Routs	public comment	yes	negative		I have been a bus rider for over 50 years now and I hope you don't decide to eliminate the day pass and I would hope that you would drop the price on the monthly TAP card because a \$100 is a lot. thank you thank you.					х								x		

[ <del>70</del> ]	/47/2042	D-s-i-l-	- della	·		·	The share ledies and	<del></del>	Υ		 	·	T	 	 	Υ	· · · · · · · · · · · · · · · · · · ·	 
/3 1	/17/2018	Patrick Murray	public comment	yes	negative		Thank you ladies and gentlemen of the Metro				X							X
		Widiray	comment				Board. My name is Patrick											
							Murray and I live in South of											
							LA and I commute by Metro.											
							I'm here to make comments											
							on the proposal on Metro											
							buses. It's a good first step											
							however, it doesn't do the											
							job you need it to do.											
							People will still need day											
							passes. The conditions of											
							loading via TAPTOGO.net											
							and over the phone makes											
							the possibility high that it											
							will load early or late											
							making it useless for the											
							users. Plus the locations of											
							TAP vendors, Metro											
							customer service offices and											
							ticket vending machines,											
							make it not convenient to											
							transit dependent riders.											
							Imagine having to walk half											
							a mile to pick up your day											
							pass then walking another											
							half-mile back to the bus											
							stop. This places a huge											
							burden on the rider. The											
							solution is fare capping. In											
							this case the rider would											
							tap on the fare validators.											
ļ					<b></b>	ļ	The validators would he	ļ	<u> </u>	- <del> </del>	 	<del></del>	ļ	 	 	<u> </u>	<del></del>	 
							smart enough to know when											
							the tap card has used \$7 of											
							fare in the service day and											
							at that point and that point											
	_			<u> </u>		<u> </u>	the validator would stop	<u> </u>								<u> </u>		
						_												
							charging the tap card											
							effectively giving the rider a											
							day pass.											
							This is not some pie-in-the-											
							sky proposition. Cubic											
							Industries, which built and											
							maintains the TAP system											
							has rolled this feature out											
							in other transit systems.											
							Then if Metro added cash											
							value auto load through											
							Taptogo many riders would											
							never again have to actively											
							load cash value or day pass											
							on their TAP card ever again.											
							I'm surprised Metro hasn't											
							rolled out autoload for TAP											
							since it was rolled out in											
							the Metro Express Lanes											
							Services. These features											
							would also reduce the											
							burden of bus drivers who											
							have so much to do already.											
							With that I thank you for											
	:						· vourtime thank you very	1	:			:	:					1
							your time. Thank you very				 			 	 			 
							much.											

74	1/17/2018	Julia Russell	public comment	yes	negative	Thank you. My name is Julia Russell and do I need to give my address or anything? No just my name. Thank you. I'm here on behalf of myself, I'm a senior so I am very grateful to benefit from the discount program for seniors and I really appreciate it and I	x								
						use it every day. But I am here to express concern about raising costs for TAP cards, even just a few dollars. For the people that really depend on public transit that use it because they cannot afford personal transportation. The costs of									
						tap cards are still fairly high for many people especially people from small low- income families with more than one or two people using tap cards. That monthly fee really adds up in terms of the very limited budget that they're offering.									
l				i	-i	<del> </del>	 i	<b>i</b>	ii	<u></u>	i	 	 <u>:</u>	i	 I
7:5	1/17/2018	Jason Ackerman	public	yes	Both	Hello, my name is Jason Ackerman. I'm a board member of the Van Nuys Neighborhood Council. I'm not here in that capacity currently. So I want to say I think that in general this proposal is pretty solid with the exception of the third proposal which is to raise the price of the TAP card. That going from \$1 to \$2 on board is going to put a huge burden on first-time riders and first-time riders are really the key market we need to capture. Because at \$2 you're looking at \$3.75 almost \$4 for a one way trip. If you're going a long distance that's a great deal, but if you're taking the 744 from say Encino to Van Nuys cause you want to do court service or you're taking the Orange Line than your best bet, you're almost better off getting a Lyft at that price point so I think that we need to recognize that Lyft is an existential threat not an ally to public transit in the city and that we need to keep the TAP card price at a	X								
						dollar.									

ļ								;	 	 	 	 	 
76	1/17/2018	Andrew	public	yes	Both	Pretty much regarding this			X				X
			comment			plan. Although I put on here							
						that I am actually for it. But							
						I think it's a good idea. But							
						there is one other thing							
						though that I did wanted to							
						mention that having to load							
						the tap card while on buses							
						is certainly impractical							
						because it just slows down							
						the boarding process a							
						little. There's one thing I do							
						also want to offer as a							
						potential thought, is that							
						perhaps it would be a good							
						idea to put the TVM							
						machines at those stations							
						that are along the freeways.							
l					1 1		1 1			 i			