RESULTS OF JANUARY 17, 2018 PUBLIC HEARING FOR CUSTOMER READINESS RECOMMENDATIONS FOR TRANSFER ON 2ND 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 2nd 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	Day Pass sales will continue to be available online at taptogo.net, by calling 866.TAPTOGO, at Metro Customer Centers, at TAP vending
near TAP vending machines and	machines located at all Metro rail, Silver Line and Orange Line stations, at El Monte Transit Center, at Patsaouras Bus Plaza, and at over 400
therefore do not have other	TAP vendor locations.
convenient methods for purchases	As evidenced in the Title VI analysis on discontinuing Day Pass sales on bus (see Attachment C), there is no significant difference in minority
Day Passes	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	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
customers	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	See above.
Value sales, however disagree with	
removing Day Pass sales	
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	TAP expects to see a decrease in dwell times due to automatic payment of interagency transfers.
Bus operator farebox errors during	
Stored Value reloads will financially	
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
 Social Services and nonprofit organizations need tokens to distribute 	 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.
 Impact on riders with disabilities, including visually and cognitively impaired riders. 	 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. 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.
 Although Access ID TAP cards may be tapped for free fare on fixed route transit systems, Access vehicles do not have a TAP validator. 	 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.
 What do riders do with unused tokens? 	Token sales will end mid-May 2018. Customers will have up to 18 months to use their existing supply of tokens
 Difficulty in determining TAP card balance. Tokens are distinguishable from U.S. currency 	 Upon request, bus operators can tell passengers their TAP card balance information TAP vending machines can display or announce TAP card balance as well

\$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
 Impact on low income riders 	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
 First time riders are 	riders, due to TAP cards having a 10 year lifetime, instead of 3 years
disadvantaged	 Low income and first time riders can also take advantage of the free 1 million TAP card distribution
 TAP card cost should be \$1 	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.
 TAP card costs should not be 	TAP card costs are currently not consistent across the system. They are \$2 when purchased online, by phone, at Metro Customer Centers
increased	and at over 400 TAP vendor locations.
	 In addition, the TAP card life has increased from 3 to 10 years, making the impact de minimis.

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	do with old	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	Token- Social Service/ Non Profit	TAP Provided Response to Constituent /Customer Relations	Other
	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	rubio@bacup.ne <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	<u>pun.chunkit@ya</u> <u>hoo.com</u>	Yes	Negative	Value	Suggests adding SV and keeping Day Pass; eliminating day pass hurts customers who start their trip on the bus														
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	x				х				x					

9 12/13/20	17 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	***************************************
0 12/13/20	17 Nona Varnado	proiecta@nonay 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		X								
1 12/12/20	17 John Nettleton	bosshog1613@v ahoo.com	No		Parking	What is the proposed number of parking spots at the Glendora station?													1
12/13/20	17 Adrienne Gardner Bouligny	agardner@gctec hinc.com	Yes	Positive		In support of eliminating paper transfers and automatice SV deduction on TAP						x	х						
12/12/20	17 Michael Dunn	fine7760@aol.co m	No		Fareboxes ; TAP Operation s	Former RTD/TOS road supervisor; farebox failures; poor decision making; TAP lack of knowledge										1			x
14 12/12/20	17 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 12/12/20	17 Lorenzo Mutia	Irmutia@yahoo. com	Yes	Positive		T on 2 makes riding easier; hopeful for pilot project expansion; TAP/Metro app;		***************************************				x			x				
12/12/20	17 Maggie Taylor	taylormargaret2 3@gmail.com	No		blue line stations	"Is ya by the blue line sataion on willowbrook and Rosa parks station"								0					1
17 12/12/20	17 Sheila Allen	allensheila12@h otmail.com	No		Unsubscri be	Unsubscribe request													1
18 12/12/20)17 JW-Hush	billownious@hu shmail.com	No		Carpool lanes	Don't take away carpool lanes													1
19 12/12/20	Janet Cappellanti Adams	ms.giannetta@g	No		Unsubscri be	Unsubscribe request													x
20 12/12/20	17 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			x					×		x			
21 12/12/20	17 Allon Percus	Allon.Percus@cg u.edu	Yes	N/A		Outline of BBB and Metro trip and questions regarding cost.						х						Yes	
22 12/12/20	17 Howard Smith	Howard.Smith@ Mattel.com	No		eblast was unclear	"You should learn how to writa a clear email message"													x
23 12/12/20	17 Alek	alek3773@gmail .com	Yes	N/A		Clarifying question about transfer cost		X											
24 12/12/20	117 Joselin Rivas	ioselin.math@g mail.com	Yes	Negative		Personal stories; unfair to increase TAP card price			x										x
25 12/11/20 ;12/12/1		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
26 12/11/20	17 Bin Lee	bin@imaginebin. com	Yes	Positive		In favor of all recommendations; makes sense to streamline process			x	x	x								
27 12/11/20	17 Christine	christinepkwan @gmail.com	Yes	N/A	Unused tokens	What should I do with leftover tokens?					x								

28	12/11/2017	David Bailey	david@davidaba iley.com	Yes	Positive		In support of changes to TAP; Metro should explore proof of payment for all buses; TVMs on buses to avoid conflicts with operators			x		x	х							x
	12/11/2017	Hacobian	aramhacobian@ gmail.com	Yes	Negative		\$2 TAP card price is expensive if you are not a regular rider; get Metrolink and other cities to accept TAP cards			x										x
30 :	12/14/2017	Judy Boroch	Judy.Boroch@we dbush.com	No	Negative	Metrolink Transfers; Parking costs	Charging metrolink passholders for transferring to Metro; Upland Station parking costs		x											
31	12/14/2017	Dan Mick	danmick@gmail. com	Yes	Positive		They all sound good to me			x		x	х							
32	12/14/2017	Alison	alisonmanheim @verizon.net	Yes	Positive		Paying for transfers with SV is easier							x						
33	12/14/2017	Frank Weeks	feweeks@mac.co <u>m</u>	Yes	Positive		Supportive of transfer on 2nd boarding and consistent TAP card pricing, thinks TAP cards should be \$1 not \$2			x				x						
34	12/14/2017	Marbel Juarez	bellemmi@me.co <u>m</u>	Yes	Negative		Why would you raise prices when Metro is always having maintenance issues; take a look at tranportation in Chicago & New York			x										x
35	12/15/2017	Matthew Crotteau	matt@mattcrotte au.com	Yes	Positive		Longer transfers are awesome				•			x						
36	12/15/2017	Regina Smith	,φ	No		N/A	"Thank You"													 x
		:	*		*				:		•		·	·	:	?	:	:		
37 1	12/15/2017	Craig Coleman	coalago@live.co <u>m</u>	No		Stored Value purchases	What is Stored Value sale?													X
38 1	12/17/2017	Ferris McLeod	ferrisb87@gmail .com	Yes	Positive		agree with all proposed changes			х		х	x							
39 1	12/18/2017		CarlG@srfpublis hers.org	No		System is behind	Even with proposed streamlining, system is behind; London Metro accepts any UK credit card													х
40 1	12/18/2017	:	deborahking@ec onomyofficesupp ly.com	Yes	Positive		Supportive of not selling passes on bus. Questions TAP card accessibility for handicapped, seniors and children					х								x
41 1	12/18/2017	Adam Emmer	AEmmer@burba nkca.gov	Yes	N/A		Requests a call from Customer Service for explanation of proposal													x
42 1	12/18/2017	Fabian Campos	camposfa@g.ucl a.edu	Yes	Both		Day Pass sale on bus-no 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			х		x	x							х
43 1	12/18/2017	Melissa Neifield	melissadouma@ gmail.com	Yes	Both		Day passes are easier, do not do away with them, agree with token phase out and TAP card cost	x		х			x							x
44 1	12/18/2017	Lauren Campedilli	laurencampedell i@gmail.com	Yes	Both		Keep day passes on bus; \$2 TAP cards are too expensive; agree with token phase out	x		х			x							х

Attachment J

45 12/18/201	John de la	marybetha@sbc	Yes	Negative	Do not eliminate tokens, it's					x				X		Í	
	Fontaine	global.net			needed for social service											1	
					functions												
46 12/19/201	Jerrypooboo	jerrypooboo@g	Yes	Positive	Agree with \$2 TAP card; ride	S	X										
		<u>mail.com</u>			must be able to purchase TA	•											
					on every bus											Į	
47 12/19/201	' Sarah Evans	: :	Yes	Negative	Tokens are needed for non		X		X	X				X			
		evans@sbcgloba			profits											ĺ	
		<u>l.net</u>									 		 				ļ
48 12/19/201	1	rachel@lesardev	Yes	Positive	agree with all changes												
	Ralston	elopment.com					 ļ				 		 				
49 12/19/201	1	David.Feinberg@	Yes	N/A	General confusion on why w	2											
50 40/40/004	Feinberg	SMGOV.NET			are going to the board		 						 				
50 12/19/201	Mark Clemens	mark.works.hard @gmail.com	Yes	Positive	Stored Value on bus-agree; n opinion on tokens, ok with TA		X		X	X							
	Clemens	<u>(wgmaii.com</u>			card price but not thrilled	P											
51 12/20/201	' Aaron	mrhorsemchorse	Yes	Negative	Eliminating day pass purcha	e x	ļ						x				+
31 12/20/201	Hernandez	@icloud.com	103	IVEGULIVE	from bus is disturbing	^							^				
		<u>t-1610ddi.com</u>															
52 12/21/201	M.G.	yks77@hotmail.	Yes	N/A	What to do with unused			x			†		<u> </u>				1
		com			tokens?												
53 12/27/201	Carrie	aprillove153@y	No		Metro Metro monthly and weekly										X		1
	Wynes	ahoo.com			fares fares are too high												
54 12/29/201	Tony	tallarico@gmail.	Yes	Negative	Price change of tap cards,		x										
	Tallarico	<u>com</u>			raising the in-person purchs	e											
					cost is unfair												
55 1/5/2018	Alexander	BrunoA@email.l	Yes	Negative	Make all TAP cards \$1		x										
	Bruno	accd.edu					ļ						 				
56 1/6/2018	Dessa Kaye	dlkaye@juno.co	Yes	Negative	Keep paper transfers, tokens	x				x	X	х					
		<u>m</u>			and day passes; unrelated											1	1

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	PMercier@mtsac <u>.edu</u>	No	N/A	Metrolink & Gold Line TAP card													
59	1/10/2018	Aracely Rivas	aracelyrivas201 5@icloud.com	Yes	Positive		Agrees with day pass/SV replacement; get rid of tokens					x	х						
60	1/10/2018		ma212223@gma il.com	Yes	Negative		Customer believes that transfer 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.		х					X					
61	1/10/2018	Hank Fung	hank@bleeble.or g	Yes	Both		Loading Stored Value- 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 reasonable			x	х		х			х			x
62	1/11/2018	Miguel Lopez	mipastor11@ya hoo.com.mx	Yes	Both		Consider third class or Elder civilian when phasing out tokens. They need prepaid options available; TAP and Metro service has been good thus far.						x						
	11/17/2018	Valentino On behalf of the Metro CAC Chair and Citizens' Advisory Council (CAC)	<u>valentinod@met</u> <u>ro.net</u>	Yes	Negative		The members of the public stated that elimination of tokens negatively impacts the ability of visually and cognitively impaired individuals to pay their fares on Access Services. The CAC members concurred with this concern. Mobile validators should be installed on Access vehicles. There is also no way for visually impaired riders.						X						
54 1	1/17/2018	Jessica Meaney On behalf of the Investing in Place	:	Yes	Negative		discontinuation of Day Pass sales on the metro buses due to the disparate impact this policy would have on bus riders. Metro to assess the feasibility of capping the fare amount charged on Stored Value at \$7.	x											х
65	11/17/2018	Abraham Chapman	abrahamchapma n@hotmail.com	Yes	Negative		remove day pass sales on bus, i 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	х		X			X						

Common C																						
Seed of Life Control of Control o	66 1	1/17/2018	Dwayne	<u>dwayne.coleman</u>	Yes	Negative		Regarding your proposal to	X		X			X								
Incontained, the first the first property of			Coleman	55@yahoo.com				have TAP cards \$2 everywhere														
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would be nice if we can go on bus and train on same day when have at train station			Michel Deemer	@juno.com			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	
bus and train on same day when have at train station			Michel Deemer	@juno.com			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	
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			Michel Deemer	@juno.com			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	@juno.com			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			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.			X									х		X
						ORAL TESTII	MONY TRAN	SCRIPTION	S											
Date of No. Public Testimony	Name	Email Address	Is the Comment on topic?		If No or if Multiple Subjects - What is the Subject?	Testimony Transcript	Removal of Metro Day pass	Transfer fees	TAP card price	What to do with old tokens?	with Stored	Transition Tokens to TAP	on 2nd	Paper Transfers	Transfer time	Stored Value Min/Mas	Mixing up IAT w/ Internal Metro transfer	 Metro Fares	TAP Provided Response to Constituent /Customer Relations	Other
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.					x							x		

Attachment J

73 1/17/2018	Patrick	public	yes	negative	Thank you ladies and			x		•			1	
` :	Murray	comment	yes	negative	gentlemen of the Metro			^						
.	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.									
					The validators would be									
				<u> </u>	smart enough to know when	 	 				 		·	 -
					_									
					the tap card has used \$7 of									
					fare in the service day and									
					at that point and that point									
					the validator would stop									
			1		charging the tap card				1			1		
	1				effectively giving the rider a									
					day pass.									
					day pass.									
					day pass.									
					day pass. This is not some pie-in-the-sky proposition. Cubic									
					day pass. This is not some pie-in-the- sky proposition. Cubic Industries, which built and									
					day pass. This is not some pie-in-the- sky proposition. Cubic Industries, which built and maintains the TAP system									
					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									
					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.									***************************************
					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									 ***************************************
					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.									
					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									
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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 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.	X						
75 1/17/2018	Jason Ackerman	public comment	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.	<u> </u>						

Attachment J

76 1/17/2018	Andrew	public	yes	Both	Pretty much regarding this			х					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.								