



Board Report

File #: 2017-0802, File Type: Public Hearing

Agenda Number: 27.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
PUBLIC HEARING - "TAP ONLY" BOARDING ON METRO RAPID 720 & 754
FEBRUARY 15, 2018**

**SUBJECT: TAP ONLY FARE PAYMENT FOR ALL DOOR
BOARDING ON METRO RAPID 720 & 754**

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. RECEIVING AND FILING Public Comment Report on 'TAP Only' All Door Boarding (ADB) implementation for Metro Rapid Lines 720 (Wilshire Bl) and 754 (Vermont Av); and
- B. APPROVING TAP as the only valid fare payment option for All Door Boarding on Metro Rapid 720 & 754

ISSUE

On October 19, 2017, the Metro Board of Directors approved expansion of 'TAP Only' All Door Boarding (ADB) on Metro Rapid Lines 720 (Wilshire Bl) and 754 (Vermont Av) with the requirement that each customer must have a validated TAP card when onboard. A Title VI Equity Analysis was conducted on this fare change as part of the Silver Line All Door Boarding project in March 2016.

Pursuant to Section 2-50-025 of the Administrative Code, a Public Hearing must be conducted for Lines 720 and 754 prior to implementation of ADB requiring TAP only fare payment beyond a six month pilot period. In compliance with federal public hearing requirements and Metro policy, the Metro Board of Directors is required to hold a public hearing and receive public testimony before approving 'TAP Only' All Door Boarding improvements.

DISCUSSION

Background

The objective of ADB is to expedite boarding and reduce dwell time at bus stops, and thereby enhance convenience and reduce travel time for Metro customers. Staff anticipates starting ADB on the Metro Rapid 754 (Vermont Av) in late June 2018 followed by the Metro Rapid 720 (Wilshire Bl).

Transitioning customers from cash to 'TAP Only' boardings will facilitate the program's objective to improve speed, reliability and fare compliance. Fareboxes will be programmed with capabilities to

allow customers with cash or tokens to purchase TAP cards plus fare and add stored value to cards on board the bus in addition to Metro's other efforts to expand the availability of TAP Vending Machines and the vendor network.

The benefit of ADB is the delivery of faster service, which heavily influences the decision to use transit. Reduced variability in dwell time helps to improve the line's overall reliability and headway regularity. Based on previous customer feedback, the overwhelming majority were in favor of the program. Staff anticipates the ADB expansion lines will also result in resource savings from more efficient operations.

A Title VI / Environment Justice Impact report was previously received and filed by the Board of Directors in March 2016 (Attachment A).

PUBLIC HEARING

The Public Hearing will be conducted on February 15, 2018. Public notice was distributed before January 15, 2018. The Board will preside over the public hearing and receive testimony from the public on these matters. Pursuant to Metro's Administrative Code Section 2-5-025, the notice for this public hearing was provided to the general public as follows:

PRINT ADS

- Printed legal notice of public hearing - published 30 days before hearing
- Los Angeles Daily News
- Long Beach Press - Telegram
- Orange County Register
- Torrance Daily Breeze
- Asbarez Armenian Daily
- Sarashi News
- Panorama
- LA Sentinel
- Asian Journal Publication
- La Opinion
- Chinese Daily
- The Rafu Shimpo
- Korean Times

ON METRO SYSTEM

- "Take One" brochure in English and Spanish
- Targeted drop on Metro Silver Line, Metro Rapid 754 & Metro Rapid 720

WEB

Metro Website

- Fares page Rotating banner on metro.net

Social Media

- Facebook, Twitter, Instagram posts
- The Source

E-Blasts

- Metro general information e-mail lists
- Key stakeholders e-mail lists

DETERMINATION OF SAFETY IMPACT

ADB will enhance safety by standardizing fare media and expediting boardings. TAP also provides registered cardholders with the benefit of Balance Protection to safeguard their TAP purchase against loss or theft.

FINANCIAL IMPACT

In October 2017, the Board approved a total LOP funding in the amount of \$1,128,003 for capital expenditures, and an estimated annual operating cost of \$253,948.

ALTERNATIVES CONSIDERED

The alternative to the proposed staff recommendation is to not expand ADB on Lines 720 and 754. Not implementing ADB on these two lines is not recommended, as customers will not benefit from shorter dwell times, and Metro will not be able to attain improved on-time performance as quickly, without additional resources.

NEXT STEPS

Upon Board approval, staff will:


- Begin implementation of 'TAP Only' ADB expansion
 - Metro Rapid 754 (Vermont Av) in June 2018
 - Metro Rapid 720 (Wilshire Bl) thereafter

ATTACHMENTS

Attachment A - All Door Boarding Fare Equity Analysis

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