



Board Report

File #: 2017-0843, **File Type:** Oral Report / Presentation

Agenda Number: 13.

**FINANCE, BUDGET AND AUDIT COMMITTEE
PUBLIC HEARING - TRANSFER ON 2ND BOARDING READINESS
JANUARY 17, 2018**

**SUBJECT: PUBLIC HEARING/ORAL REPORT ON TRANSFER
ON 2ND BOARDING READINESS EFFORTS**

ACTION: RECEIVE ORAL REPORT/PUBLIC COMMENTS

RECOMMENDATION

RECEIVE:

- A. Statement of MTA Board Secretary;
- B. Oral report on Transfer on 2nd Boarding Readiness Efforts; and
- C. Public comments.

DISCUSSION

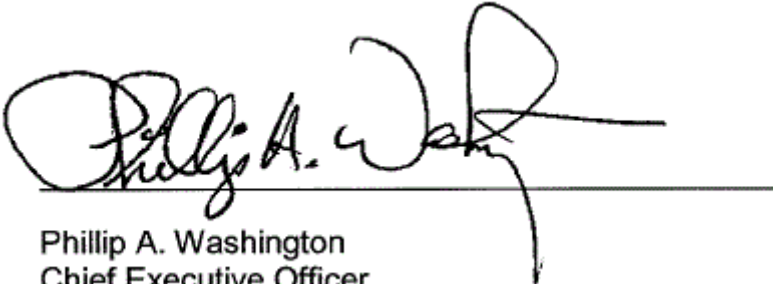
- Transfer on 2nd Boarding was approved by the Metro Board of Directors in June 2015
 - Transfers on TAP - Eliminates paper transfers
 - Transfer period extended from 2 hours to 2.5 hours
 - Transfers paid automatically with Stored Value on TAP
- Customer Readiness Recommendations
 - Replace Metro Day Pass sales onboard bus with Stored Value
 - Transition tokens to TAP
 - Increase the TAP card price from \$1 to \$2 on bus and TVMs to be consistent with all other TAP purchase touchpoints
- Outreach efforts to inform public about hearing included:
 - Public postings
 - Social Media
 - Brochure distribution on buses and trains (10 languages)

ATTACHMENTS

Attachment A - TAP Public Hearing Presentation

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