



Board Report

File #: 2015-1694, **File Type:** Motion / Motion Response

Agenda Number: 52.

**PLANNING AND PROGRAMMING COMMITTEE
NOVEMBER 18, 2015**

Motion by:

Director Antonovich

November 18, 2015

Metrolink Antelope Valley Line Fare Enforcement

The Metrolink Antelope Valley Line (AVL) provides a vital transit service for the communities of the Antelope, Santa Clarita, and the San Fernando Valleys.

In December 2014 the Metro Board approved Motion #14 (Antonovich) to initiate a 100% fare enforcement pilot program on the AVL through December 31, 2015.

This program has proven successful on many fronts, resulting in:

- A drop in fare evasion from 3.4% to 0.5%.
- A decrease of 16% in customer complaints from the prior year.
- A greater gain in customer satisfaction on the AVL than any other line, according to the recent 2015 on-board survey.
- An overall enhanced customer satisfaction for patrons of the AVL

Without approval of a six-month extension of the program by the Metro Board in December, this program will cease on January 1, 2016. Given the success of this program in enhancing customer satisfaction and quality of service on the AVL, it is vital that the program be continued through the remainder of Fiscal Year 2016 (June 30, 2016) and evaluated for inclusion as a baseline program in the FY2017 Metro budget for Metrolink.

MOTION by Antonovich that the Metro Board directs the CEO to provide Metrolink-eligible funding to continue the 100% fare enforcement pilot program for the Antelope Valley Line through the remainder of Fiscal Year 2016 (June 30, 2016).