

**Board Report**

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**AD HOC CONGESTION, HIGHWAYS AND ROADS COMMITTEE  
OCTOBER 17, 2018**

**SUBJECT: METRO EXPRESSLANES FISCAL YEAR 2018 OPERATIONS PERFORMANCE REPORT**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

RECEIVE AND FILE the FY2018 Operations Performance Report (Attachment A) for the Metro ExpressLanes.

**ISSUE**

In order to monitor performance and ensure key performance goals are met, Metro ExpressLanes performance metrics are monitored on a continual basis. This report provides an update on the performance of the Metro ExpressLanes for FY 2018.

**DISCUSSION**

Since the inception of the ExpressLanes, more than 195 million trips have been taken on the ExpressLanes (125.4 million on the I-110 and 69.9 million on the I-10). A total of 702,500 accounts have been opened, including 17,049 Low-Income-Assistance-Plan accounts.

Attachment A provides a detailed summary of the program's performance for Metro's Fiscal Year 2018 (July 1, 2017 to June 30, 2018). The following are highlights of the Metro ExpressLanes performance based upon data through June 30, 2018:

- For the full length of each of the corridors, the average monthly speed exceeds 45 miles per hour (mph):
  - I-110 ExpressLanes average AM peak-period travel speeds were 52 mph, saving up to an average of 13 minutes compared to the GP lanes.
  - I-10 ExpressLanes average AM peak-period travel speeds were 53 mph, saving up to an average of 14 minutes compared to the GP lanes.
- 42.2 million vehicle trips were taken in the ExpressLanes in FY18, an increase of 2% compared to FY17.
- 151,783 transponders were issued in FY18, nearly unchanged compared to FY17.
- Total Low Income Assistance Plan accounts increased by 20% in FY18 over FY17 to a total of 17,049 accounts.

## 2018 Customer Survey Results

Metro ExpressLanes 2018 Customer Survey gathered feedback as part of Metro ExpressLanes' ongoing efforts to improve customer experience. The survey was sent to all Metro ExpressLanes customers with a valid email on file. In FY18 a total of 81,748 customers responded to the survey, a 76% increase over FY17.

Key findings from the survey:

- 82% of survey respondents were satisfied/very satisfied with Metro ExpressLanes customer service.
- 90% of ExpressLanes users are satisfied with the amount of time saved relative to the toll paid; a 10% increase over FY17.
- 89% of ExpressLanes users are satisfied/very satisfied with the speed maintained on the ExpressLanes.
- More than 75% of respondents would support Metro ExpressLanes projects on additional LA county roadways.
- 68% of survey respondents ranked the expansion of ExpressLanes onto other corridors as an important/very important way to mitigate traffic in LA County.

## HOV Only Status and Travel Speeds the AM Peak Period

The ExpressLanes are operated on dynamic pricing principles designed to maintain travel speeds at or above 45mph. When vehicle travel speeds fall below 45 mph on a segment of the lanes, the lanes go into HOV Only status which means Single Occupant Vehicles (SOVs) are prohibited from entering the lanes at that segment to help alleviate the congestion and raise the speeds.

In FY 2018, the I-110 was in HOV Only status a total of 20,583 minutes during the AM peak period. This is a 5.8% decrease compared to FY17. Comparatively, the I-10 was in HOV Only status a total of 3,314 minutes, a 14% decrease from FY17. HOV Only minutes decreased in FY18 due to refinements made to the pricing algorithm and increases to the maximum toll-per-mile charge. These changes were implemented to minimize adverse impacts to travel speeds despite increases in ExpressLanes trips.

## Five Year Anniversary of the METRO EXPRESSLANES

In FY18 the ExpressLanes celebrated 5 years of operations on the I-110 (opened November 10, 2012) and I-10 (opened February 23, 2013). A series of customer appreciation events took place to celebrate the program's success:

- All Low Income Assistance Plan customers received a \$10 toll credit
- Toll credits were given to the first five customers that opened a Metro ExpressLanes account, the first five customers who enrolled in a low income assistance plan, the first five carpoolers, and the first five customers that signed up for the Transit Rewards program
- Metro ExpressLanes marketing giveaways were provided to transit riders at the Harbor Gateway Transit Station (November 6-9, 2017) and El Monte Station (February 20-23, 2018).

**IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The FY18 Metro ExpressLanes Performance report aligns with Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling. ExpressLanes provide drivers with the option of a more reliable trip while improving the overall operational efficiency of the freeway network. The annual review and monitoring of the ExpressLanes program through performance evaluation and customer surveys informs staff's efforts toward ongoing program improvements.

**ALTERNATIVES CONSIDERED**

The Board could elect not to receive the performance report. This is not recommended since the performance report represents an industry best practice in providing information to the governing body.

**NEXT STEPS**

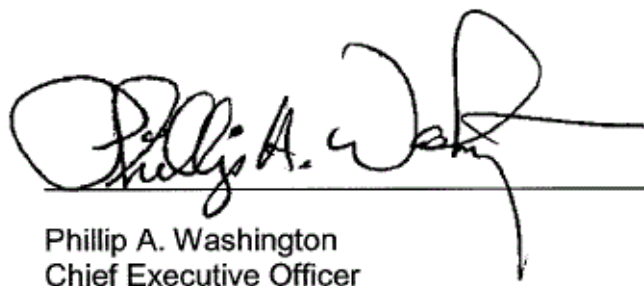
Staff will return to the Board next year with the next performance report and will continue work on implementing the operational improvements listed in the report.

**ATTACHMENTS**

Attachment A - Metro ExpressLanes Performance Report: Fiscal Year 2018

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