



**REVISED
EXECUTIVE MANAGEMENT COMMITTEE
JUNE 21, 2012**

SUBJECT: METRO FARE GATES

ACTION: RECEIVE AND FILE FARE GATE LOCKING REPORT

RECOMMENDATION

Receive and file report on accelerated completion of gate locking.

ISSUE

After the gate locking implementation plan was approved at the May Executive Management Committee meeting, a request was made for staff to report back in June with plans to accelerate the completion of gate locking and to assign optimal and appropriate staff to ensure final implementation of the regional TAP program.

DISCUSSION

Staff has commenced with the accelerated implementation of gate locking. Ticket Vending Machines (TVMs) are in the process of being converted to operate in a TAP-only environment. Conversion is scheduled to be complete by August 9. Intermittent gate locking can begin as early as June 27 but will require staff presence to monitor gate arrays. Permanent gate locking can begin as early as August 27 with a completion target date of November 30, 2012. If the Board wishes to initiate permanent locking after August 27, it should be noted that locking all gates on the subway will take roughly 12 weeks out from when the first station is completed. As an example, if gate locking is delayed to November 15, then the subway would be locked by February 1, 2013. This schedule may be shortened if more manpower is assigned.

Accelerated Schedule

An accelerated schedule was presented at the May Board meeting and is commencing in accordance to the schedule provided as Attachment A. Examples of predecessor activities that are required before physical gate locking is initiated commences with the conversion of the ticket vending machines. Currently, ticket vending machines vend paper one-way tickets and paper day passes. Starting from the end of May, staff and consultants have been programming the software so that printing and issuance of paper

tickets ceases, and the TVMs are modified to load and issue plastic smart cards. In addition, as more plastic TAP cards will be required to accommodate new TAP card users, staff is also stocking the second of two card cassettes in all rail TVMs, which number over 300 devices.

Following the lab testing of the software and the initial modifications that converted the TVMs at the Wilshire/Normandie station (ended June 20), Wilshire/Normandie can now be locked for revenue service during normal business hours. A schedule for staffing of just this Wilshire/Normandie station with LASD personnel and temporary ambassadors will be finalized with the Implementation Team by the end of June. LASD staff will assist a small minority of riders at Wilshire/Normandie who may have either a paper EZ Transit pass (4% total during the 10 week gate locking demonstration entries), a Metrolink paper pass (9% total during 10 week gate locking demonstration), or a Muni-to-Metro transfer (0% total during 10 week gate locking demonstration).

Those riders who have historically paid for one-way or day passes with cash and issued a paper ticket will be assisted by ambassadors at each TVM array – all customers requiring assistance will be personally aided by temporary ambassadors who have been trained to educate and assist customers with the paper-to-TAP transition.

Concurrently, other Red Line stations and other rail lines, including all light rail stations, will be undergoing TVM conversions, so that issuance of paper tickets will be replaced with TAP cards to enable current Metro Day Pass ticket riders seamless entry when transferring to subway stations. All TVMs on Green, Blue, Gold, and Orange Lines will be converted to vend TAP cards by August 9, 2012 – completing the TVM conversion.

With the successful locking of the manned Wilshire/Normandie, staff can then proceed with systematic, phased locking of all Red Line subway stations between the end of July through the beginning of September 2012. It is anticipated that during the months of July and August, two Red Line stations per week will be locked. From the end of August to mid-September, the remaining Red Line stations will be locked, three stations per week. Union Station can be locked by the second week in September. Recognizing the potential impacts to Metrolink customers, the Metrolink working group and consultants are currently under discussion of examining possible alternatives while Metrolink is working on their TVM modifications to sell paper smart cards. Alternatives to providing Metrolink riders with temporary smart cards or other TAP fare media are options under consideration. Staff will report back in July for alternative solutions including keeping Union Station unlocked for a duration that extends to February 2013. Please refer to the attached schedule that lists the chronology of station locking dates.

EZ Transit Pass

EZ Transit Passes are being converted to reloadable TAP cards with monthly validation stickers for non-TAP agencies so that fare inspectors for these agencies can conduct a visual inspection for validity. Sales of TAP-enabled EZ Transit Passes will commence with the September sales period.

Metrolink

Staff is working with Metrolink to pursue a TAP alternative for Metrolink customers. Paper tickets utilizing smart card technology will be loaded into Metrolink ticket vending machines and serve a dual purpose of vending Metrolink products and allowing entry into Metro gated stations. The smart chip to be used in these tickets has been identified and Metro and Metrolink are working closely with associated vendors to procure these tickets on an accelerated basis. A detailed schedule is currently under development to establish an accurate end date for implementation.

Interagency Transfers

The joint working group of Municipal operators and MTA staff is currently exploring several options to address transfers from Municipal carriers to Metro's gated subway system. A "Subway-Only" limited use paper smart card transfer has been recommended for issuance by Municipal bus lines that connect to the Metro Red and Purple Lines. This will enable Municipal bus operators not currently participating on the TAP system to offer their riders convenient entry to Metro's gated subway system.

Other Municipal operators who are current participants on the regional TAP system can provide automated electronic transfers for their customers who will use their regular plastic, permanent TAP cards. Customers transferring to a non-TAP Municipal bus carrier (Muni-to-Muni transfer) can be issued the existing paper transfer no differently than today.

The TAP working group is discussing longer-term technology options, including but not limited to light validators which can work with TAP and a locked gate environment.

Intermittent Locking

As of June 27 staff will be able to lock gates intermittently. Software upgrades make it possible to lock individual gates at different times of day. During this initial period, staff is required to monitor operations and assist patrons. This exercise will aid staff in gauging operating conditions, customer impacts and permanent manpower requirements for permanent gate locking.

Gate Monitoring and Fare Enforcement

The Los Angeles Sheriff's Department (LASD) Sheriff Assistants (SAs) will be redeployed to monitor fare gates to ensure patrons with valid fare media may pass through gates. Staff will evaluate personnel requirements as stations are locked and adjust as needed during the ensuing first several weeks. It is anticipated that more staff will be assigned while patrons are learning how to maneuver the locked-gates but numbers will reduce over time. Outreach personnel that will be retained by MTA's Marketing department from a temporary agency will be specially trained to accompany LASD personnel at stations during initial operations. This operation will mirror the 10

week gate locking demonstration so that assistance is available at the TVMs for patrons unfamiliar with the operation of the TVM and how the TAP card works on the rail system, augmented by LASD staff that will assist patrons carrying paper products such as Metrolink passes, EZ Transit passes or Muni transfers.

Customer and Public Education

There will be two phases of public and customer outreach and information. The first phase will take place in conjunction with the conversion of the TVMs. Outreach personnel will be placed at each station to assist patrons in the purchase of TAP fare media. The second phase will take place with the locking of gates. In this case both outreach personnel will work in conjunction with LASD to monitor gates.

Implementation Team

A cross-functional implementation team was assigned to implement the accelerated gate locking schedule. The team consists of existing technical consultants as well as representatives from Operations, Office of Management and Budget (OMB), Communications, Civil Rights Program Compliance, LASD, Customer Information and Information Technology (IT). This group will oversee regional coordination, ADA and Title VI Compliance, video camera installation and telephone modifications, fare enforcement and outreach that is necessary for both TVM conversion and gate locking.

It is currently anticipated that Gate Monitoring, Fare Enforcement, Customer and Public Education, and deployment of MTA's Implementation Team will be cost neutral (no additive costs to the approved FY13 budget). Staffing will consist of redeployment of LASD personnel.

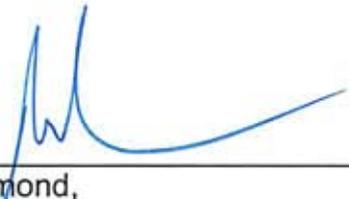
NEXT STEPS

Staff is in the process of converting Ticket Vending Machines and will begin intermittent locking as scheduled. Staff will report back to EMC on progress of the program on a monthly basis, which will also include fare box recovery analysis in addition to issues as a result of the gate locking implementation.

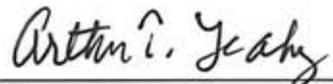
ATTACHMENTS

- A. Gate Locking Schedule
- B. ~~UFS/TAP Organization Chart~~

Prepared by: Matthew Raymond, Chief Communications Officer

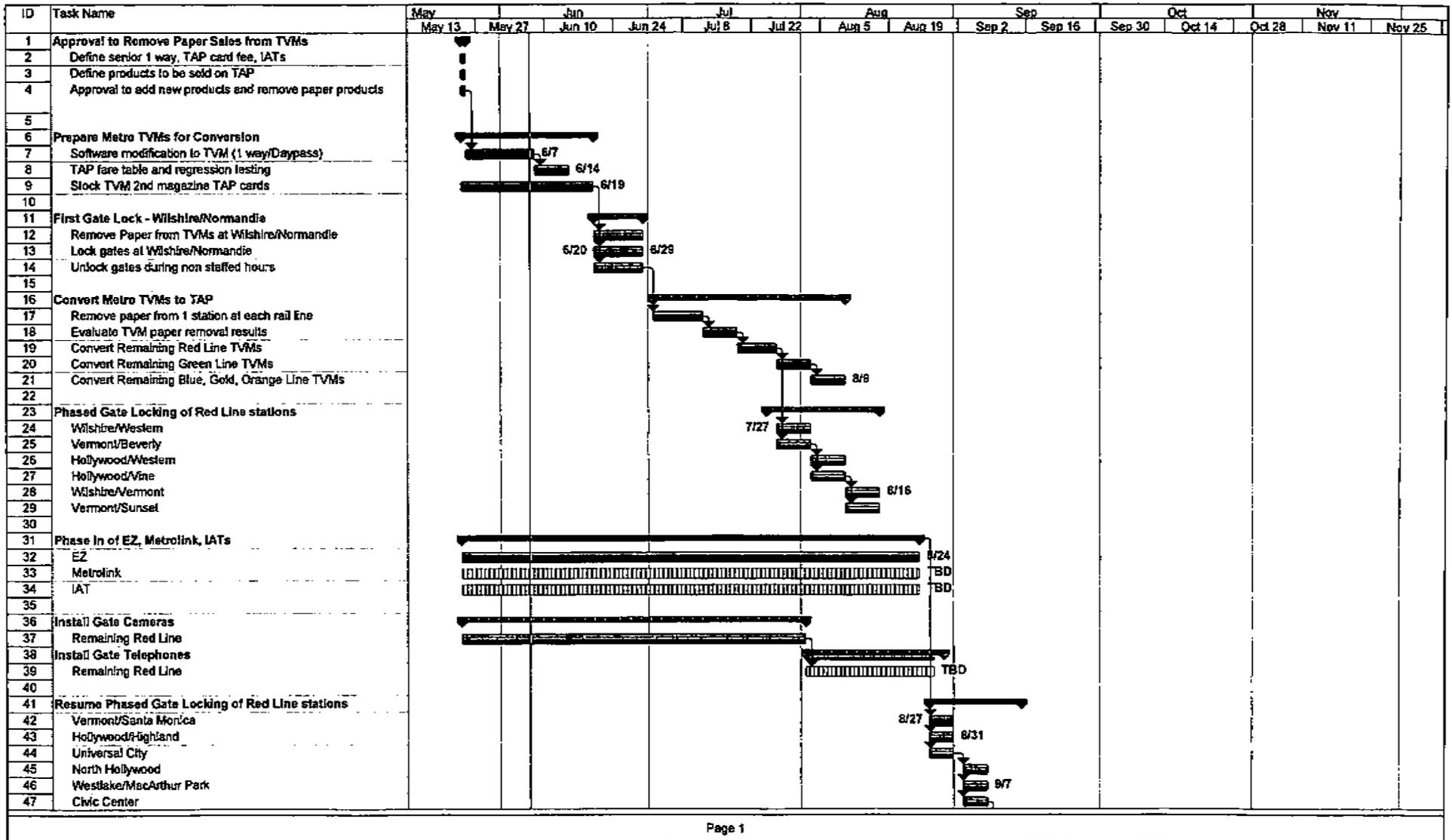


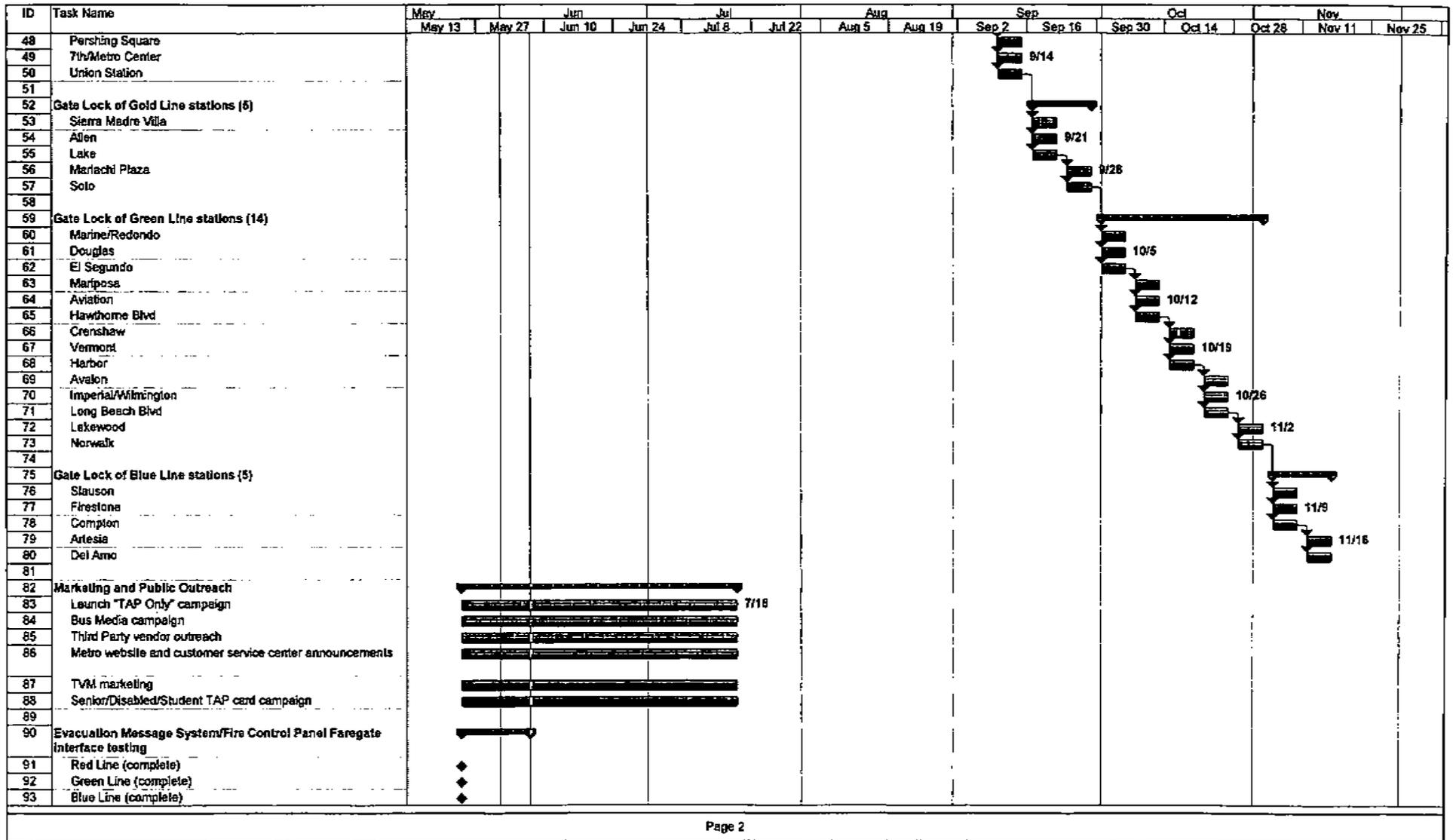
Matthew Raymond,
Chief Communications Officer



Arthur T. Leahy
Chief Executive Officer

ATTACHMENT A





ID	Task Name	May		Jun		Jul		Aug		Sep		Oct		Nov	
		May 13	May 27	Jun 10	Jun 24	Jul 8	Jul 22	Aug 5	Aug 19	Sep 2	Sep 16	Sep 30	Oct 14	Oct 28	Nov 11
94	Gold Line	██████████													
95															
96	Fire/Life Safety Evacuation Message System/Faregate Station Testing	██████████		██████████		██████████									
97	Red Line	██████████													
98	Gold Line			██████████											
99	Blue Line				██████████										
100	Green Line					██████████									
101															
102	Develop Gate Monitoring and Service Plan	██████████		██████████											
103	Establish staffing roles and responsibilities between TAP, Transit Operations, and LASD gate agents	██████████		██████████											
104	Establish CCTV and Gate Telephone equipment connections Rail Operations Control (ROC) and other facilities	██████████		██████████											
105															
106	Fare Enforcement Plan	██████████		██████████											
107	Develop Gate Monitoring and Fare Enforcement and Citation Plan	██████████		██████████											
108															
109	Metro training and internal education	██████████		██████████											
110	Internal Stakeholder process changes	██████████		██████████											
111	Metro staff and Bus Operator Training				██████████										
112															
113	Title VI Analysis	██████████		██████████											
114	Perform Title VI analysis for TAP media conversion	██████████		██████████											
115	Board Presentation				██████████										

Universal Fare System/Regional Tap Operation

