

TAP UPDATE

April 10, 2013

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Gate-latch progress continues with large and multiple station testing

- Tests continued in prep for June latching of Red and Purple Line gates
- Union Station testing went smoothly on March 6
- Multiple stations tested on March 12
 - Wilshire/Western
 - Wilshire/Normandie
 - Vermont/Beverly
 - North Hollywood
- Reduced staff on hand to encourage customer use of gate-help phones.



Metrolink Test Tickets



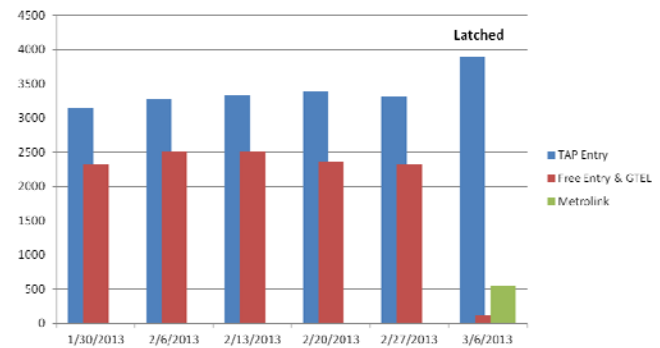
- Metro and Metrolink working together on gate-latch testing and communications efforts
- After review of progress, Metrolink Board ordered 6 months ticket supply
- TAP-enabled tickets used at Union Station on Thurs
- 549 Metrolink passengers tapped through latched gates by staff from 9am-5:30pm
- Tickets will be dispensed from Metrolink ticket vending machines in time for June latching
- User group testing started this week



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Union Station: Total entries decreased. TAP entries increased.

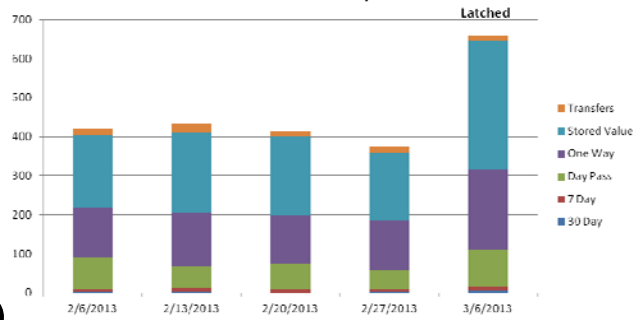
Union Station West Portal Entries 9 am - 5:30 pm



4

Union Station: TVM transactions increased

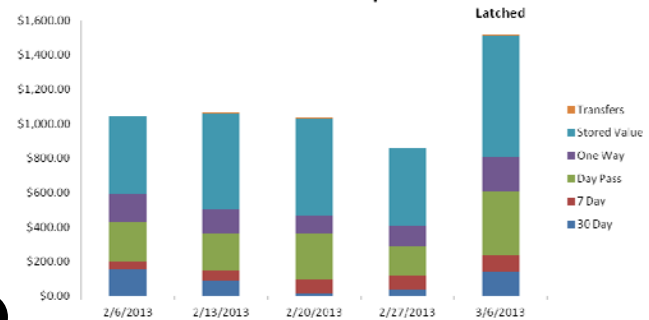
Union Station West Portal TVM Transaction Volume
9 am - 5:30 pm



5

Union Station: TVM revenues increased

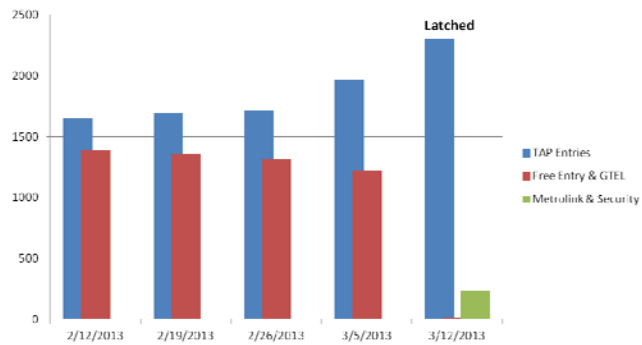
Union Station West Portal TVM Revenue Collected
9 am - 5:30 pm



6

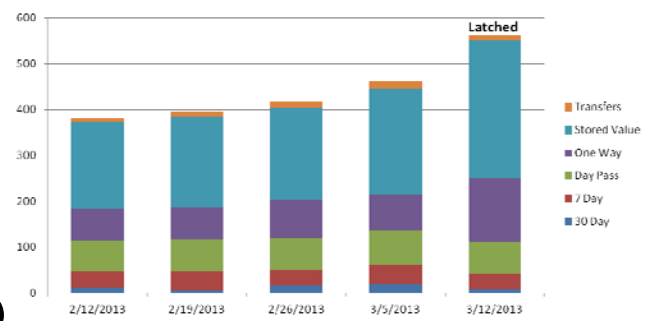
**Wilshire/Normandie:
Total entries decreased. TAP entries increased.**

Wilshire/Normandie Entries 7:10 am - 5:20 pm



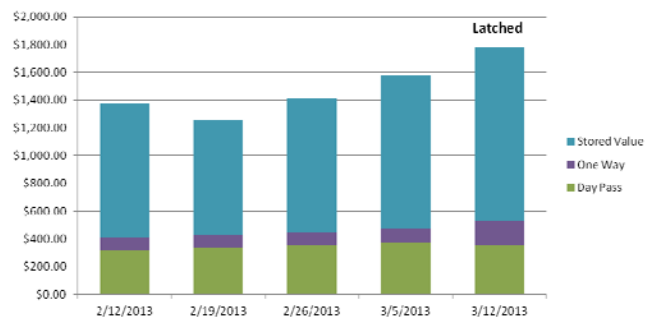
Wilshire/Normandie: TVM transactions increased

**Wilshire/Normandie TVM Transaction Volume
7:10 am - 5:20 pm**



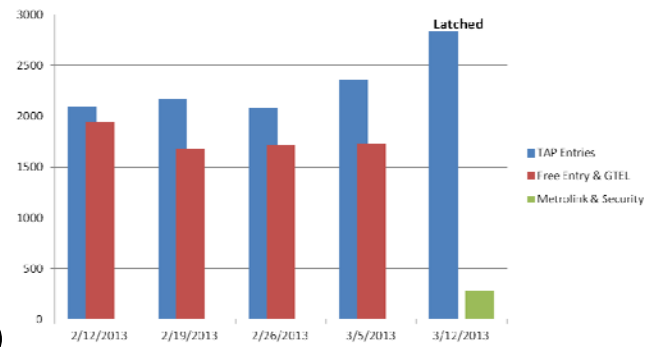
Wilshire/Normandie: TVM revenues increased

Wilshire/Normandie Revenue from Stored Value, One Ways and Day Passes 7:10 am - 5:20 pm



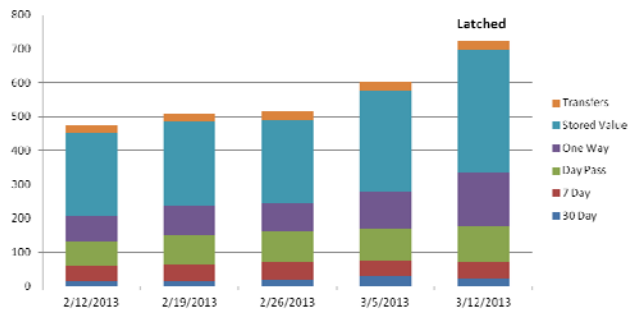
Wilshire/Western: Total entries decreased. TAP entries increased.

Wilshire/Western Entries 7:10 am - 5:20 pm



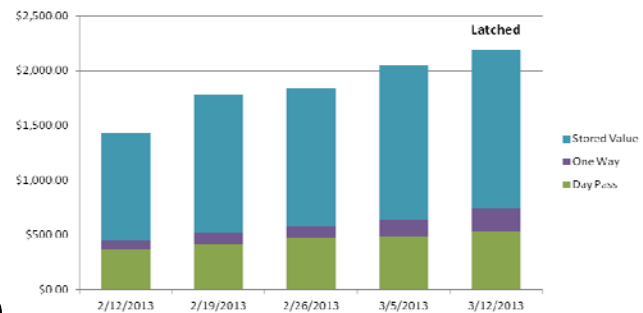
Wilshire/Western: TVM transactions increased

Wilshire/Western TVM Transaction Volume
7:10 am - 5:20 pm

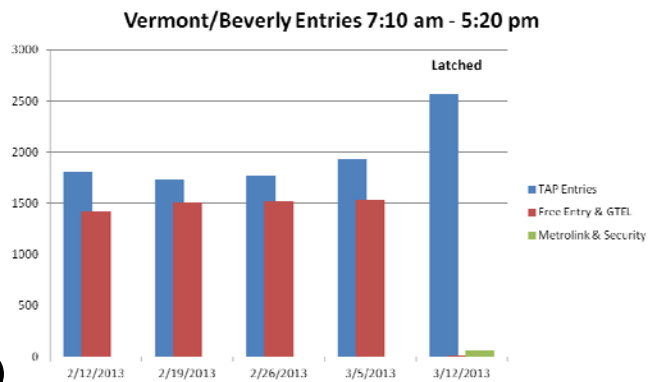


Wilshire/Western: TVM revenues increased

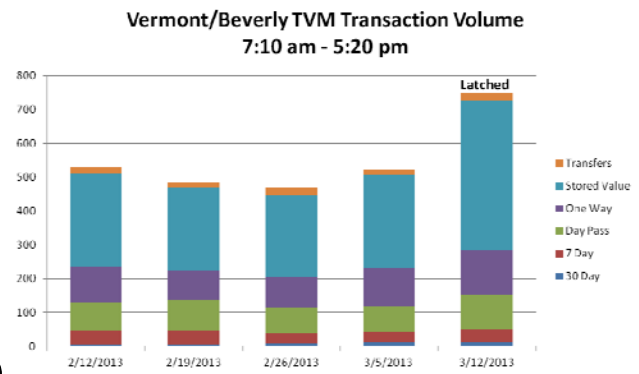
Wilshire/Western Revenue from Stored Value, One
Ways and Day Passes 7:10 am - 5:20 pm



Vermont/Beverly:
Total entries decreased. TAP entries increased.

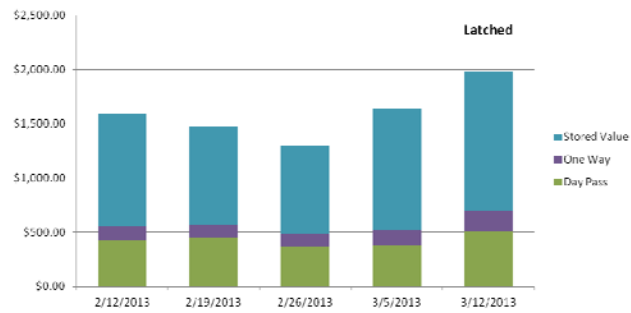


Vermont/Beverly: TVM transactions increased



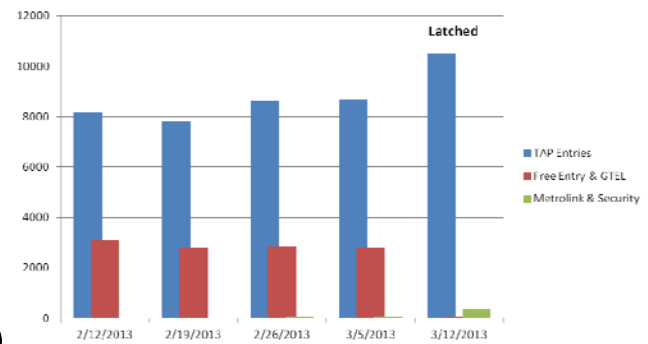
Vermont/Beverly: TVM revenues increased

Vermont/Beverly Revenue from Stored Value, One Ways and Day Passes 7:10 am - 5:20 pm



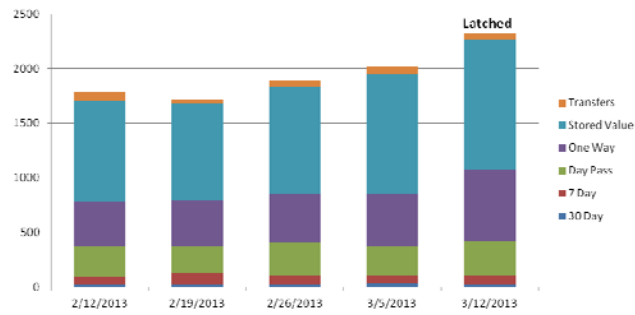
North Hollywood: Total entries decreased. TAP entries increased.

North Hollywood Entries 7:10 am - 5:20 pm



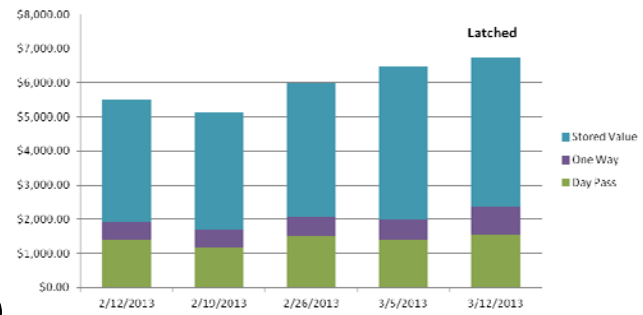
North Hollywood: TVM transactions increased

North Hollywood TVM Transaction Volume
7:10 am - 5:20 pm



North Hollywood: TVM revenues increased

North Hollywood Revenue from Stored Value, One
Ways and Day Passes 7:10 am - 5:20 pm



Focus Group Testing

- Improvement suggestions from focus groups placed on "The Source" for further customer input
- All comments collected for final design
- Meeting next week with Cubic to review long-term plans
- Short-term improvements already implemented:
 - Improved screen flows
 - New headers, scrolling messages & screen savers with how-tos
- Long-term improvements to come:
 - Software changes to improve screen flows
 - ADA compliancy
 - Improved help screens with video
 - Additional languages

