

METRO EXPRESSLANES

May 10, 2013

South Bay Metro Service Council

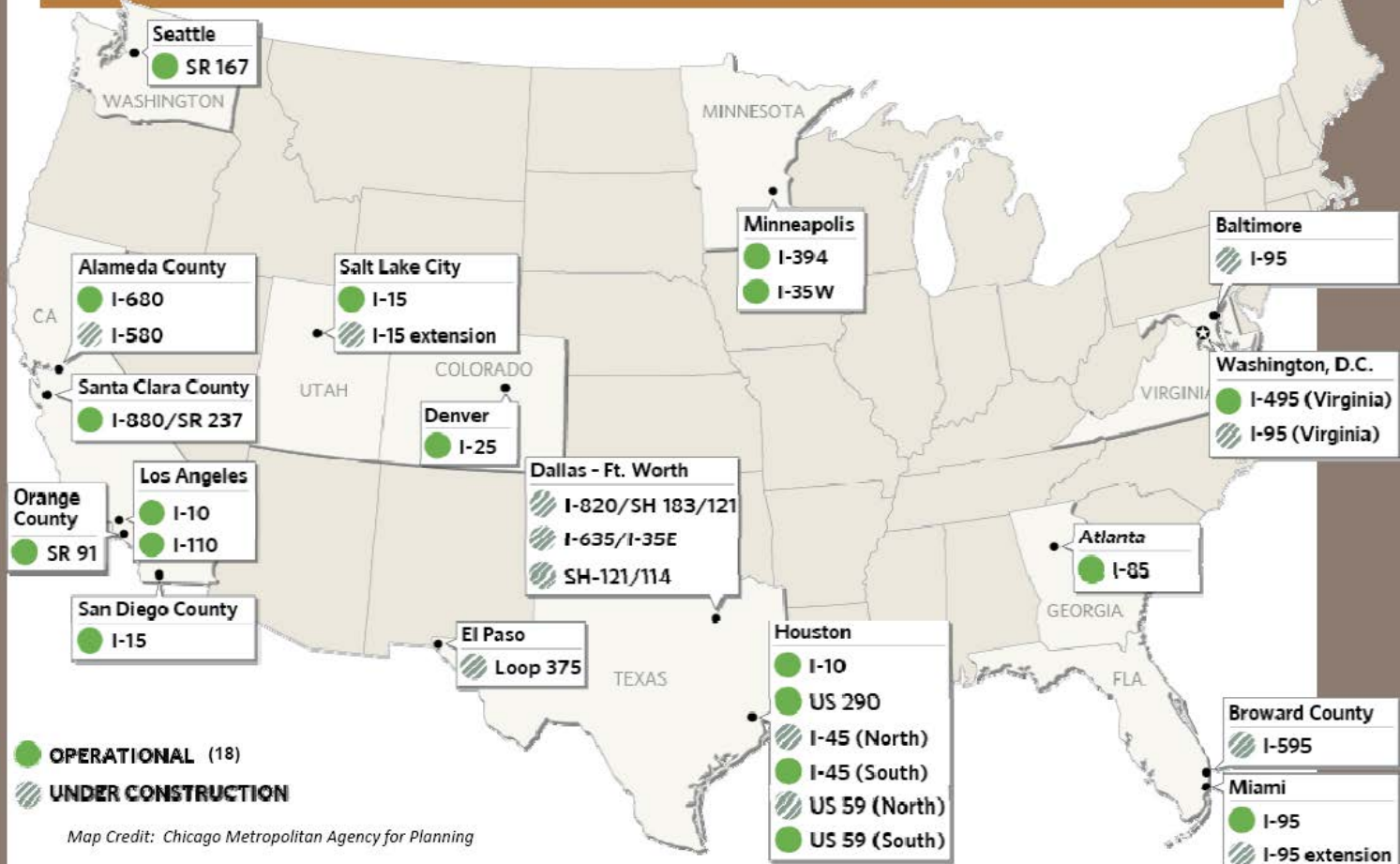


ExpressLanes in the U.S.

Metro ExpressLanes



Express Lanes Growing in the US (LA County is the 5th county in the State to deploy Express Lanes, representing a trend across the country.)



I-110 Performance Summary (Nov. 10/12 – Feb. 28/13)

Metro ExpressLanes



1

Travel speeds **above 45 mph 100% of the time** during peak period. This exceeds the FHWA requirement of above 45 mph 90% of the time during peak period. Northbound peak hour (7am-8am) travel speeds average 10 mph higher than before “opening” November 10, 2012.

2

Average Work Week Trips have increased 23% from 39,820 to 49,017. Current volume is now at 96% of the before “opening” volume of 50,000. Metro anticipates meeting the before “opening” volume by June 2013 (three months earlier than original forecasts).

3

Transit on-time performance improves for the Metro Silver Line BRT. 15 new vanpools have been formed by the Metro ExpressLanes.

4

Offering a Choice: **HOV2+ (toll-free) = 60% /SOV (toll-payer) = 40%**. Average toll during the Northbound AM peak period is \$5.25 for an 11 mile one-way trip. Average weekday toll for the same trip is \$3.44.

5

The number of **FasTrak® transponders issued is 105,431**. FasTrak deployment continues to grow by more than 15,000 transponders per month as more people become familiar with the features and benefits of the program. 83% of customers would recommend 110 ExpressLanes to friends and family.

6

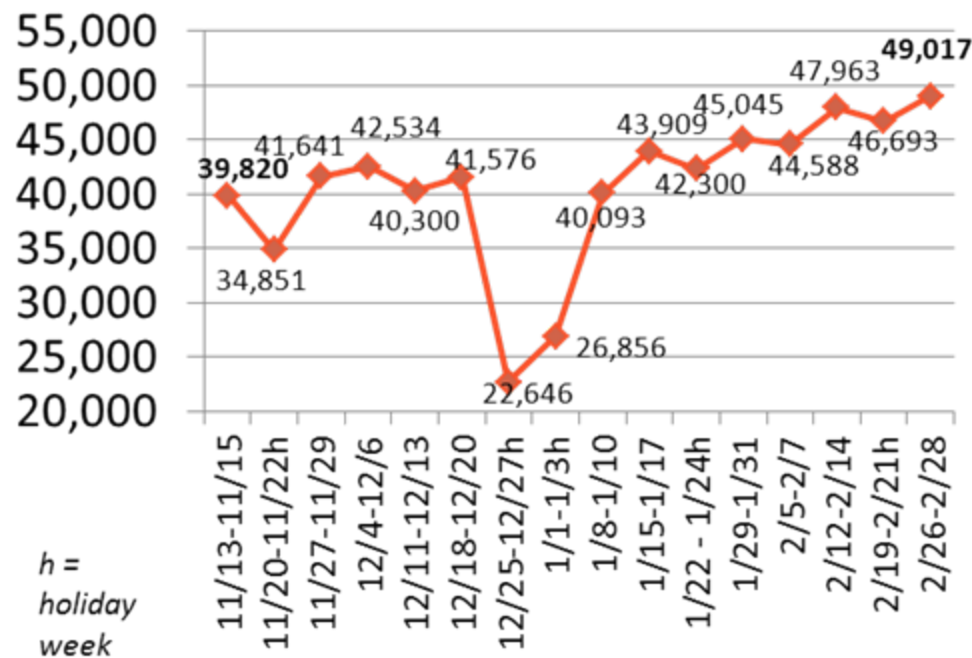
\$40 M Transit investment: 47 new clean fuel buses, lighting & security improvements at the Harbor Transitway stations; new bus stops at Manchester & Slauson Stations, noise barrier at 37th St., and 16 new bike lockers.

7

Other operational improvements include a widened Adams Blvd off-ramp and an added new lane on Adams Blvd that have reduced traffic delays. A new pedestrian bridge on Adams Blvd provides direct connection to the new Expo Line 23rd/Flower St Station.

Average Weekday Trips

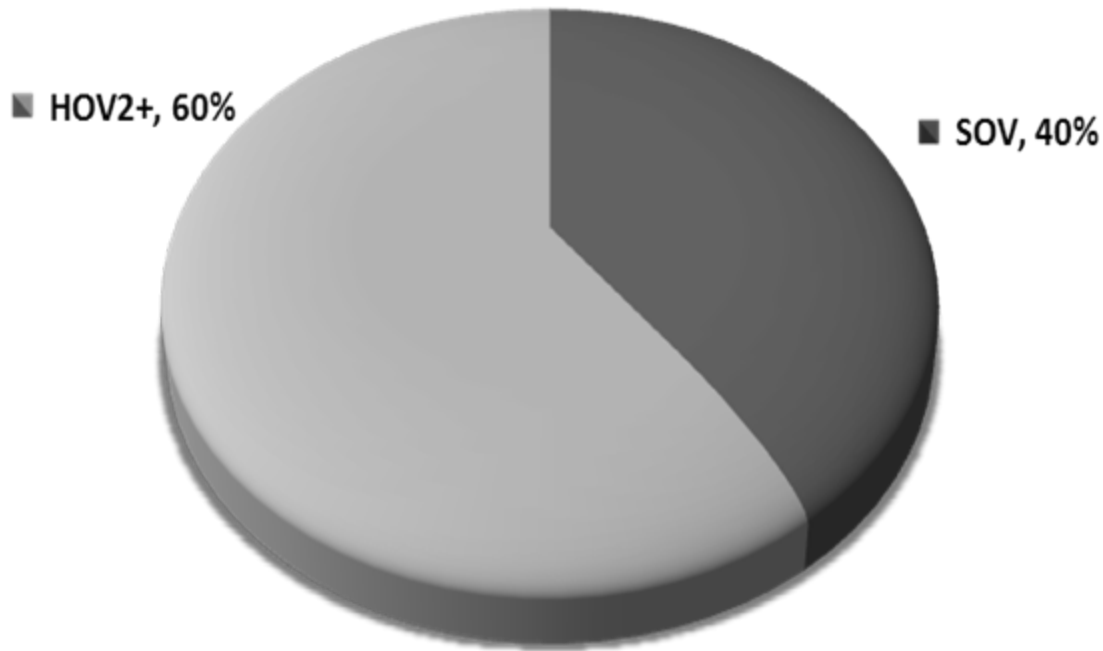
Metro ExpressLanes



- ‘Pre’ volume weekday average was 50,000 trips
- 23% increase from 1st week to end of February
- Steady increase in volumes since opening (holidays excluded)

Carpool and SOV Usage

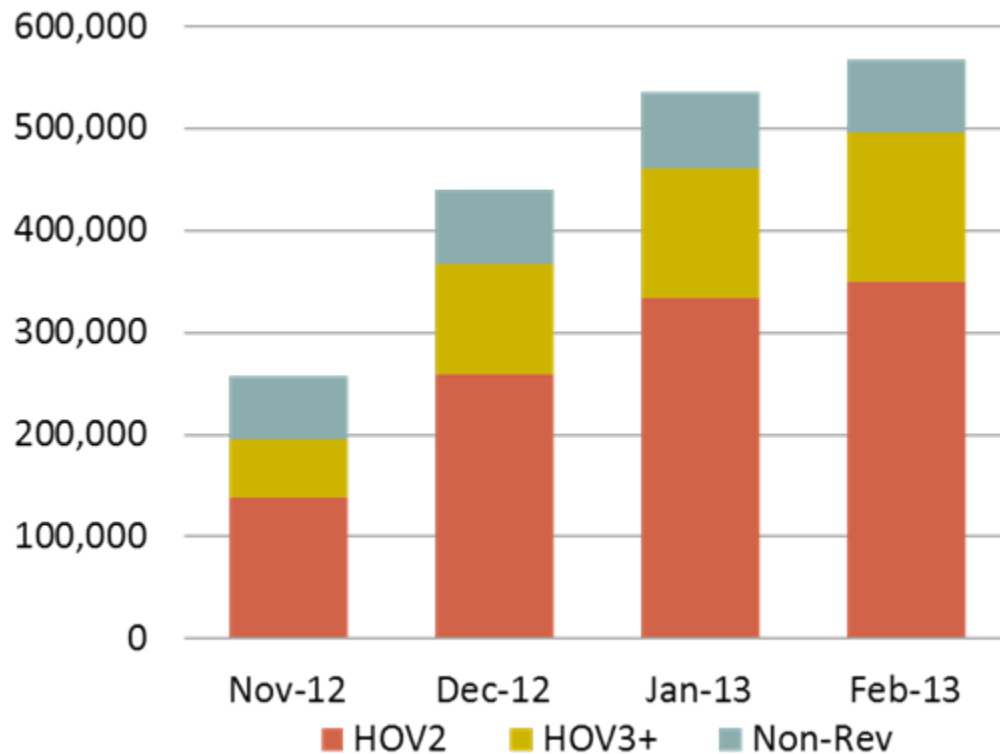
Metro ExpressLanes



- Majority of users are vehicles with 2 or more people
- These vehicles travel toll-free 24/7
- Includes carpools, vanpools, motorcycles, buses

Toll Exempt Monthly Trips

Metro ExpressLanes



- Numbers derived from switch setting on transponder
- HOV 2 and HOV 3+ denotes number of people in vehicle
- Non-Revenue trips include transit and registered emergency vehicles
- Carpool Loyalty Program – 80 gift cards

Posted Tolls on I-110

Metro Express Lanes

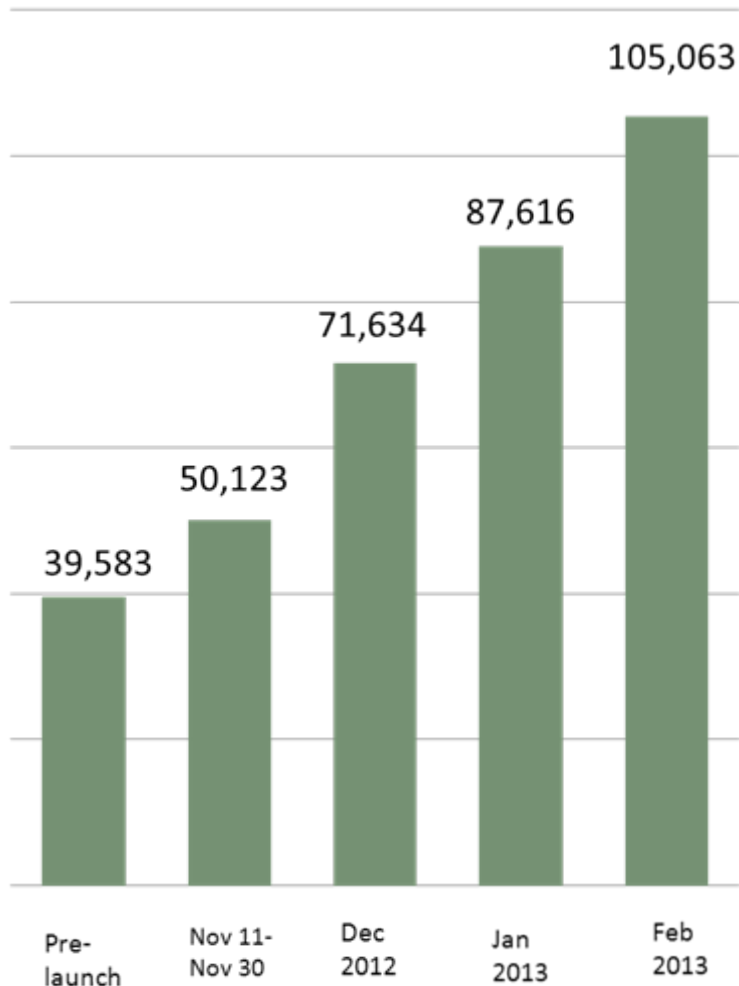


Period	Nov 2012	Dec 2012	Jan 2013	Feb 2013	
Tolls below assume an 11 mile one-way trip					
NB Avg AM Peak Toll	\$5.40	\$5.57	\$5.33	\$5.25	
NB Max AM Peak Toll	\$10.85	\$10.55	\$10.10	\$8.00	
NB Avg Weekday Toll	\$3.67	\$3.66	\$3.45	\$3.44	
SB Avg PM Peak Toll	\$4.65	\$4.79	\$4.59	\$4.73	
SB Max PM Peak Toll	\$8.10	\$7.50	\$7.05	\$7.45	
SB Avg Weekday Toll	\$3.38	\$3.41	\$3.37	\$3.33	
Fiscal year 2013					Total
Gross Toll Revenue (in 000s)	\$526	\$783	\$945	\$971	\$3,225

- Operations & Maintenance Costs ~ \$2.9 million, excluding start up costs

Transponders Issued

Metro ExpressLanes



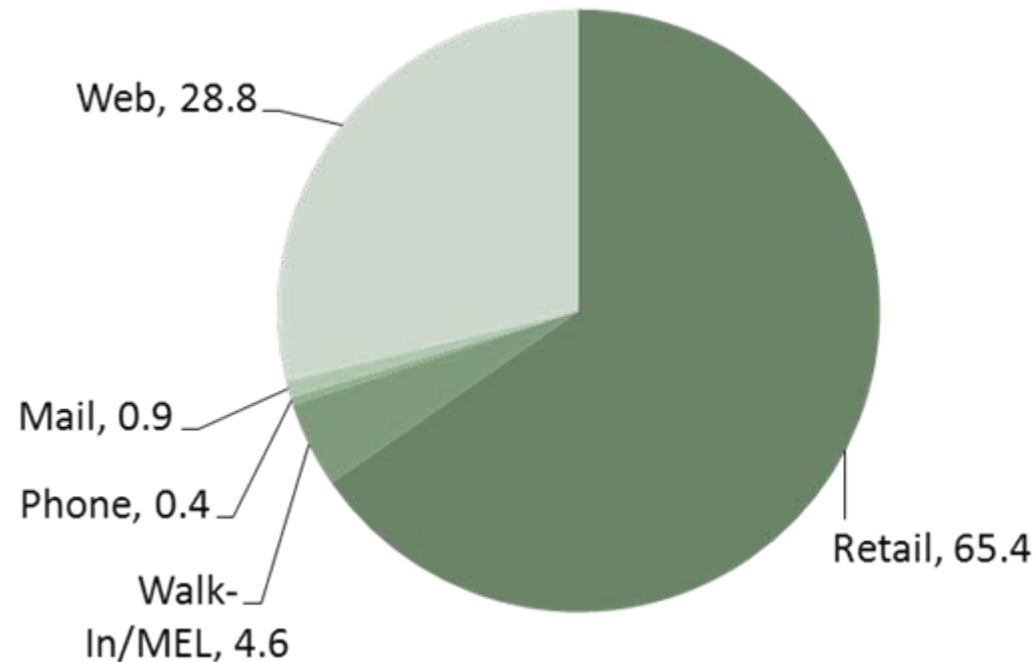
- Transponder adoption has proven consistently strong
- Opening of the I-10 ExpressLanes contributed to the increase
- Current numbers **as of April 29th are 152,103**

Accounts Opened by Channel

Metro ExpressLanes



- Transponders available through 6 different channels
- Retail – AAA Branches, Costco, Albertsons
- Equity Plan – 2,086 LA County residents enrolled (\$52,150 toll credits) - **2,984 as of 4/29/13**



METRO EXPRESSLANES

Where To Get Your FasTrak®



ONLINE

metroexpresslanes.net



WALK-IN CENTERS

500 W 190th St
Gardena, CA 90248

3501 Santa Anita Av
El Monte, CA 91731



MAIL

Send your application to:

Metro ExpressLanes
PO Box 3878
Gardena, CA 90247



VOICE

Call 511
Say "ExpressLanes"

More choices for solo drivers.
More rewards for carpoolers.
More frequent transit service.

It's about time.



Metro

For more information,
visit metroexpresslanes.net





Performance Improvements

- In response to customer feedback, 19 new signs installed in January 2013
- Upgraded system software in February to identify standard issue motorcycle plates so motorcycles don't need to open a FasTrak account
- Coming soon:
 - Text notification of account activity such as “low balance”, “account replenishment” and so forth
 - Mobile web (similar to mobile app)
 - E-newsletter



Contact Us

- www.metroexpresslanes.net
- Follow us on  twitter.com/expresslanes
- Call - 511
- Like us on  facebook.com/expresslanes



Metro ExpressLanes

