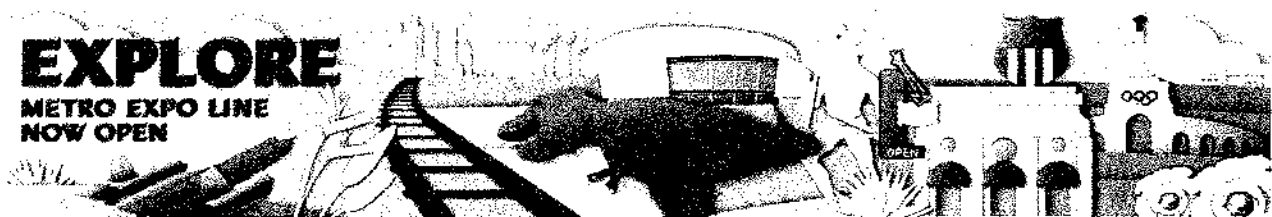


April 17, 2014

Executive Management & Audit Committee
David Sutton
Deputy Executive Officer, TAP

Gating Study



- Preliminary studies nearing completion for Expo 1, Orange & Blue Lines
- Preparing thorough engineering analysis for existing at-grade stations
- Re-evaluation of cost to gate Expo 1 aerial stations complete
- Gate Latching Board report coming in May

TAP Discretionary Fund

| Description | Amount |
|--|------------------|
| Removal of TVM Wilshire/La Brea Customer Center | \$4,883 |
| Additional TVM and SAV Relocation | \$138,994 |
| Total: | \$143,877 |
| Remaining in fund: | \$356,123 |

TAP Service Center Transition



- Working with Transportation Communications Union (TCU)
- 11 Metro departments involved to take work in-house
- Training classes now underway
- Leads and managers shadowing at TAP Service Center
- Phased cutover to begin in 2 weeks
- Full transition in August

New Blue Shirts Coming



- Working with TCU School and Job Corps to create new “Blue Shirts” group
- Temporary as-needed assistance for TAP
- Win-win opportunity:
 - New customers receive help at TVMs
 - TCU School students obtain experience

TVM Screens



- 120+ screens studied and redesigned
- Due to debut mid-summer
- Much easier and more intuitive for Seniors and new system users

Tapgo Website Updates



- 2 phases of Web updates implemented on tapgo.net
- Changes include faster browsing, text and visual enhancements for improved customer experience
- Phase 3 to include visual facelift including header and format improvements
- Web-related complaints reduced by 30%

Montebello puts all fare media on TAP



Transition expected late summer 2014

Famima comes to TAP



- Locations in Union Station and 6 additional locations
- TAP pursued Famima for several years
- Famima joins nearly 500 locations
- TAP also sold at Continental Currency, Nix and Ralphs

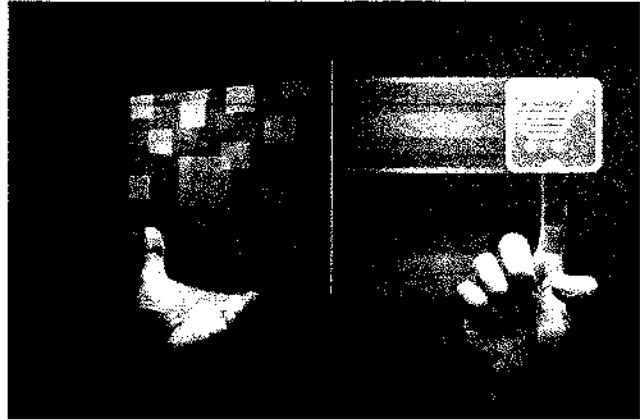
Mobile pilot to begin in June



- App can load 30-day pass by texting from mobile device
- Usable on any text device – smartphones AND flip phones
- Loads 30-Day Metro Pass without lag time
- Notifies user when pass is expiring for convenient reloading
- Pilot to last 6 months

New technology for better customer experience

- Assessing new tablets to pilot replacement of TAP retail devices
- 54 add'l TAP vending machines added for expanded use
- Smart phone app to use NFC technology to load cards, tap at gates, send alerts
- Bluetooth technology for possible inclusion in new gate purchases



New tablets to replace CPOS devices

Long Beach on TAP



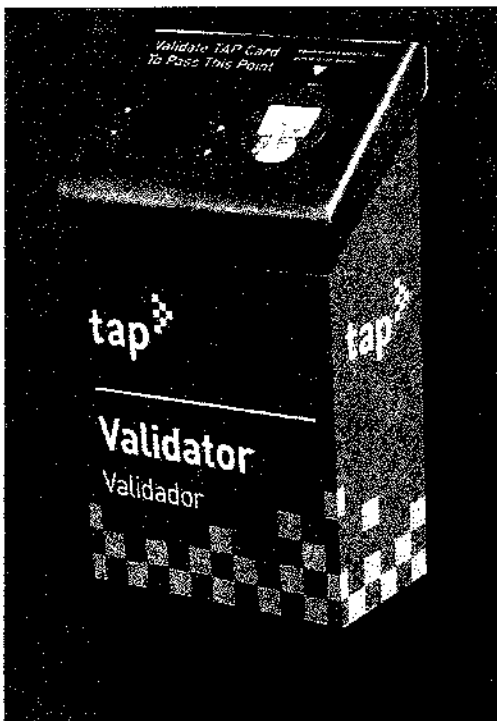
- Pilot successful
- Ready for launch April 28
- Utilizing affordable mobile validators
- Mobile validator solution also planned for remaining 15 municipal operators

Green Line Gate Latching



- Three more stations latched April 9:
Crenshaw, Vermont, Harbor
- Only 5 of 41 stations remain:
 - Avalon
 - Long Beach
 - Lakewood
 - Norwalk
 - Willowbrook

TAP Validator Relocation



- Validator study complete
- Validators moved and added at 26 stations to be more visible and convenient for tapping
 - 13 Complete
 - 4 Underway
- Testing new decal signage for easier identification

Union Station 75th Anniversary TAP Cards



- Commemorative TAP cards for 75th Anniversary of Union Station in production
- Available beginning early May in Customer Centers, TAP vending machines and on Metro Buses
- 3 different designs available

Thank you.