

TAP Update

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July 16, 2014

Finance Budget and Audit Committee
David Sutton
Deputy Executive Officer, TAP



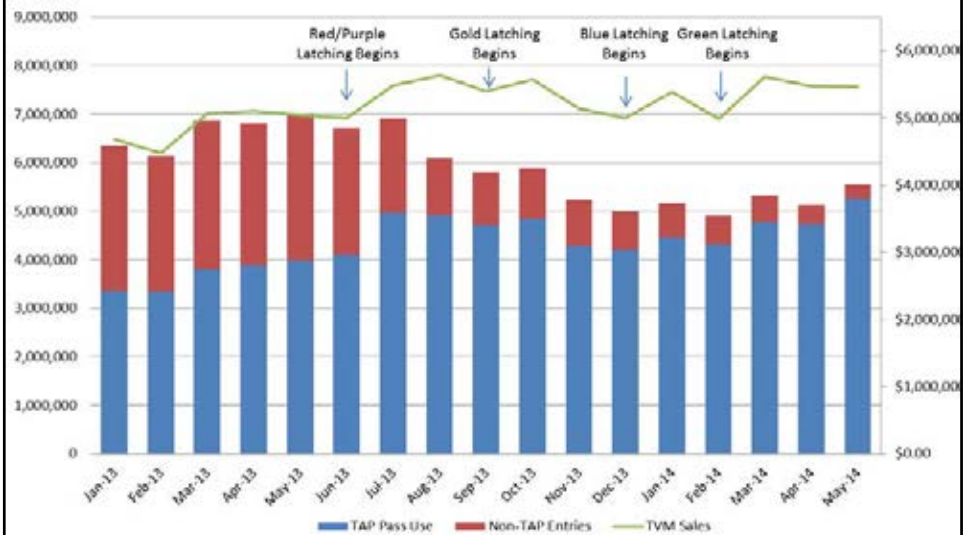
All Stations With Gates Now Latched



- 40 total stations latched (half of total rail system)
- Final phase completed on Green Line
- Feasibility studies in process for existing stations without gates



All Existing Gates Now Latched



3 Note: Data does not represent overall rail revenue or system-wide fare evasion

Validators Moved for Better Customer Experience



- Validators relocated on 25 Blue & Gold Line stations
- Project completed on schedule
- 49 new SAVs installed
- 55 SAVs relocated
- 17 TVMs relocated
- Most dramatic increases seen at 7th/Metro & Willowbrook



TAP Use and SAV Relocation – Pico Station



Change in Taps from Previous Month	Change in TAPs from Previous Year
Feb-14 vs. Mar-14	Mar-13 vs. Mar-14
17.7%	36.5%

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Light Rail Gating Feasibility



- Preliminary gating studies
 - Blue Line – Nearing completion
 - Gold Line – Currently underway
- Detailed engineering studies
 - Expo 2 – 3 at-grade stations nearing completion
 - Foothill Extension – 6 at-grade stations nearing completion
 - Crenshaw – 4 stations nearing completion
 - Expo 1 – to be performed on 4 stations
 - Orange Line – to be performed on 6 stations
- New stations designed for gating
 - Expo 2 – 3 aerial stations & 4th/Colorado St Station
 - Crenshaw – 3 aerial stations & 1 underground station

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TAP Service Center Nearing Full Transition



Above: New TAP Service Center Employees in TAP Class

- 62 new FTEs hired
- Began cut-over from Xerox in July
- Building renovations nearing completion
- Technology and phone services in place



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TAP Text App



- Text App goal is to enable TAP loading on any mobile phone
- Works on smart phones and flip phones
- Features immediate pass loading – no lag time
- Low usage numbers for pilot
- Only 89 signups since June
- Marketing efforts to increase with social media and web ads



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TAP \$500,000 Board Authorized Funds Report



Amount	Description
\$ 32,749	Bus Division Vault Relocation
4,883	TVM Removal: Wilshire/LaBrea Customer Ctr
138,994	System-wide Validator Relocations
111,707	Muni Autoload Segregation
66,777	FIS Stand-In Processing
50,000	Metro Network Assistance - Call Center Transition Support
45,000	TVM Relocations: Hawthorne to MRL Hollywood/Highland La Brea to Hollywood/Highland
46,634	Bus Mobile Validator improvements: Valid, Invalid and Pass-back tones
\$ 496,744	Total Committed
\$ 500,000	Authority Amount
\$ 3,256	Remaining



Long Beach Now on TAP; Pasadena Up Next



- Mobile Validators enabling all regional partners to accept TAP
- Working with Pasadena to prepare for TAP rollout
- 13 Regional Agencies now enrolled
- TAP expediting final Muni rollouts
- 13 more Operators to come on TAP by Fall 2014



TAP Third Party Vendor Network Services

Action: Approve Third Party Network Services Contract

Finance Budget and Audit Committee
Robin O'Hara
Director, TAP



Recommendation

Authorize the Chief Executive Officer to award a contract to Cubic Transportation Systems for TAP third party vendor network services

- Three year base cost = \$654,552 (About \$218K per year)
- Three two-year options for an amount not to exceed \$1.6 M
- Combined total if all options exercised: not-to-exceed \$2.2 M



Third Party TAP Vendor Network Services



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Compact point of sale device
(CPOS)

- Originally included in Xerox contract for TAP Service Center
- Now taking TAP Service Center in-house
- RFP released for contractor to service TAP retail vendor network
- Contractor responsibilities
 - Install & service devices
 - Instruct vendors on how to use CPOS to load and record sales of TAP

