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TAP Update

January 14, 2015

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

New Virtual Gates



- Installed at Union Station Gold Line
- Too early to compare numbers, but other locations have shown up to 40% increase in TAPs

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TAP Smart Phone Mobile App

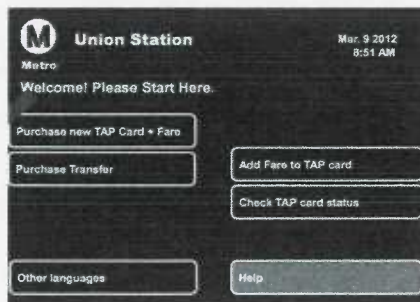


- Request for proposals sought for no- or low-cost pilot
- Offers TAP card purchase and loading in app
- Plans call for later phases to include using phone as TAP card
- Release date of RFP: mid-January

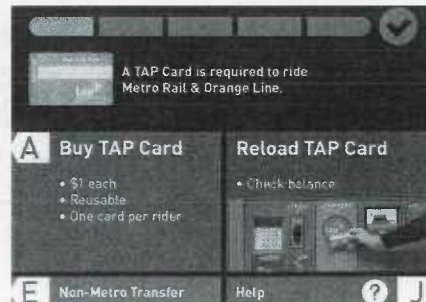
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New TVM Screens to make purchasing easier

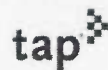
- New screens at Union Station Red Line by end of Jan.
- Final lab testing and refinements now in progress



Old screen



New screen



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New Munis Onboard TAP



- Now testing: Santa Monica Big Blue Bus
- Torrance to fully adopt TAP by end of Jan.
- 15 Agencies now onboard, including Palos Verdes, Monterey Park, Pasadena Arts, Long Beach Transit
- 10 more scheduled to be onboard by Spring 2015

Low-cost mobile validators are easily mounted aboard buses

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New mobile fare checking devices



- New handheld device with TAP app
- Enables faster, more accurate fare inspection
- Adaptable for addition of new features

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New phone system for TAP Service Center



- Improves customer calling experience
- Installed in December 2014
- Implementation and training done in only three months
- Cutover seamless with no customer inconvenience.

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\$500K Board-Approved Discretionary Fund

Date	Item	Amount
08/18/14	TAP fare device directionality implementation (improves 2-hour transfer rules)	\$20,488
08/18/14	Willowbrook Station mezzanine dual entry faregate implementation	\$88,598
	TOTAL	\$109,086
01/08/14	FUND BALANCE	\$390,914

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