

Metro and Metrolink Ticket Vending Machine Efforts

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Finance, Budget and Audit Committee

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Executive Officer, TAP

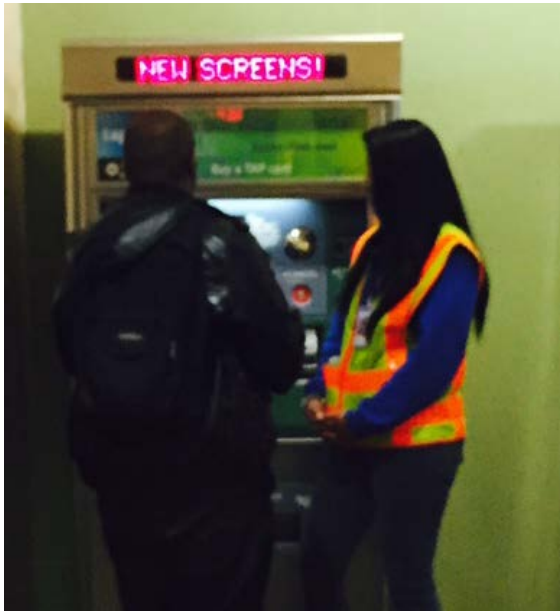


Metrolink Ticket Vending Machine Update



- TAP Staff working with Metrolink to ensure TAP integration
- Metrolink to host industry review of Scope of Work this month
- Metrolink to finalize RFP by April 24

Metro Ticket Vending Machine Update



New TVM screens more customer friendly

- Now in soft launch at Union Station Red & Gold Lines
- Easier for Seniors, Disabled and Visitors
- Field testing will continue at high-density & transfer stations
- “Blue Shirt” customer reps on hand to educate customers, assist with questions and gather feedback
- Rollout to be complete by Fall 2015
- Metro will explore procurement options in next TVM purchase.
 - Options include competitive bids and customer experience enhancements such as touch screens, programmable and larger information screens

Metrolink Mobile App



- Metrolink board directed staff to work with Metro to ensure mobile app customers could access Metro Rail gates
- Metro working with Metrolink to ensure integration
- Metro reviewing its own mobile app scope for optimal integration with Metrolink's app