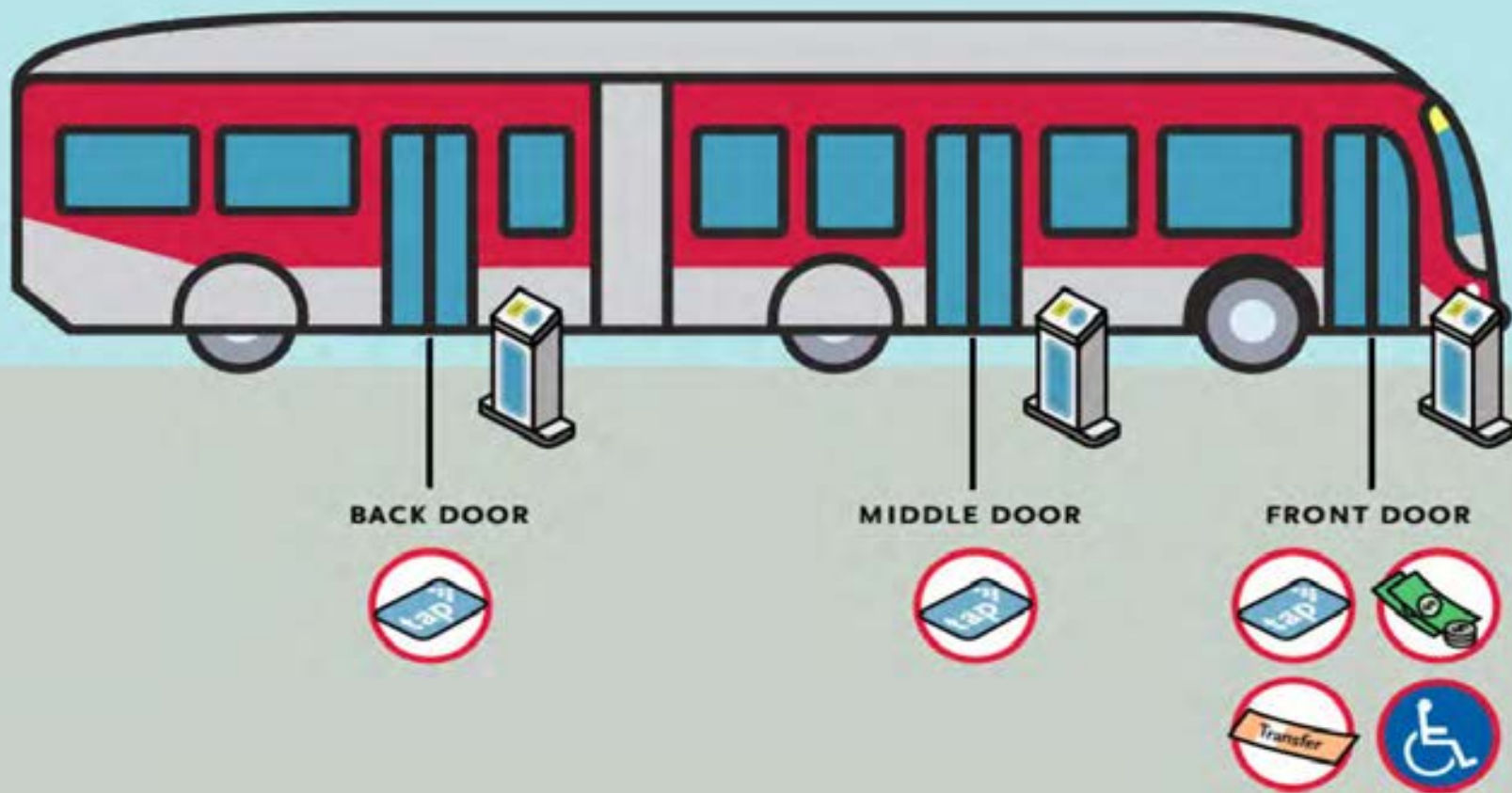


All-Door Boarding Status Report



Metro

All-Door Boarding Pilot

OBJECTIVE

Test all door boarding as a strategy for improving service reliability and travel time reduction by allowing customers with valid passes to enter from the rear. Cash and transfer customers must enter from front door.

PROJECT DESCRIPTION

- Pilot at 2 stops along Line 720 (Wilshire Rapid)
 - Wilshire/Vermont WB during the AM (6:00 am-11:00 am) weekdays only
 - Wilshire/Westwood EB during the PM (2:00 pm – 7:00 pm) weekdays only

Pilot test from May 18, 2015 to July 10, 2015

- Stand Alone TAP Validators (SAV) are placed on the sidewalk at the locations of the rear, middle, and front left doors to allow customers to "TAP and Board Any Door"
- Customers paying with cash, transfer, token, or needing assistance continue to enter through the front door

All-Door Boarding Pilot



TAP "Blue Shirt" Ambassadors provide assistance



Vehicle Operations Supervisors manage bus flow and berthing

Marketing and Outreach



Internet

- Web Site
- Social Media



Banner

- 6-foot banner marking pilot test location

Take One

- English, Spanish, Korean
- Distributed prior to and during Pilot



A-Frame

- Posters adjacent to SAVs



Boarding Comparison

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Observations

- The concept is well received by customers and operators, but they are concerned about fare evasion;
- ADB significantly reduces boarding times when large crowds occur;
- ADB also helps to distribute customers evenly within the bus;
- Bus bunching greatly reduced with Vehicle Operations Supervisors support, resulting in more evenly spaced buses.