



Metro EV Charge Stations

Electric vehicle charge stations are located at these Park & Ride lots. Sign up now at metro.net/ev.



Plug in and Go Metro.



EV CHARGING FACT SHEET

Overview

As a leader in sustainability and clean technology initiatives, Metro is the first transit agency in the nation to integrate electric vehicle (EV) charge stations at its Park & Ride lots.

The Level 2 charge stations allow riders with EVs to conveniently charge their cars while using the Metro system.

How it works

- 1 Sign up for an account on metro.net/ev.
- 2 Download the EV Gateway Mobile app, available for iPhone and Android.
- 3 Park your vehicle at a Metro charge station marked with the parking symbol to the right. 
- 4 Use the app to scan the station's QR code. Or, touch your key fob on the reader pad to start charging. Key fobs can be purchased from portal.evgateway.com/evgateway.
- 5 Plug in and Go Metro!



Note: EV Parking spaces in these lots will display this symbol.

Rail Station
Transfer Station
Busway Station

Metro Rail

- A Line (Blue)**
Downtown LA to Long Beach
- B Line (Red)**
North Hollywood to Union Station
- C Line (Green)**
Redondo Beach to Norwalk
- D Line (Purple)**
Wilshire/Western to Union Station
- E Line (Expo)**
Downtown LA to Santa Monica
- L Line (Gold)**
East Los Angeles to Azusa

Metro Busway

- G Line (Orange)**
Chatsworth to North Hollywood
- J Line (Silver)**
San Pedro to El Monte

Street Service in Downtown LA and San Pedro

Regional Rail

- Amtrak**
amtrak.com
- MetroLink**
metrolinktrains.com
- Airport Shuttle**
- LAX FlyAway**
lawa.org/flyaway
- LAX Shuttle (free)**
lawa.org

JAN 2020 Subject to Change



Pricing

Charging costs are in addition to applicable parking fees.

Locations

EV charge stations are located at each of the following Metro Rail station parking lots:

- > **Union Station** B D J L
801 N Vignes St, Los Angeles 90012
Thirteen charge stations: P2 level (area D and H).
- > **Universal City/Studio City Station** B G
3913 Lankershim Bl, Studio City 91604
Four charge stations: Northeast side of parking lot off of Campo De Cahuenga.
- > **El Segundo Station** C
2226 E El Segundo Bl, El Segundo 90245
Four charge stations: Middle of parking lot.
- > **Redondo Beach Station** C
2406 Marine Av, Redondo Beach, CA 90260
Four charge stations: Parallel parking to the right of the entrance.
- > **Willow St Station** A
2750 American Av, Long Beach 90806
Four charge stations: 1st level of parking structure near west entrance.
- > **Sierra Madre Villa Station** L
149 N Halstead St, Pasadena 91107
Four charge stations: Ground floor of parking garage.
- > **Arcadia Station** L
73 E Santa Clara St, Arcadia, CA 91006
Three charge stations: Ground floor of parking garage.
- > **Monrovia Station** L
1641 S Primrose Av, Monrovia 91016
Three charge stations: Ground floor of parking garage.
- > **Duarte/City of Hope** L
1789 Business Center Dr, Duarte 91010
Three charge stations: Parking lot.
- > **Irwindale Station** L
15998 Avenida Padilla, Irwindale 91702
Three charge stations: Ground floor of parking garage.
- > **APU/Citrus Station** L
901 B N Citrus Av, Azusa, CA 91702
Three charge stations: Ramp from ground to second floor of parking garage.
- > **Norwalk Station** C
12901 Hoxie Av, Norwalk, CA 90650
Four charge stations: East side of parking lot near bicycle parking.

- > **Atlantic Station** L
255 S Atlantic Bl, Los Angeles, CA 90022
Six charge stations: Basement of parking structure.
 - > **La Cienega/Jefferson Station** A
3420 S La Cienega Bl, Los Angeles, CA 90016
Three charge stations: Ground floor of parking structure to the right of entrance.
 - > **Canoga Station** G
6650 Canoga Av, Los Angeles, CA 91303
Three charge stations: East side of parking lot near busway entrance.
 - > **Chatsworth Station** G
10005 Old Depot Plaza Rd, Los Angeles, CA 91311
Three charge stations: North side of parking lot.
 - > **Expo Sepulveda** G
11214 Exposition Bl, Los Angeles, CA 90064
Six charge stations: Ground floor of parking structure to the right of entrance.
- See the map on the back of this fact sheet for more details.

Benefits

- Low Price** – You can charge all day for just \$3.
- Convenience** – Your vehicle will be fully charged when you return from your travels.
- Reduced Greenhouse Gas Emissions** – By combining an EV trip with public transit, you'll further help to reduce our region's overall greenhouse gas emissions.
- Expansion to More Stations** – Metro plans to expand its EV charging program as regional demand increases.

FAQs

- > **How were the stations selected?**
The stations were selected because of their proximity to major transportation hubs and busy traffic arteries. Metro also selected the stations to encourage the use of its transit system (and Park & Ride lots) in different regions for travel to/from downtown LA.
- > **How do I sign up?**
Please visit evgateway.com/LA-metro.html to register for an account. You will receive a confirmation e-mail once you've

registered. To complete your sign up, download the EvGateway app available for iPhone and Android. RFIDs can also be purchased from EvGateway for \$5.00.

> How do I access my account?

To access your account, go to web portal portal.evgateway.com/evgateway/ and log in using the e-mail address and password you provided during sign up. You can also access your account by logging into the mobile app, using the same login credentials.

To purchase credits, you can pay with the credit card saved to your account. Alternatively, you can pay for credits via PayPal. We do not offer auto-pay for credits.

> What type of charge station is being provided?

Metro has installed 20 208/240v 30amp Level 2 charge stations. They are capable of providing up to 7.2kw of power to your EV, however, the speed with which your EV's battery re-charges will depend on the capability of your on-board charger.

> What will it cost to charge my car?

Charging costs \$1 per hour with a three-hour cap. The driver will be charged an additional \$0.25 per transaction. There is no monthly or start-up fee, and charging costs are rounded off to the nearest whole minute, not the hour.

> How do I top-up my account with more credits?

To purchase additional credits, log in to your account at portal.evgateway.com/evgateway/. Click the "Add balance" button located under "Payment." Then recharge your account starting from \$20. You can also add funds to your account by logging into the mobile app, using the same login credentials.

> How can I check my balance and usage?

You can check your credit balance and usage after each charge by logging onto your account at portal.evgateway.com/evgateway/. You can also check your usage on the mobile app.

> How do I activate the charge station?

You initiate a charging session by scanning the station's QR code with the mobile app or entering the station ID. You can also scan your RFID on the RFID reader on the front of the unit. This will initiate the charge session. Then simply plug the power cable into your vehicle. The first time you initiate a charge session, there may be up to a 30-second delay. After the initial charge, the station should recognize and authorize your account immediately.

> Will I be notified when my charging session is complete or interrupted?

Yes, you can elect to receive an email, SMS or mobile app alert, notifying you that your session is complete or has been interrupted.

> Will I need to move my car if I am done charging?

As a courtesy to other drivers trying to use the charge stations, we ask that you move your car as soon as possible once your charging session is complete.



> Who do I contact if I need assistance at the EV charge station?

For assistance with your vehicle charging needs or after hours help, please contact 213.922.GO.EV (4638) 24/7 call center. You can also e-mail us at support@evgateway.com. Please be ready to provide your account name and your RFID ID number (if applicable).

> How do I know what my RFID number is?

Your RFID number is printed on your RFID card.

> Once my account is created do I need to keep my RFID number?

We recommend that you keep your RFID number for your records.

> Can I have multiple RFIDs associated with my account?

Yes, the network allows multiple RFIDs to be associated with an account. Charging credits are attached to user accounts and are shared among RFIDs assigned to that account.

> Can I use my RFID with other charge station networks?

The RFID is compatible with Metro's EV charge stations, and all public EvGateway network chargers. Metro's network provider, EvGateway, will continue to participate in trade group efforts to explore interoperability.

> Can I use the mobile app with other charge stations?

Yes, the EvGateway mobile app can be used to activate a charge session with any station in the EvGateway network.

> Can I use my key fob for multiple EVs?

Yes, the RFID is linked to your account and you can use it for multiple vehicles.

Contact Us

 213.922.GO.EV (4638) 24/7 CALL CENTER

 ev@metro.net

 metro.net/ev

