

Name	Method of Receipt	Date	Comment	Support?
Roy Erickson	Email	3/5/2014	I get upset when I take my family to LA on the weekends. Where I used to enjoy hopping on the HOV I now wait in slower traffic. Yes I know I can get some little box to put on my dash ... more big brother watching my every move. I should not have to do that. The Tax payer paid billions to get these lanes built and now they are being excluded from them. Overall, the more people that are excluded from these lanes then the more the 'other' traffic slows. A travesty environmentally, not to mention the increasing divides between the have and have-nots. I will start a campaign to raise these issues to the general LA public.	Oppose
Leland Hamby	Email	3/5/2014	Hi, I travel the I-10 Sunday to Saturday I don't use the express lanes because they are way to expensive and a hassle to get the fastpass. Sorry I pay plenty of taxes on my gasoline and I am opposed to the additional burdens put on me to drive on roads that I already pay for,	Oppose
Gary Toebben	Email	3/5/2014	I cannot attend one of these hearings but I wanted you to know that the Express Lanes are great. We should have them everywhere?	Support
Linden Wadell	Email	3/5/2014	Hi, I'd like to put my 2 cents in regarding the Metro ExpressLanes. As someone who is not a regular commuter but might need to take someone, for example, from downtown LA to LAX, I feel discriminated against because of the Metro ExpressLanes system. While carpooling, I CAN'T use the CARPOOL lane because I don't want to go to the hassle and expense of getting that machine I need for the dashboard and paying in advance for such irregular use. Yet, there I am, driving with 2 or more people in the car, and not able to use the carpool lane. I'm generally an all-for-one-and-one-for-all type of person, but I feel these lanes exclude drivers/riders who are occasional carpoolers. Not fair!	Oppose
Vallie Caseres	Email	3/5/2014	We love the express lane and have used it frequently . It makes a huge difference for travel during rush hours. We like the flexibility of an option to use it as a solo driver and pay for this privilege if necessary.	Support
Hector Macias	Email	3/5/2014	I don't think they're good at all. They benefit carpoolers sure but me and the wife used to use it occasionally to dodger stadium from Carson. Now we just avoid downtown LA completely as we don't think we need to have a tracker on our vehicle. So since we don't use it that much we'd be paying for it since we definitely never go to or through downtown LA more than 4 times a month. These fast track lanes have turned into nothing but "Lexus Lanes". I always thought that all the people who have paid their taxes in California for the past 50 years or so have already paid for the carpool lane as it was without the fast track junk and that it should be returned to that function. If anything why not have a Metro rail line run through the 110? It always seemed like the logical choice. Having these fastrack/Lexus Lanes seemingly is only benefiting Metro itself. I don't like them. My neighbors don't like them.	Oppose
Rodrigo T. Garcia	Email	3/5/2014	I will not attend your outreach events but at this time I do not feel the Express Lanes are helping relieve traffic and are not being fully used to their capacity. I heard on the radio that in some areas of the country people do use these express lanes and are willing to pay just to be one up on the other guy or just to get one second of time. People are funny that way but I don't think it serves the general public well if it doesn't provide the public some return for their investment. I recommend that the toll for express lanes on the 110 and 10 be changed to free diamond lanes during off peak hour traffic periods and allow any vehicle with two or more passengers to use them. Alternatively, just make them diamond lanes.	Oppose
Dean Jones	Email	3/5/2014	METRO officials are attempting to convert the High Occupancy Vehicle (HOV) lanes to the High Occupancy Toll (HOT) that is something going from unmanageable to insurmountable. The Los Angeles Freeway systems are and will remain clogged due to a number of factors, except for addressing one main issue the congestion could be reduced dramatically. The issue is that every car on the Freeway is not going long distance. Roughly 35% of the cars taking the Los Angeles Freeways are going less than 25 miles. The reason that so many drives choose the Freeway over surface street commuting is that Los Angeles streets are volatile, perceived unsafe driving through unfamiliar neighborhoods, unkempt potholes, and traffic light synchronization inefficiencies. Addressing this issue over High Occupancy Vehicle is strikingly more needed since no matter what METRO does in arena, by not tackling street improvement the Freeway congestion will always be. One must first improve the access streets to the Freeway. For example, every freeway is built parallel to one or more major surface streets just as Figueroa Street was the blueprint for the 110. Accordingly, Figueroa should be the most efficiently run street in the 110's locality. Unfortunately, from roughly Century boulevard to King boulevard Figueroa is for the most part a highly neglected major corridor for traffic activity in the City of Los Angeles. The positive spin-off for improving surface street management first is when the streets improve so does the commercial value of the corridor. Thereby, extending time and materials to street improvement, the High Occupancy Vehicle improvements will come about without a hitch, since those who use it will be traveling from much longer distances and have a greater need to pay the fare. No one in the Los Angeles area with light rail access or automobile privileges should ever be caught on the Freeways for commuting less than 20 miles one-way.	Oppose
Richard Goldstein	Email	3/5/2014	I love the express lanes and couldn't stand making my daily commute if I didn't have the ability to use them. The express lanes and the 110 freeway need to be expanded south of the 91 freeway to at least Sepulveda, which is where it backs up every morning. I noticed that my commute time since last November suddenly and permanently increased by about 20-25% on average. I don't know what caused this other than more people becoming aware of the lanes.	Support
Jess Alekzandr	Email	3/5/2014	Please keep the Fastrak going as a matter of fact make all carpool lanes Fatstrak lanes would be such a better commute I myself don't care about paying for convenience so please convert all the carpool lanes to Fastrak lanes.	Support
Candice Yokomizo	Email	3/5/2014	I am very opposed to the continuation of the Metro ExpressLanes. The transponder does not work properly – it sometimes beeps and sometimes doesn't during the same commute, so I end up being charged even though I have the transponder mounted in my windshield the entire commute. I have even heard it beep when my car was sitting in my garage. Because it is not being read properly, I need to check my account regularly because every time I check I have improper charges on the account. This is very frustrating, inconvenient, and time-consuming. In addition, the HOV lane seems just as congested as it was before the toll lanes were started, so I don't see the point of going through the hassle and cost of dealing with the transponder. It seems like the toll lane is nothing but a hassle and a cost for commuters, with absolutely no benefit for us. It also is inconvenient because I know people who use the 110 freeway occasionally but not regularly, so they don't have a transponder, but when they do use it they are not able to use the HOV lane. This doesn't make sense to keep people out of the lane who otherwise would be able to use it.	Oppose
Glynis Williams	Email	3/5/2014	The Express Lanes work well most of the time, but about once every two weeks, either my carpool partner or I have a transponder misread. We then have to go to the MetroExpressLanes website, and email a dispute. Our account always gets credited, but it's a pain in the bum.	Neutral
Marcie Miller	Email	3/5/2014	Someone always gets rich and others get screwed in this nonsensical transportation nightmare in (Comment cut off in email, not a typo)	Oppose
S. Hotz	Email	3/5/2014	It is my understanding that you are soliciting feedback on the new for-pay express lanes. In a nutshell, I am strongly against this change. I suppose there is some way for car pools to use these lanes without fees, but [candidly] the information available was rather poor. I am a phd in computer science, and am fairly good at finding information. I investigated this when it was first announced, and simply gave up. Driving on the freeway, I see these lanes virtually empty -- unused city resources THAT MYSELF AND OTHER TAXPAYERS HAVE ALREADY PAID FOR. If these lanes are going to be reserved, then by all means, reserve them for carpools. And if you would like to charge self-important 1%-ers to use these lanes when they are driving by themselves, that is fine too. But, do not put up barriers for carpool use ...I recently received a violation, as a) I assumed HOV use was allowed, b) the lanes were empty ... so I jumped into the lane. It's just dumb use of resources. You shouldn't be able to spend my tax dollars to install technology that allows you to charge me more for using roads I already contributed to.	Oppose

Harold H. Frank, Ph.D.	Email	3/5/2014	<p>SUBJECT: This letter is a complaint about (1) the information on your transponder packaging available prior to purchase (2) transponder refund policy, and (3) monthly fees for persons using the express lanes less than four times per month.</p> <p>(1) Incomplete information on your transponder packaging I purchased a transponder from COSTCO in February of 2014. There was nothing on the transponder packaging that informed a purchaser that a monthly service fee was required, or that that the transponder must be used at least four times per month to avoid a monthly service fee. (Also, it is not clear if those four times must involve paid use.) Had I known about the monthly fee I would not have purchased the transponder because I only need to use express lanes occasionally, perhaps as little as four times a year to travel to and from an airport, often without charge because there would be three or more persons in the car.</p> <p>(2) Refund Policy I only learned that the transponder could not be returned to COSTCO after I tried to return it! The Express Lanes return policy should be mentioned on the packaging and the vendor should be required to state what the return policy is on its product display since it differs markedly from COSTCO policy on returns. When I called Metro Express they told me a return of an unused item required that I first register the item, then mail it back, or that I may take it to one of your retail locations for a refund. Further, I was told that despite the fact my transponder was in a unopened package, my refund might take as long as 30 days. An unopened transponder accompanied by a receipt presented in person for refund, perhaps also with a government issued photo I.D. should be all that is necessary for immediate refund, at least to the credit card account used for the purchase.</p> <p>(3) Monthly fee for persons who use the express lanes less than four times / month The claim is made that in order to maintain computer access to a user's account it is necessary to charge a monthly fee for those who use the express lanes less than four times per month (and it is not clear if those four times must be paid use). It is difficult for a user of a fee for service account to understand why s/he must pay a fee just to have an account in their name. The cost of maintaining an electronic account is trivial and charges for doing so are rare, with only some banks commonly doing so. Instead, there should simply be a fine for anyone who has a transponder and does not have on file a current active credit card, or a minimum account balance.</p> <p>SUMMARY: There likely are good reasons for fee for service express lanes. Providing them should not require an occasional user of lanes leading to an airport to pay a monthly account maintenance fee, even though a transponder is necessary. I recommend that there be no monthly fees for occasional users where there is either a minimum deposit in place and or a current and active credit card is on file. There should be complete information about transponder refund policies and about the monthly maintenance fee requirement visible on transponder packaging so a prospective purchaser can make an informed decision.</p>	Oppose
Juan Matute	Email	3/5/2014	I would like more express lanes throughout more areas of the county. I purchased a transponder because I make occasional trips on the I-10, but I only use the lanes an average of once per month. If there were more express lanes I would be able to use them more often when I need an alternative to sitting in traffic.	Support
Darryl Wong	Email	3/5/2014	I commute westbound in the morning (between 8-9am) to downtown LA on express buses using the 10 Fwy from West Covina. The two express lanes from about Peck/Valley to the 710 freeway are great! But when they merge at the 710/Cal State LA back to 1 lane, there is now heavy congestion. Can something be done about this? Either expand to two lanes btwn 710 fwy and downtown, or raise the toll to reduce congestion from single drivers? The benefit of the express lane is decreasing with the heavier load of cars in the single lane.	Support
Sirinya Tritipeskul Matute	Email	3/5/2014	Dear Metro Board of Directors, Please vote YES to make the ExpressLanes program pilot permanent. I live in Santa Monica and occasionally use my transponder to travel in the HOT lane on the I-10 to Claremont. Sometimes I am in a carpool and sometimes I travel alone. Especially when I am alone, I am willing to pay to increase my travel speed and, most importantly, be reasonably certain of how long I'll be on the road. As Don Shoup, parking rockstar would say, For This, I Will Pay. One of the most crushing things about living in LA is the frustration over how I rarely know how long it'll take to get somewhere (I just know that the journey could be painful. And then I just skip the trip altogether.) The ExpressLanes pilot demonstrated to me that, through dynamic pricing, it really is possible to create some element of predictability for travel time. This is nice for me as an individual but *incredible* for our economy and the movement of goods.	Support
Andrew Wang	Email	3/6/2014	Greetings, Some of the comments that I'd like to submit will be that I find that this program is working quite well for me and that I would hope that sometime that consideration can also be taken to convert the existing carpool lanes to express lanes on the I-105. Additional comments that I'd like to provide would be that the program also consider looking into additional plan structures. The additional plan structures that I'd would hope to be considered would be to consider plans like a convenience plan, moderate usage plan, frequent usage plan, or a Special Access plan. New Plan structures that should be looked into considering: Convenience plan (cash or check): \$75 Transponder deposit, \$50 Initial prepaid toll, No monthly fee, Replenish account when the prepaid toll drops below \$25, Convenience plan (credit or debit): \$40 Initial prepaid toll, Transponder deposit waived, No monthly fee, Autocharge credit or debit card when the prepaid toll deposit drops to an amount lower than \$10. Moderate usage plan (Cash or check): \$50 Transponder deposit, \$50 Initial prepaid toll, \$2 Monthly Maintenance Fee - Waived when the express lanes or qualifying transit service are used at least twice Replenish account when the prepaid toll drops below \$25. Moderate usage plan (Credit or Debit): \$40 Initial prepaid toll, Transponder deposit waived, \$2 Monthly Maintenance Fee - Waived when the express lanes or qualifying transit service are used at least twice, Autocharge credit or debit card when the prepaid toll deposit drops to an amount lower than \$20. Frequent usage plan: New plan name for the currently existing "Standard plan" Special Access plan: New plan name for the currently existing "Equity plan" I hope that such suggested structural plans could be looked into. The convenient plan and the moderate usage plans structure my new thoughts while the Frequent usage plan and the Special access plan could just structure the currently existing plans. Sincerely, Andrew Wang	Support
Jacquilyne Brooks de Camarillo	Email	3/6/2014	I <u>love</u> the Metro Express Lanes. I am probably a little different from most commuters who use the lanes as I do not use them to commute to work--my commute does not take me in the direction of the express lanes. Rather, I use them on weekends and days off to visit friends and travel to recreational destinations. Using the express lanes with my family in the car has cut down on driving time dramatically when trying to get to friends' homes, LAX, or other destinations along the express lane corridor. I have convinced many of my friends and family members to purchase transponders so they too can use the express lanes for their commutes, and to get to and from their recreational pursuits.	Support
Stacey Rennie	Email	3/6/2014	Hello Metro, I have a Fastrak. I live in Long Beach and work in Downtown LA. Many mornings the 110 North Fastrak fee is over \$10. This charge is way too expensive! \$5 would be expensive for me, but \$10 is outrageous. I began riding the Blue Line several months ago. I pay \$25 for guaranteed parking per month at the Del Amo station. The Blue Line is crowded and there are many homeless and crazy people that ride this line. I get off at Pico and take the Expo Line to 23rd Street. The Expo line is very nice, but runs every 12-15 minutes. During peak commute hours, I would like to see this train run every 8-9 minutes. That would really help me. My main concern is safety while riding the Blue Line. I would like to see more security on the trains. It can be down right scary riding the Blue Line. Also, when it rains there isn't much shelter if any on the platforms while waiting for trains. There are many delays on the trains. I also wish the signs on the platforms would display how many more minutes until the next train. I visited Atlanta, and their signs reported time between trains.	Neutral
James Lee Walker	Email	3/6/2014	I am retired and do not drive the freeways as much as I once did, but EVERY time I drive where the express lanes are available, I use them. Not only are they faster, but there is always less traffic making me feel safer and far less stressed when I arrive. KEEP THE EXPRESS LANES ! ! ! ! BUILD MORE EXPRESS LANES ON EVERY FREEWAY IN THE GREATER LA METRO AREA ! ! ! ! !	Support

( ) Rain	Email	3/6/2014	I don't think the 699 should go into union station in the morning. It wastes time and is the only foothill bus that goes there.	Neutral
Renee Young	Email	3/6/2014	I use the metro express lanes from Covina west towards downtown LA. It has made it less stressful to get to work. We need to keep it. My only complaint is that it doesn't start further east.	Support
Jim St Martin	Email	3/6/2014	Surprisingly the Express Lanes have helped my commute and daily travel. Keep up the good work and make more of them	Support
Jesus Godinez	Email	3/6/2014	Observations and Comments: · As a Ride-Share commuter on the San Bernardino Interstate 10 ExpressLanes corridor, I can confidently state that the demonstration project for converting HOV lanes to HOT lanes has become a success in the past year of operations and has dramatically reduced the congestion on the I-10 corridor · I have witnessed an increase in ridership in carpool, vanpool and buspools as I have had to adjust my riding profile to accommodate the increase when I commute to and from Los Angeles from Pomona on a daily basis. This includes weekend ridership as well as I often commute to Los Angeles to perform volunteer work in the Metro LA area and still see the ExpressLanes usage increase · The addition of the two HOT lanes and the widening of the corridor to add one GP lane has had a tremendous impact that otherwise would have led to gridlock if this conversion had not taken place. As a graduate student in transportation planning and management from the Mineta Transportation Institute (MTI) in San Jose, I have personally dealt with theoretical models for the reduction of corridor congestion and the implementation into real-world applications as in the case of the I-110 and I-10 corridors, to the point that all the metrics that Caltrans and other monitoring agencies provide have substantiated the premise that ExpressLanes can and do work! · In conclusion, both the theoretical and practical applications of ExpressLanes have been a resounding success and a 21st century approach to a 20th century problem. With demographics forecasting a population and transportation increase of over 25% by the year 2020, there is little doubt that influencing single-car occupants into ride-share, carpool and multi-occupant commuting has to become the solution to California's congestion problem. Rod Diridon Sr., Executive Director at MTI has clearly stated that without viable solutions to transportation planning in the near future we can expect complete gridlock as in the case of Beijing, China where traffic is at a complete standstill. His article on visionary thinking to encourage transportation planners and commuters to explore any and all solutions is indicative of the type of forward thinking and proactive planning that is being showcased in Metro's ExpressLanes ( <a href="http://www.bizjournals.com/sanjose/news/2014/02/28/if-silicon-valley-traffic-throttles.html">http://www.bizjournals.com/sanjose/news/2014/02/28/if-silicon-valley-traffic-throttles.html</a> )	Support
Yoshiko Henslee	Email	3/7/2014	I use the Express Lanes and it does save me time, but not money; \$6.80 to go 10 miles is a bit much! Plus, once you get to certain spots, the traffic is slow! Whereas in the beginning, I was able to shave approximately 40 minutes off my commute; now a 30 mile commute takes me an hour. The route I take is from the 605 to downtown LA. Buses also seem to clog up the lanes. When the lanes into LA become one, there's another snag in the system. It would be nice if: 1) lower the price; 2) reconfigure the lanes to allow for free movement i.e., at least two lanes all the way; 3) create an easier transition from the mainline on the 10 WB to the Toll Lanes. It's almost impossible to get in on occasions.  Future plans for expansion of this system is good and bad. Good for those who can afford to pay the extra dollars; bad for those cannot. It is still a system that was put into place via tax dollars from the public, not from just those who can afford to pay the extra dollars. Let's show some fairness and respect the source of funds that allowed for the system to be built.	Neutral
Tressy Capps	Email	3/6/2014	I completely disagree with the entire concept of paying to ride in the carpool lane. It makes traffic miserable for the majority of drivers, while the few who can afford to pay, express on by. I hope someone files a class action lawsuit and puts this entire program out of business. We already are taxed to death in California. Until such time as this program ceases to exist, perhaps a name change is in order? I propose greed gone wild. Are people going to be allowed to speak publicly? Will the press be there? Otherwise, I'm not wasting my time on what will probably amount to a dog and pony show where some government hack extols the virtues of your idiotic ideas. If this is not the case, please let me know, so I can attend and publicly share my thoughts.	Oppose
Mark Batres	Email	3/6/2014	I would like to see the Gold line connect to the Norwalk Green line down the 605 fw. This would close the loop for travelers that live in the foothills area.	Neutral
Sonja Gettel	Email	3/7/2014	I support the ExpressLanes. I have not used them yet though they are appealing. I am going to pick up a transponder so that I can use it when I want.	Support
Linda Taira	Email	3/7/2014	Probably can't make it to a public meeting, but I LOVE the express lane concept - - - more reliable trips for anyone willing to pay and for HOVs !!! A way to manage traffic congestion!!!!  PLEASE keep it up. We need this type of innovation in a region that has some of the heaviest congestion in the country.	Support
Md Shaheed	Email	3/7/2014	I live in Pomona area and work in Downtown LA. On weekdays I take metrolink to and from work. On weekends I try to take my family out to some places. We are only occasional travelers on freeways that have express lanes. What we found out on specially weekends is very frustrating. Sometimes on some of the busy freeways like I-10 for example, the weekend traffic can be as bad or even worse than weekday rush hour traffic. I have a van full with my family with kids, and we are stuck on the regular lane, whereas the express lane is nearly empty. We cannot get in just because we do not have a transponder. Many weekends we lost precious many hours of family time because of this express lane concept. Whereas, if it were only HOV lanes, we could have reached our destination and spend those hours stuck in traffic with the family. Metro should seriously think about waiving the transponder requirements for Weekends and Off-Peak hours on weekdays for 2+ or 3+ vehicles.  We also get visitors from out of state sometimes. They all complain the same thing. For their duration of stay here, they cannot use the HOV because they need a transponder, which does not make sense for them anyway.  The whole idea of creating an express lane is also incorrect and against public interest in general; it is a more of a capitalistic ideology. People who have more money, can pay more and even if they travel alone in a car, can use the HOV facility, which are built and maintained by public money. HOV is primarily supposed to encourage ride-sharing. With express lane concept, that ideology is not being highlighted anymore. Now, Metro is trying to act as a big corporation, turning everything into money-generating machine. Where is the primary concept of serving the general people. Why should we, as general people, pay our tax money for selective wealthy people to pay more and take an advantage of our State facility, just because they have more money?  On behalf of my family and friends, I urge Metro to turn the Express Lanes back to 2+ or 3+ HOV lanes again, at least during off-peak and weekends. ☹	Oppose
Emmanuel Aggreh	Email	3/7/2014	My number one wish is that the express lanes on the I-10 are completed soon and connected to the HOV lanes in San Bernardino County. This will really help ease the congestion on the I-10. Metrolink ride tickets have risen so high that some of us are now unable to afford using the train, so carpooling and vanpooling are our only cheaper options. If the Express lanes and HOV lanes in San Bernardino County get connected, this will make it even easier to get to and from work in Los Angeles.	Support
Christopher Onyenobi	Email	3/8/2014	ALL BUSSES SHOULD OBEY TO DIVERT TO BUSS LANES WHEN EVER AVAILABLE. WHY ARE SOME BUSSES NOT ABIDE WITH THIS? WHEN BUSSES USE COMMON /SINGLE LANES, THEY CREATE HOLD UP, THIS IS NOT FAIR	Neutral

Troy Cole	Email	3/10/2014	I've traveled and worked on the 110 freeway for many years and remember how the Car Pool Lane improved the flow of traffic. Since the Express Lane program was implemented main line commuters are dealing with congested traffic conditions that are worse than before the Car Pool Lanes were installed. This program has diminished use of the very lanes that solved the problem in the first place mobility has been compromised. In all honesty the fact that commuters in the community are not purchasing transponders has created masses of ex Car Pool Lane users now back in main line traffic. How can this be considered good for the traveling public ? ☹	Oppose
Kelly Fitzgerald	Email	3/10/2014	I just wanted to express my sincere hope that the Express Lanes program continues. I live in Manhattan Beach and commute every day to Burbank. The 110 Express Lane greatly facilitates this drive and without it, I might have to reconsider my job. I love the flexibility of paying my own money to save some time when I need it, and I'm struggling to understand why you would even consider ending the program.	Support
Jess L. Romo, LAWA	Letter	3/10/2014	This is a letter of support for the continuation of the existing pilot program of the I-110 and I-10 Metro ExpressLanes project. Transportation challenges continue to be a major focus in the Greater Los Angeles and Southern California regions, and pilot programs such as the Metro ExpressLanes project do much to help study traffic demands on major thoroughfares in our area. In furtherance of solving our traffic challenges, we look forward to this pilot continuing for the time being so that additional data may be gathered and analyzed.	Support
Reuven Nathanson	Email	3/11/2014	Love it. Helps me get more done by not sitting in traffic jams between clients.	Support
Rick Cox	Email	3/11/2014	These are completely wrong I already paid for these lanes with my tax money and you dare to make me pay again just so you can make some easy money this city and its politicians suck.  "The hardest thing in the world to understand is income tax" ~Albert Einstein	Oppose
Anthony Hedayat	Email	3/11/2014	To whom it concerns, I do not have the luxury of time to attend a meeting so I am sending you my formal complaint via email. To put a toll on a road that is supposed to encourage carpooling is oxymoronic...but then I expect nothing less from bureaucrats whose interpretation of good economics is to tax more. At minimum I suggest that you allow the public to use the 105 to 110 flyover in carpool mode sans a fee until they make the transition an at least alleviate the congestion on the 105 that will otherwise occur. Better yet, how about just allowing carpoolers to continue to use the carpool lanes as intended sans a fee. PS- My dream for my children's grandchildren is that maybe one day the City of Los Angeles will awaken from its intransigent slumber and embrace a truly visionary future where a combination of elevated and inspirational high speed public transit merges with POV's in a way that gives the world hope. This as opposed to the nightmare of trying to be an area of refuge and salvage operations.	Oppose
Richard Westin	Email	3/12/2014	It sucks that there is a fee exception for low income users. There are no exceptions for parking tickets, public parking in city lots or an exception for sales tax, gas tax or vehicle registration or insurance. If someone can afford to drive, they can afford to pay a traffic toll. Tell Maxine Waters to buzz off. This has been framed to be a racial issue which is ridiculous.	Neutral
Ray Kohler	Email	3/13/2014	If you are talking about the lanes that use to be just for car poolers and are now shared with the drivers who can pay my comment is that it is the most confusing thing you have come up with. Plus all the drivers who are carpooling you have put an added burden on these folks. Get rid of them and keep the HOV lanes for carpoolers with 2 of 3 people	Oppose
Lisa Maulhardt	Email	3/13/2014	I am writing to you to comment about the conversion of the carpool lanes to toll lanes on the 110 freeway. I think it has been a terrible idea! The carpool lanes were built with public funds, and now they are no longer available to the public! My family and I only travel on the 110 occasionally, but it has become a dread when we do, since we can no longer use the carpool lanes. We actually didn't renew our LA Zoo passes because it can take so long to get through that section of freeway. And, we don't want to/can't afford to pay for a monthly fee for a pass to go through the toll lanes. Please reconsider leaving them toll roads!!!	Oppose
Todd Crook	Email	3/13/2014	I'm responding to your request to share our experience using the Express Lanes now that the pilot period is over. I've been using the lanes since they first opened on a regular basis. Personally, what I've noticed is something quite odd....my most disappointing times using the the Express Lanes are when the price is the highest during the morning commute of approximately 7 to 8a. Both yesterday and today, while traveling north, I was either stopped or driving 10 to 20 mph max for the entire duration of the Express Lanes. I always jump in from the very bottom of the 110. Today's toll was \$10.50 and yesterday's toll was \$12.85 for those folks taking it to the very end. If I understand things correctly, the toll is waived if your average speed is not 45 mph. You must be waiving a heck of a lot of tolls during these morning rush periods. It almost makes me think you should raise the toll to \$20.00 or something crazy to lighten the load on the toll road so you at least make some money. :) Or an even better idea, make them HOV only during the morning rush hour periods. My favorite times to take the Express Lanes are the afternoons or evenings when the toll is half of the morning's charge or less and traffic moves above 45 mph. Lastly, why is the toll \$1.55 on average during the middle of the night?...1am, 2am....etc....the same price as some early afternoons....one would think you could drop it even further during the overnight periods and perhaps get some more revenue from folks who simply want to avoid traveling next to folks in the regular lanes.	Neutral
Kim Huffman Cary	Email	3/13/2014	Unfortunately I cannot make the community meetings looking for feedback on the Metro Express Lanes implementation. I rarely drive the sections of freeways where the Express Lanes are in effect. Therefore I have no interest in purchasing nor installing a transponder. But when I do utilize the 110, I have a carpool, in a hybrid vehicle. I think it fair that my carpool would be allowed to use the Express Lanes. I hope Metro can work on a way to allow infrequent freeway drivers who are conforming to carpool requirements a way to utilize the Express Lanes without a transponder. Its' not the fee I resent, it's the additional materials and fee related to the transponder.	Oppose
Rex Nishimura	Email	3/13/2014	Since I became aware of the Fastrak program, I had concerns about its negative impact on carpoolers. The carpool lanes have been taken and carpoolers can no longer use the car pool lanes without a Fastrak box. It seems to me as if the 110 is more congested since carpoolers (who otherwise could and should be able to use the carpool lanes) cannot if they did not previously obtain and register with Fastrak.  Additionally, the \$3 monthly maintenance fee if one does not use the lanes at least 4 times monthly is unjust. I only use the Fastrak as a car pool, but may not necessarily consistently use it 4 times a month. Thus, after being required to give you \$40 to hold as a "credit" on my account, I now have to plan trips to avoid a \$3 monthly maintenance fee. If the program is kept with a \$3 maintenance fee, I will return my Fastrak box and use alternative freeways since I will no longer be able to use the car pool lanes on the 110.  Please seriously consider eliminating the \$3 maintenance fee so that LA County residents can continue to use the car pool lanes, which were built for carpoolers.	Oppose
Robert Scherer	Email	3/14/2014	Metro expresslanes have been great. Just what LA needed. Hope they'll expand onto other freeways.	Support

N/A	Email	3/14/2014	I would like to provide my comments about the ExpressLanes. I a frequent traveler from Orange County to LA as is my son. We had a FasTrak account with the Orange County Toll Roads that we traded in for a Metro Expresslanes account. We love the ExpressLanes and the options it provides us. My son was a grad student at USC travelling to 110 four times a week from 2012 to 2013. When the 110 ExpressLanes opened he was able to leave later avoiding the peak congestion on both the 405 and the 110. He often arranged carpools to use the ExpressLanes as a carpooler. Having that option allowed him to have a predictable travel time and provided him with much more time at home to study and work rather than sit in traffic or on campus. On average he was spending \$40 a month in tolls that we saw as a minor expense compared to the stress relief and time it saved. I commute to LA 3 times a week and use the ExpressLanes most of the time. I often use the ExpressLanes mid-day when the general lanes are surprisingly congested. Again, I love knowing the ExpressLanes are there for me as a solo driver. ☺	Support
Meryl Lande	Email	3/14/2014	I feel the car pool lanes were designed and built to encourage carpooling and reduce the number of cars and emissions on the freeway. I helped pay for these lane with my taxes and do not feel that they should be toll lanes. The studies to date have shown more traffic on the regular part of the freeway and less in the toll lanes. People are willing to spend more time commuting rather than pay for the toll lane and the use of these lanes twice. Turn the toll lanes back over to the public for use as gar pool lanes!!!	Oppose
Kestutis Gedgaudas	Email	3/15/2014	My wife and I are retired couple living in Hollywood. We use the 10 and the 110 on average once a month. We do not have the transponder since the cost is too high. We do not qualify for the "Equity Plan" so the cost for us would be \$40 for the deposit and \$3 per month there after. Total would be \$76 the first year and \$36 per year thereafter. Assuming we make 12 trips per year, the cost per trip would be \$6.33 first year and \$3 per trip the following year. That is too expensive a luxury. So we wind up on the (sometimes) jammed regular lanes while we watch the empty or near empty express lanes. Before the "improvement" we were able to use the HOV lanes without hindrance. These are the lanes that our tax dollars paid for. In San Diego County which has the ExpressLanes on 15, HOV vehicles can continue to use the ExpressLanes without having to spend money on the transponder. Maybe it's something that you can think about.	Oppose
Michael de Villiers	Email	3/16/2014	Please cancel the Expresslanes and revert to car pool lanes! These were paid with public funds! I can't drive in them anymore because I have to have a transponder. Now when I'm driving with my family I'm stuck in traffic in regular lanes. It's unfair and wrong. Everyone I talk to feels the same. CANCEL THEM PLEASE!!	Oppose
Howard & Joyce	Email	3/16/2014	No to Lexus lanes! Just one more thing in today's world wherein the rich can buy privilege. Carpool lanes yes, express lanes no!	Oppose
Jeannifer Estrada	Email	3/17/2014	I would like you to know, that I feel that hybrid vehicles that have white and green stickers which allow single drivers to drive in the carpool lane should NOT have to pay the express lane toll. We already pay so much for these vehicles we were granted the right to drive in the HOV lane already. We should have been "grandfathered" in, to NOT have to be charged each time we use the HOV lanes. This seems like an injustice. I already have the right, then you make me PAY for that right. ☹	Neutral
Abbas Malik	Email	3/17/2014	Hello My name i will be their on Saturday, April 5, 2014, 10am – 12pm	Neutral
Gordon Vasquez	Email	3/17/2014	Is it paid ?	Neutral
Solayah Khy	Email	3/17/2014	Do i get pay to attend	Neutral
Dan Constant	Email	3/17/2014	The transponder should be 1-2-3. It's too confusing the way it's laid out. It would be good if we could be texted automatically when the balance on the card is low, and texted again when our credit card is charged to "re-charge" the account. Thanks.	Neutral
Harry Beeson	Email	3/17/2014	I love the Fast Trak lane. Please make it permanent.	Support
Julie Sgarzi	Email	3/17/2014	Make the carpool numbers the same on all Express Lanes Roadways - consistent count of what constitutes a carpool and what hours etc. Otherwise is a pain to catch the signs and get it right!	Neutral
Brent Smith	Email	3/17/2014	Metro EXpress LANES is AMAZING!!! the option and opportunities it provides is amazing. It has a dramatic positive impact on my emotional and physical health. No longer do I need to stress about timetables and traffic. A big Relief!	Support
Steven Glode	Email	3/17/2014	The Metro Express Lanes are FANTASTIC !!!! I hope you continue to expand them all the way out to at least the Riverside area. They have saved me a tremendous amount of time since day 1. I fully support any expansion of the lanes. Hopefully we can see fees come down a bit, they can get expensive as often as I use them, but it is still worth it!	Support
David Cornish	Email	3/17/2014	I am a huge fan and supporter! Here's the problem... I value my time, that's WHY I support Express Lanes. That's the same reason (time) that I won't be at the meetings. Good luck with the programs, and I mean that sincerely.	Support
Jon Schotz	Email	3/17/2014	love the express lanes!!!	Support
N/A	Email	3/17/2014	I can't make the meeting. But I vote for more express lanes around la country and the whole state.	Support
Thomas Mack and Wendy Cozen	Email	3/17/2014	Our family considers the metro expresslanes a Godsend, reducing the number of times each of us is tied up in unanticipated traffic. We fully support maintaining and extending coverage.	Support
Rob Sherwood	Email	3/17/2014	I think the 110 carpool lane is great. I use it often as a solo driver (paying the fee) and as a carpool. You should expand the program to other freeways as well. It would be great if you could find a way to expand the 110 carpool lane through downtown.	Support
John Jividen	Email	3/17/2014	The Metro Express Lanes are, in theory, a good idea, but the traffic in them in the mornings is absurd. It has added at least 20 minutes to my commute each morning. It appears to be nothing but a money grab. There appear to be no limits on the amount of cars allowed in the lanes. There also does not appear to be any effort being made to stick to the time limits imposed on the project for commute times for those who pay. It's disappointing, but not surprising. I imagine it is bringing in a great deal of money so will be continued, but eventually it will just be gridlock inside and outside of the "express" lanes.	Oppose
Gary Boeka	Email	3/17/2014	This has been a great change to my commute. Wish it was used on all the freeways	Support
James Moore	Email	3/17/2014	Hello: i'd like to provide feedback about the express lanes. I think they're wonderful. It's made my travel much more efficient. Thank you	Support
Ben Ross	Email	3/17/2014	I love the metro express lanes. Please make more. Thanks!	Support
Jerry Cipriano	Email	3/17/2014	There are too many rules regarding number of passengers, time of day, which freeway, which part of the freeway, etc.... It needs to be simplified: if you have the pass, you can ride in the carpool lane.	Oppose
Shaun Khojayan	Email	3/17/2014	The express lanes are excellent. I wish I took advantage of them earlier! A great service and the price is right.	Support
Jim Ventura	Email	3/17/2014	Number one you need to separate phone system apart from 511. Pain in the ass aggravating too many switcheroo's - get over it. Secondly you need an app for the iPhone etc. like the tollroads has. Thank you!	Neutral
Debra Saliba	Email	3/17/2014	This is a great program. Those who use the service pay for it	Support
Michael Klosk	Email	3/17/2014	On the 110 you have two entrances within 1/2 mile of each other northbound n Y one is necessary the next entrance well after Manchester is way too far north as traffic routine back up about 3/4 mile from Manchester while this ya maximize your income it poorly serves drivers who have to chose to enter too early or toolset. Either ending e tra or sitting in traffic	Neutral

Isaac Simon	Email	3/17/2014	I use the 10 Fwy expresslanes daily and have a comment that I hope Metro will address. Specifically, the terminal end of the expresslane at Union Station has become dangerous at rush hour. Buses and cars frequently cut off other vehicles while taking the left turn from eastbound Aliso onto northbound Alameda. Cars traveling southbound on Alameda ignore the "no left turn" signal because traffic will otherwise back up for blocks. The traffic light pattern does not seem to work at all. It seems to me that something has to be done to allow for easier ingress onto the expresslane since it is the only place to enter the expresslane for miles.	Neutral
Stella Catanzarite	Email	3/17/2014	Charges for use of the lanes are unfair when the traffic is backed up on the express lane but not in the other lanes of the freeway. Why should I pay to stay stuck in traffic-doesn't make sense	Oppose
N/A	Email	3/17/2014	I'm astonished as to why more drivers dont avail of the express lanes. In particular to those who carpool and yet dont have a transponder. They're stuck along with the solo drivers , when they can be on the express lanes free of charge !	Neutral
Major Langer	Email	3/17/2014	wrong wrong wrong. underutilized and causing traffic havoc. also tax on poor.	Oppose
Chris McKnight	Email	3/17/2014	The Metro Express Lanes are amazing, I only wish they were on every highway and interconnected with their own exits and on and off ramps. Please expedite the growth of this system as fast as possible, we desperately need it. Please contact me if I can provide any additional feedback.	Support
Julene Morgan	Email	3/17/2014	I have a few comments: 1. We should not be charged a monthly fee when we do not use the transponder and the express lanes. We should only be charged the tolls when we use them. 2. The express lanes should be for carpooling and the express pass not one or the other. In other words the lanes should be for 2 or more travelers and for those who want to pay a toll. 3. It is very confusing when the express lanes change from carpool to express and vice/versa.	Neutral
Richard Wittman	Email	3/17/2014	I have only one critical comment to make about the Express Lanes program: the design of the transponder. The writing on it is almost impossible to read, and the three switch positions are counterintuitive and therefore hard to remember (ie you always have to squint forward to try to read what setting you have it on). I don't have particularly bad eyesight, but the decision to paint the numbers in light pastel colors, small, and with confusing arrows indicating what position corresponds to which number -- it really is a mindbogglingly bad design. Given that the transponder is generally placed quite far from the driver, deep in the angle between the windshield and the dashboard, where it is totally dark at night, it really should have been tested before being produced. A new design ought to have: a) much larger numbers b) numbers in high-contrast colors, ideally with a bit of glow-in-the-dark properties c) numbers arranged in a sequence that corresponds to the three settings of the switch d) the switch on the top not the bottom of the transponder. If you want someone to redesign the transponder, let me know! I'll do it for free! Everything else about the program, I like, and I look forward to it expanding further.	Support
Ronald Lyster	Email	3/17/2014	The Express lanes are a good idea for raising revenue, but they need to be expanded if they are to attract a larger number of drivers. I do understand that there is a limit to the number of drivers that can be accommodated in the Express lanes, so the ultimate solution for traffic congestion lies elsewhere. I would use the Express lanes far more if they were available in more places and for longer distances.	Support
Alex Oliva	Email	3/17/2014	I cannot attend any of your public hearings but I wanted to express my opinion regarding MetroExpressLanes. I drive an all electric vehicle (Tesla). I LOVE LOVE LOVE the Metro Express Lanes. Not just because I drive them for free now, but even before they were free for EVs, I drove them a lot. They save me countless of hours a week in drive time. Your website was extremely easy to use. Sign-up was fast. I received my transponder in a couple of days. Assigning plates to the transponder was a breeze. Looking up my travel and transaction history was simple as well. Thank you to Metro Express Lanes for making my life all that much easier from start to finish!!	Support
James Conley	Email	3/17/2014	The express lanes have been very helpful to my business. Instead of being reluctant to travel north and south on the 110 to inspect my business in Gardena I hesitate less to travel and my ability to manage more closely has improved.	Support
Jason Kraft	Email	3/17/2014	I use the I-10 Express Lanes on an occasional basis (usually HOV) and it makes trips much faster. I would love to see the Express Lanes expanded into Orange County, especially on the 57, 5, and 55 freeways.	Support
Charles Elias	Email	3/17/2014	We hope you keep this program. The express lanes have been very helpful for me.	Support
Larry Cimmarusti	Email	3/17/2014	I drive the Metro daily and pay around 90.00 to 100.00 each month, and i love it, this program has saved me so much time and trouble please keep it up.	Support
N/A	Email	3/17/2014	I would love to have my carpool back. Express lane is creating more traffic, give me back my diamond lane.	Oppose
Gregory Bunch	Email	3/17/2014	I think you should expand Metro Express to ALL carpool lanes on ALL freeways, thanks	Support
Scott Frantz	Email	3/17/2014	It's great and has changed my commute to and from work immensely....I drive the 110 to DT from the South Bay.	Support
Don Sloper	Email	3/17/2014	The Metro Lane has reduced congestion and increased the speed of traffic dramatically. I heartily endorse the Metro Lanes and it's role in reducing traffic. I'd like to see it continue.	Support
Cynthia Harris	Email	3/17/2014	Too many unauthorized vehicles now use the Express lanes making them very congested. There is hardly any policing, cars jump on and off crossing over solid and double lines and people who should exit (single occupancy vehicles) when the lanes change to Carpool do not. Started out good but now it's a mess!	Neutral
Tammy Zipser	Email	3/17/2014	There needs to be more fastrack lanes on all freeways in Southern California, especially the 210, 57, 5, and 405 freeways.	Support
Huihua Ren	Email	3/17/2014	I am a regular user of the fastrak lanes (on the I10 mostly) and have generally positive comments about the setup. But I am having difficulty comprehending the car pool lanes that shows up at the end of the fastrak lanes eastbound. This is a such an abomination, every time I drive eastbound I have to get out of the fastrak lanes to avoid the car pool lanes , and then move back in to the fast lane after the car pool lanes ended. WHY CAN'T CALTRANS (or whoever in charge) JUST MAKE THE WHOLE THING A FASTTRAK LANE ?? I'm not the only car that has to change lanes just to avoid the damn car pool lanes , and then switch back again. This just slows down the traffic , and makes no common sense at all.	Support
Susan Brooks	Email	3/17/2014	I am writing to voice my strong opposition to continuing the 110 FWY project and even stronger opposition to starting similar projects on the 405 and 10 fwys. 1. These are called FREEWAYS for a reason. 2. My experience with the transponder has been very disappointing. Carpools are discouraged unless they have a transponder and are willing to pay. This is just plain not fair. 3. A cursory glance at the lanes on the 110 will demonstrate the sheer elitism evidenced by these lanes. Those who pay fly by and all the rest, carpool or not, are huddled together and stuck. I suggest you go to Mr. Obama to get the necessary money for ISTEA and other interstate funding programs. This is no way to run a nation's interstate system.	Oppose
Robert Zimmer, Jr.	Email	3/17/2014	Please continue this Express Lanes program -- it has made a huge commuting difference for me.	Support
Stephen McKelvey	Email	3/17/2014	The Express Lanes are great, they provide a choice to the commuter as to whether to incur a cost to avoid delays in getting from point A to point B or to simply wait out the traffic. My only real concern with using the lanes is this: I primarily use the 10 freeway between downtown and the 605 freeway, in either direction. I have noticed that people seem to know where the cameras and detection devices are located and I have seen, several times during fairly heavy traffic, vehicles crossing the double white lines into the express lanes after the detection devices/cameras and then again back into the regular lanes prior to the next set of devices/cameras to save whatever time they think they have saved. Combined with vehicles travelling at speed-limit rates in the express lanes this seems to offer the potential for a nightmarish accident. I am not sure what kind of measures you would be able to take but before someone -- or several people -- are seriously injured or killed it would seem something should be done to reduce or eliminate this potential safety hazard.	Support
Michael Tschida	Email	3/17/2014	I have been commuting on the Blue line from Long Beach to Los Angeles for 15 years. Then switch to driving as service on the Blue Line became unreliable, and inconsistent in 2012. Many work colleagues made the same change from the Blue Line to driving within the past 18 months. We all started as two or three people in a single car using the 110 carpool lane, with good success, until the Express Lanes opened. Most now commute as single drivers using the 110 Express Lanes, and pay the moderate tolls. Paying to use a carpool lane is a very good idea, that should have been made years ago. \$200 - \$300 per month is a small price to pay for a single drive to commute to Los Angeles. Unfortunately, some of our colleagues that cannot afford the daily cost of the 110 Express Lane, now commute by as solo drivers on the non-express lanes of the 110. Other than not seeing work colleagues daily on the commute, the use of Express Lanes should be expanded to other Los Angeles County freeway.	Support

Richard Schave	Email	3/17/2014	I use the express lane program tracking system for I-10. I find it helps. I am not sure if other freeways would benefit from this. It was a lot of work to put them in on the I-10 & 110, which is why I am hesitant. I am suggesting caution and reserve with the notion of putting in toll lanes on all freeways in Los Angeles, as that as an idea really rubs me the wrong way. It will take more than a wave of a hand to add a toll lane on other freeways, and it is there at that point of difficulty of construction and the notion of putting in toll lanes on all freeways in Los Angeles where I question moving forward with expanding the program. I realize that this is a complicated situation, but my admonition for reserve and caution is something I am going to leave you with.	Neutral
N/A	Email	3/17/2014	1. Why do we get "cut off" in places like the 605? One would think that Express would allow a continuation to the end of the new HOV - but no, one must exit and continue on the standard lanes. Somehow it does not make much sense to be able to only move along in bits and pieces. 2. Is there a plan for slow/stopped traffic? At times Express seems to be overburdened and moving at the same rate as standard lanes; not a good thing when one is paying for "special" service.	Neutral
Claudia Tabares	Email	3/17/2014	Muy feliz con metro expresslanes, el tiempo y la puntualidad es muy importante para mi y eso me ayudado a crecer mas en mi negocio: De vería extenderse mas hacia el fwe 10 Este ciudades de claremont , pomona. Gracias	Support
Jennifer Kwak	Email	3/17/2014	Buses should be designated to one of the 2 fast track lanes. often, 2 buses will drive in both lanes side by side and block traffic at 40 miles/hour. This is frustrating when one pays a premium for no traffic and it encourages multiple lane changes by the other drivers (weaving in and out).. Same should apply for the MetroLanesexpress truck that frequents the lanes. They too often drive way below the speed limit. need more law enforcement to guard the double yellow lines. On several occasions, cars from the fast lane cross over into the fastrack lane. this is incredibly dangerous especially when i am going 65 mph, and the crossed over vehicle starts from 0 because they are in gridlock. I've had to swerve several times to avoid a horrific crash. There should be more aggressive penalties for such blatant disregard for life.	Neutral
Joshua Wong	Email	3/17/2014	1. There needs to be more CHP enforcement of vehicles passing through the solid double white lines. Everyday I am seeing cars drive through the double white lines to pass through and merge back with regular traffic before they reach the cameras/sensors. Sometimes I am afraid of driving in the expresslanes because cars without warning come into my lane. My suggestions is to either put up barricades to prevent this or have heavier CHP presence. 2. Permanently revoke the monthly maintenance fee. Not only does this discourage people from getting a fastrack, it attaches a negative stigma of "hidden fees" just like how major banks of fees for not holding a minimum balance not having a certain number of direct deposits. 3. Extend the fastrak lane further on the 10 and 110. It will help with having more people use it. 4. Consider the 210 and 605 freeways as new areas to pilot the fastrak program.	Support
Scott Shapiro	Email	3/17/2014	1. Fast Track should be abolished. Have one carpool lane. 2. A maintenance fee should be waived as long as the transponder is used in one direction each month.	Oppose
Kamal Azeez	Email	3/17/2014	I am forced to have a transponder to access the car pool lane and I hardly use mine. Since carpool lanes were paid by our gas tax dollars, I am against these transponder lanes. METRO is double dipping and squeezing the tax payer who is already impacted with traffic congestion and financial hardship. I don't expect but if I receive a response, I will be surprised.	Oppose
N/A	Email	3/17/2014	I greatly appreciate having this little box to use. I have a teaching job on Saturdays that I have to get from Southwest College from noon to City College by 1:30. Those of us doing this teaching program greatly appreciate being able to get to City College with a little time to spare to grab a quick lunch and hopefully squeeze in a 10 minute nap. This transponder has saved me a great deal of time on heavier days of traffic on Saturdays. I do have to beg a little mercy from the other drivers to be able to get from Adams to the 101, but there generally is enough time to make that 2 lane transition. Others have the opposite schedule, going from City to Southwest in the same time frame, and I know they value their transponders, as well. One thing I would REALLY appreciate is a notice of the speed limit for these lanes. People think "express" means faster, but I thought the speed limit was supposed to still be 65, and express only meant faster access to the freeways. Anyway, if some electronic posting could be made to show what the speed limit is, that would be nice. Thank you.	Support
Miles Weatherup	Email	3/17/2014	The express lanes are a great idea for a city with traffic problems like LA. Without them, my commute time to work would have been impossibly long. If the program is discontinued, my commute would be more than an hour longer EVERY DAY! Surely I would look for a new job, since I work in an area of town that's undesirable to live in. Thanks, and I hope you keep the program alive.	Support
George Zugsmith	Email	3/17/2014	Please don't reactivate the \$3.00 monthly administrative fee. Two of our friends terminated their membership because of it when you were previously charging it.	Neutral
Dianna Slater	Email	3/17/2014	Please expand the metro express lanes to the 5 freeway and the 10 freeway. This is one of the best services from the city I could ask for! On the 110, it had cut my commute time in half. It allows me spend my valuable time with family instead of sitting in traffic!	Support
Greg Rorabaugh	Email	3/17/2014	The more the better for me. I need to get all over the city using freeways and the few spots that are available to my transponder are a big help. But please add more!	Support
Elise Klein	Email	3/17/2014	I sometimes use the express lanes on the 110. Often, I don't. The congestion pricing doesn't really work as intended; if it is (say) more than \$10 to use the express lane from the 91 to downtown, there is often only a 3 or 4 minute time savings. I don't think it's worth it to pay \$12 (or even \$8) if there's no material time savings. I often also just get off the freeway and take surface streets. I haven't noticed an improvement in traffic with the express lanes. The way home is a different story. It's reliably \$3.75 and I do save time. Happy to comment more if you have any questions.	Neutral
Gregory Sneed	Email	3/17/2014	I am send this in response to your request for public comment about the Metro ExpressLanes. I have a Fastrak device and I am a periodic user of the lanes, both as a single driver and as part of a carpool. I am so incredibly happy with the service. On days when it means more to me I can pay to use the lanes. On other days, I can opt for the normal free lanes. Thank you very much for implementing this system. The only suggestion I have to further expand the ExpressLanes. In particular, it would be extremely useful if ExpressLanes can be added to the stretch of 105 between LAX and 110. I frequently fly out of LAX, but getting there with unpredictable traffic can be a challenge. ExpressLanes in both directions on 105 would be extremely useful and I would certainly be willing to pay to use them.	Support
Mitchell Bloom	Email	3/17/2014	I am so happy that the metro express lane program exists!!!! What better way to fund our highway repairs, expansion and use than by imposing a use tax. I do not consider it my right (or anyone's "right") to have our immense highway system maintained and bettered with the same tax base we use for so many other important elements. The "pay to use" concept or toll has been used for ages with success.....until now. People who feel entitled to have everything they want without payment or consequence are living in a fantasy world. I use the lanes when I need to.....and pass on using them when I do not wish to pay. I am whole heartedly behind the Metro Express Lanes program and hope that it continues!!!	Support
Bob Gross	Email	3/17/2014	I do not use the Metro Pass every day but I do use it frequently. I think it's a great way to avoid the congestion and not cause more traffic in the regular traffic lanes. It isn't all that expensive but again I only use it maybe twice of three times a week and frequently I have another rider so that is of no cost to me. Should be on other freeways too.	Support
Andrew Hutcherson	Email	3/17/2014	I love the Metro Express Lanes!!!!!! We should have them throughout the city. Please do not change the program, I think it works great.	Support
John Randolph	Email	3/17/2014	These are a fantastic idea and should be expanded to even more freeways.	Support
Forrest Yumori	Email	3/17/2014	There are too many toll cheaters in the lanes, as the speeds between 7-8am on the I-10 westbound sometimes drop to standstills. I've observed the toll gate signal lights, so I think I understand that a flashing blue means transponder set to 1, solid white as 2, and solid blue as 3, and flashing blue and solid white as no transponder. For curiosity's sake, I always look at the light pattern for myself and cars around me as they pass through the gates and I notice that MANY people set their transponders to 3 even when it is clearly visible that they are sole occupant drivers. CHP seems like they only pull over the no transponder signaled people or people who have no plates and have their transponders set to 3. It'd be great if toll violation enforcement would be stepped up. In the past, CHP used to sometimes set up a checkpoint on the I-10 eastbound near Cal State LA to catch HOV lane violators, maybe there could be a way to set up a similar checkpoint in the same area and give CHP officers a way to remotely read what a transponder had been set to at the first toll gate it passed through?	Neutral
Sharyn St. Clair	Email	3/17/2014	I totally support this metro project. I have been using it for a year now. I do wish I could use my transponder on the 405 and the 10 freeways though.	Support

		3/17/2014	I'm not sure I can make one of the meetings, so I'll say this. I'm doing okay financially, so I like to take the metro lanes, even during non-peak times that there's even moderate traffic. But it seems like resources are not being utilized effectively, when I see the express lanes empty, and traffic is sluggish. Is the word not getting out? People simply can't afford the cost? I personally thought that during non-peak times the prices would be adjusted down more than I notice them to be. Maybe even lower prices should be tried during off-peak hours. There should be people using those lanes, no matter the time - even during off-peak times. Especially when there's congestion overall. It should adjust to the market!	Support
Kalib Kersh	Email			
Michael Cheng	Email	3/17/2014	happy with FastTrak. would like it to be expanded.	Support
Kate McWatters	Email	3/17/2014	I use my transponder and very often ride the Silver Line. When on the bus I often will check out the cars in the express line. I am always amazed at the number of vehicles who do not have visible Transponders. It's these cheaters who hold up the bus and the honest folks in the cars. Why not dramatically increase fines? I love the Express Lanes! Thank you	Support
Luis Garcia	Email	3/17/2014	Very Happy with expresslane ,It's very helpful for my daily commute !	Support
Won Yi	Email	3/17/2014	To extend the current line to Santa Monica pls	Support
Mary Huntsinger	Email	3/17/2014	I take the Fast track going from So Bay to Downtown LA. Overall I like it. However, I have the following comments: 1. The connector from 104 East to 110N, the bridge/ramp is not well marked. needs more reflectors and colors showing where the lanes are. when it is gloomy or there is glare or completely dark it feels very dangerous- the ramp and walls are all one color: light gray. There are not enough reflectors on the lines or on the wall. I sometimes feel like I have a hard time seeing the lane and about to crash into the wall. something needs to be done asap! lighting would be nice too. The same goes towards the ramp/connector from 110S to 105 West, its not nearly as bad as the other way though. 2. It is frustrating that when traffic is heaviest, the tolls are the highest. I sometimes pay the high rates only to be stuck in traffic on the fast trak lanes, somehow this feels wrong. I almost feel that we should not be paying that much if we are not getting the benefits of a fast trak concept...	Support
Marie Zondler	Email	3/17/2014	I have certainly become a fan of the Expresslanes- wish you could go say on the 405 in Orange County and the 605 and the 57 in the car pool lane with the fast track device. I had thought I would be able to and would gladly pay. Of course if everyone got a fast track, we wouldn't be saving anytime at all. I hope it continues.	Support
Timothy Kidd	Email	3/17/2014	I can't attend the meetings...but my feedback for the Metro ExpressLanes is that they are great!!!!...and we need more of them....extend the lanes on the 10 further east !!! I haven't had any problem and will continue to use!!!	Support
Victoria Chavez	Email	3/17/2014	I use the 110 fwy and often the express lanes are quite crowded and slow. Also the abuse of drivers with no visible transponder using the lanes is frustrating. Otherwise all is good.	Support
William Meurer	Email	3/17/2014	Great program. Staff has been very helpful and appreciate the option of low congestion route.	Support
Daniel Boilini	Email	3/17/2014	I am happy with the new system for occasional users. I don't need to pay a monthly fee if I don't use the service. Please keep it that way.	Support
Melissa McCaverty	Email	3/17/2014	Absolutely love it. While my husband and I commute together 99.9% of the time, it's nice to know we could ride solo, by paying, if we wanted to.	Support
Carole Lebental	Email	3/17/2014	I will not be able to attend any of your scheduled meetings. I've used the Metro Express lane a few times with very good experience. I hop that there will be additional freeways in the future, especially on the San Diego freeway.	Support
Michael Meyer	Email	3/17/2014	Great project. I would be happy to write any letters of support that would help.	Support
David Clark	Email	3/17/2014	I love the express lanes. I would pay additional for more lanes. Why not get back some of the money invested in roads. I love the idea for pay for access to fast lanes.	Support
Howard Freshman	Email	3/17/2014	I have been using the express lanes on the 110 since they opened. Here are some of my comments: 1. On the NB110 near Gage, the entry/exit lane near Gage, has become a 'passing on the right' lane, causing major and unnecessary backup. Something should be done about this. 2. I think the use of delineators (as used on the 91 freeway toll lanes) might help discourage people from dangerously crossing over the double-white lines. 3. On the 110 SB, the back-up before the 105 freeway has become dangerous with people trying to stay in the left lane as long as possible, only to cut into the right lane at the last moment - this causes sudden and dangerous braking and should be carefully looked at. 4. When the HOV lanes reach capacity, the signs become very ambiguous ("HOV is 2+ only"); hard to know if that means you can't enter or if you have to exit if you're already in the HOV lanes 5. I see dozens of violations on every trip, yet the only police cars I usually see are off to the side. I rarely ever see any kind of enforcement to help create a deterrent. 6. The backup to enter the Express Lanes in both directions has gotten worse as time goes along. Thank you.	Neutral
Vicki Pinkham	Email	3/17/2014	We have enjoyed the express lanes very much. In fact, we love it, we are major supporters of Fast Trac. The only thing that we would change is this. It is a crime to stop the Fast Track northbound 110 before you get 10 frwy, 101 frwy, and the 5 frwy.. Many of us would much prefer NOT to have to stop and go through downtown Los Angeles, when we have no plans in the city. Fast trac should continue through the city. Thank you.	Support
Dell House	Email	3/17/2014	for my limited use the express lane is good except when the car in front of you is doing 55-60 mph they should not ride the express lane unless they at least do the speed limit. this back up the traffic until the latter cars are slowing to below 50 mph. now same problem as you encounter on the main freeway lanes. slower traffic in the #1 and #2 lanes and you can not get by. next thing you know you are in a near gridlock situation. think maybe CHP can give those impeded a warning.	Support
Jackie Toth	Email	3/17/2014	To be honest, I was against the express lanes at first. However, once I began to use them, I saw their value. I drive the express lanes on the 110 Harbor Freeway from South Bay to Downtown Los Angeles every weekday. Not only does it save time, but it reduces gas consumption. On average, I fill up one less time per month. In addition, it frees up the other lanes because you have more single riders out of the normal traffic lanes and paying to be in the express lane. This save time for the people in the regular lanes, reduces traffic in the regular lanes, and creates revenue for the city as well as reducing our gas consumption. It is a win all the way around.	Support
Jordan Nguyen	Email	3/17/2014	Please keep the Fasttrak lanes the way it is. It helps solo drivers who have enough self respect for themselves that don't own sissy electric cars to get home faster and more efficiently. It generates money for the County, and it keeps jerks who jump in and out of carpool as if rules don't apply to them. However, you knuckleheads need to adjust the fines for Fastrack HOV violation. A: You own a Fasttrack, but you accidentally have it on 2 or 3, but you are actually driving solo. FINE is \$275.00 B: Piece of crap person who does not have fasttrak, gets cited or pulled over gets a whopping \$0.25 fine that is escalated to a whole \$1.00 if not paid within 30 days. Now take a step back and look at that scenario? Wouldn't you rather risk it and be a Piece of crap person B instead of forgetful law abiding citizen A? (Hint: Answer is A in case logic was not your strong subject.)	Support
Johnnie Ellingsen	Email	3/17/2014	I just love this service!	Support
Ron Nelson	Email	3/17/2014	Dear one and all! CARPOOL LANES WERE BUILT TO ENCOURAGE RIDE SHARING! That is what I use it for! Charging to use "freeways" is anti-California and a violation of our Southern California history and mentality! I will never pay a dime to use lanes we already paid for with our tax money at the gas pump. When I turn in my transponder, I expect to be reimbursed! Any public official who votes to charge money to use our "freeways" should be impeached or exiled to a despotic nation. Where do you choose to live? Get packing and go back to where you came from/ or some autocratic nation where only the rich can use their highways! Feedback from a Long Beach resident who grew up in Los Angeles and served the City for over 30 years! I LOVE LA! While you are at it, GET THOSE RICH, GREEDY POWER BROKERS OUTA CHAVEZ RAVINE and give the Dodgers to residents of LA who love the game!	Oppose
Ralph Lee	Email	3/17/2014	I really love that the ExpressLanes exist. Even when I don't actually use them, having the option to use them if or when I'm in a hurry is invaluable.	Support
Tom Valdez	Email	3/17/2014	GET RID OF TOLL LANE AND GO BACK TO FREE HOV LANES	Oppose
David Grace	Email	3/17/2014	Let's face facts: It's about two classes of drivers. While it is nice to have the luxury of using preferential lanes for those of us that can afford them, the "ExpressLanes" are patently discriminatory and should be abolished. The "ExpressLanes" should be replaced with car pool lanes that do not require transponders.	Oppose

Michael Shen	Email	3/17/2014	I love it!! I only wish it was easier to enter the Expresslanes from DTLA. Sometimes it takes me longer to get in the Expresslanes than the actual drive time.	Support
Bernard Cane	Email	3/17/2014	"It's about time" is the understatement of the century! California with all its glory has finally come up with a logical. Efficient, and practical way to deal with less than 1/10 <sup>th</sup> of 1% of the gridlock traffic nightmare facing the southland, so don't take a bow. In fact, you all should be ashamed of yourselves... The express lanes are already becoming obsolete and the need for more improvement is unattainable with the current political climate in California. The grid lock and partisan politics ...the freaks running the Coastal Commission and the special interests have won the battle! You all have killed commerce, running hundreds of businesses out of the state. I am not far behind. California and its citizens have sold out to unions, hollywierd, the freaks and geeks from all walks of life. I am a "pro rights" conservative but when a woman marries a dog, you have gone too far. So the express lanes make you feel warm and fuzzy and that is nice but in the whole scheme of things, it is merely a drop in the bucket known as the ocean, virtually unnoticeable. Nevertheless, thank you for the effort to make a modicum of improvement, God knows it was needed...	Oppose
Penny Cobey	Email	3/17/2014	You asked for feedback on the Express Lanes—I think they're fabulous and use them every time I'm on the relevant freeway. I picked up my electronic equipment at AAA very easily. Fares are reasonable. Keep it up, Metro!	Support
Janice and David Champion	Email	3/17/2014	This is in response to your request for feedback on Metro Expresslanes. We have had a transponder for more than a year. We have had no problems with it. We haven't noticed a difference in the traffic in the diamond lanes since before we had the transponder. However, we rarely use the freeways that require the transponder. The one time I was really happy to have the transponder was when we were coming back from San Diego and we were able to use it on the freeway that cut through Laguna Hills.	Neutral
Neil Gerard	Email	3/17/2014	Thanks for the opportunity to provide input. Recently we had reason to use the toll roads in Orange County. We were disappointed to learn that our transponder would not serve those roads. Why can't they be connected and revenue transferred as needed. It seems the idea of two transponders in each car is both unnecessary and wasteful. Can this be accomplished?	Neutral
Judy Patterson	Email	3/17/2014	Please add all carpools lanes to incorporate as Fast Trak lanes esp. on the 105 Freeway. Please lower cost of daily tolls.	Support
Mary O'Hern	Email	3/17/2014	I am thrilled with the new metro express lanes on the 110: it makes getting to downtown LA so much more manageable !!! I would love to see them expand the lanes to include the 10 and the 405! Please, continue to keep the express lanes going!	Support
Alan Rothfeld	Email	3/17/2014	These lanes are excellent! Well designed, efficient, and cost-effective. Please keep them as they are.	Support
Cathie Smith	Email	3/17/2014	Should have Express Lanes on all freeways!!!!!!	Support
Alex Nash	Email	3/17/2014	I love the metro express lanes. I would strongly support replacing all the carpool lanes with express lanes	Support
Mike Marshall	Email	3/17/2014	The Alameda on-ramp in downtown Los Angeles is a nightmare when trying to make a left. I have seen numerous pedestrians almost hit. The No Left turn signal is ignored due to the fact that the timing of the signal for oncoming traffic and No Left turn are out of sync and makes it nearly impossible to make a left. A left turn signal is needed before someone (if not already) get killed. I have waited as long as 20 minutes to make a left. Also, why is there no separate ramp from the fastrack to the 605. What idiot designed that. They managed to put a ramp in at Del Mar. Who the hell needs that? Traffic comes to a dead stop half a mile before the 605 where the lane ends. I love the Fastrack but what fools designed the beginning and end points? Our government at work.	Neutral
Joseph Thompson	Email	3/17/2014	I am a big fan of the Express Lanes! 1) As a taxpayer, I very much like the revenue that they generate, making money off of underutilized HOV/carpool lanes. 2) As a utilizer of Express Lanes, I very much appreciate how they allow me to get to and from my job in downtown Los Angeles. Without Express Lanes, I would have to consider moving my job, and the associated revenue, out of Los Angeles County. So, I think the Express Lanes are a win/win situation!	Support
John Gustaves	Email	3/17/2014	Great System! Really only two thoughts to make it better: 1. Sometimes when I am in the express lanes, right lane in particular, motorcycles will race by me on both my left and right side at the same time. Scares the hell out of me. I am an advocate for sharing the road, but this is not a safe environment for them. I might move to the left or right in my lane, to help give the motorcycle more room, but then I might accidentally cut off or squeeze the motorcyclist on my other side. Just a thought. 2. In Orange County, particularly on the 22, the car pool lanes are dashed. I am curious if the rate of accidents from going from a solid line to a dashed line has increased. It is nice to be able to get out of the lanes at more points than the current opening when there are solid lines. I do not expect a reply, but will answer any further questions you might have from what I have stated above, via email. Thanks for the great job you are doing!!	Support
Steve Keber	Email	3/17/2014	This is my feedback on the Metro Express lanes. Please don't cut out the parts you don't agree with because I think if I'm bothering to write this anyone who reads it is entitled to see it all! First, I do think the express lanes are a good idea, but only a small part of a real traffic solution. The following should take place: 1. Carpool lanes on all freeways should be expanded to a minimum of two lanes and converted to Fastrack. Bus usage would increase when bus transportation became faster than private auto transportation. At present it is slower! 2. The fees from Fastrack tolls should fund subway and light rail construction. 3. Large trucks should not be permitted on freeways during rush hours. (what businesses lose by having to flex shipping and receiving hours they would more than make up in higher productivity and morale by having less stressed workers who spend off hours at home with their loved ones, instead of fighting traffic.) 4. Subway and light rail systems construction should be prioritized and the approval and construction leadtimes cut by 75%. It took 4 years to build the Golden Gate bridge, and 7 years for Hoover Dam! With the current bureaucracy what once was achievable is now next to impossible! Projects timelines and budgets are stretched beyond imaginable limits in order to milk the public and create high paying administrative jobs with government agencies. There is no regard for, or anything beyond token acknowledgement of, the urgent societal need for public transportation. 5. Subway and light rail users should be offered free parking and full parking lots that now prevent me and others from choosing public transportation should be expanded. I have no sympathy for those that may read this, (if indeed anyone does), and immediately come to the conclusion that the system we have of evaluating and implementing transportation projects is as good as it gets. I Can't accept it! Did I mention air pollution?.....Maybe next time.....	Neutral
Eva Macho	Email	3/17/2014	Love them! Wonderful for getting to and from the airport. Please, please do not eliminate them.	Support
Stefanie Leary	Email	3/17/2014	Thank you for adding express lanes on the 10 freeway in the Alhambra area. It has really saved me a lot of time and frustration. I would like to make one suggestion; please continue the express lane on the 10 freeway eastbound in Baldwin Park. Currently, the express lane changes to a carpool lane for about 1 (yes only one) mile, then changes to a regular no restriction lane. Paying single person drivers have to exit the lane for one mile and then can re-enter the fast lane, causing extra traffic.	Support
Daniel Carr	Email	3/17/2014	I don't live in Los Angeles, however visit for our kids Auditions. Some moths we go 2 or 3 times and some months not at all. I hate Fast Track and miss the ability to just use the old car pool lanes without having to have and pay for fast track service. I understand the service they are trying to provide for Individual drivers who may wish to pay for the added service. Keep it for them. But what about the Multi-person drivers that either do not have the gadget and don't wish to purchase the plan. This service penalizes Multi-Passenger vehicles and forces them to purchase the Metro Fastrack equipment and pay the \$40 annual service fee in order to utilize the car pool lane. Please find a way to adapt so that single person drivers can obtain, and multi-person vehicles DO NOT pay for a service that was designed for them in the first place.	Oppose
David Walsh	Email	3/17/2014	I think the Metro Express Lanes have been a BIG MISTAKE! 1. They have removed a major motivation for LA drivers to carpool. These lanes are so crowded and SLOW northbound in the mornings that the faster computing time in carpooling has been eliminated! 2. The lanes have succeeded in redistributing traffic because of the wealthy fools who are willing to pay \$10 to assure that EVERY LANE on the freeway is clogged, Metro Express and Regular lanes alike. If this was the goal of the Metro Lane project then it has been tremendously successful. How do we fire the people responsible for this brilliant plan? 3. I use to average 65 mph driving from the 105 interchange to USC as a carpool. With the Metro Express lanes, at present, I usually average 26 mph to less. I can actually make the drive as fast or faster on city surface streets!	Oppose

N/A	Email	3/17/2014	Won't be able to attend any of your public meetings but wanted to express how satisfied I am with the express lanes on the 110 Freeway. My office is in the South Bay and my wife works in Downtown LA. At least once a month we get together downtown for dinner, a ball game or a concert. Thanks to the express lanes, I can be downtown in 30-45 minutes even in the middle of rush hour. Compare that to the 1-2 hour travel time to get downtown from the Westside via the 10 Freeway. Need I say more?	Support
Jonathon Harris	Email	3/17/2014	It is a benefit. Expand it to include a corridor along the 605 east to include the HOV lanes, and more along the 101 north to meet the 110 would be an idea. The traffic jam at the 5n, 10e, 60e convergence is always a 10-25 mph trudge. 10w (from Normandie to Santa Monica) from 6:00-9:30 am is often a nightmare, as is 10e (Santa Monica to the above mentioned 5n,10e convergence)	Support
Rebecca Young	Email	3/17/2014	I love using the express lane every day. I am a faithful user and pay the full rate as I am a single driver. I drive from West Covina to Downtown LA 5-6 days a week. It is worth the money to me as a working parent, I can know I will be home at a reasonable hour from work due to the consistent drive in the FasTrak. It also makes me want to continue working in downtown as now I think it is the BEST commute.	Support
Pearline Yang-Nguyen	Email	3/17/2014	I am unable to make it to the public hearing, but would like to express my opinion on the FasTrak lanes on Freeways 110 & 10. I must say that FasTrak lanes are great to have. I mostly use them while driving alone, and I don't mind the fee. It's a small price to pay for a much faster commute.	Support
Barbara Howell	Email	3/17/2014	I must admit that I was not the first to get on board with the Express Lane concept. In fact, I kind of bucked it, thinking that anyone with more than one person in their car, should not have to carry a transponder to use the lanes. And part of me still feels that way - a little. Finally, last October, a friend added my license plate to her account and loaned me her transponder for rush hour a pick up at LAX. It was so easy! I liked the options of 1, 2 or 3+ passengers. It was great. So, I ordered my own transponder for my occasional airport runs and trips to Long Beach. Since I usually drive by myself, I was sure I would plow through my \$30 on account. I had not fully understood that having a passengers dropped the cost from very little to free! Using the Express Lane transponder is very easy. I keep it in my glove box until I need it and then place it on my dash board. I am now a proud and happy Express Lane fan. hope it spreads to more of our Southland freeways.	Support
Philip Nielsen	Email	3/17/2014	Hi...I don't have time to go to the meetings but I do use my Metropass on the 110 whenever I can. However, I do wish that the 10 freeway was for 2 people vs 3 people for the carpool....please change that!	Neutral
Raymond Maese	Email	3/17/2014	The idea that you charge a \$40.00 "credit to the account whenever it hits like 6 or 8 dollars is absurd. I dont use it frequently so for you to charge me 40 dollars is crazy. You should be able to pay as you use it, or make it a lesser amount. Also, I've heard of people being charged because you cannot "see" kids and toddlers in the back seat. You have to be able to fix this because of this happens to me I will definitely not be using your service.	Neutral
Bob Lanz	Email	3/17/2014	Just started and love it. For those folks with more time than money its a good deal because those of us that have more money than time are out of their lanes. The bestthing to spend money on is time. Like they say, the best things in life aren't things....	Support
Joel Klevens	Email	3/17/2014	The ability to pay for use of the Harbor Freeway HOV lanes has greatly improved my commute times from Manhattan Beach to the Courthouse and my travel times to the downtown theatres and concert hall. Please continue the program. Thank you.	Support
Ian Anderson	Email	3/17/2014	Express lanes are the best thing ever to happen to Los Angeles freeways. Please expand the program to every freeway in Los Angeles! I suggest starting with the Santa Monica Freeway, the 10 from the 110 to PCH. Thanks!	Support
Alicia DeNood Ayer	Email	3/17/2014	Although I purchased a pass, I never used it and have paid \$3 a month for the privilege. The marketeer at Costco was ill-informed and told me that senior citizens were not charged the monthly fee. That has left a bad taste. Obviously, I don't travel the I-10 and the I-110 often at an appropriate time, with a sufficient number of passengers, a need to be someplace in a hurry, and a willingness to pay for it. That is not to say I don't use the transponder devices elsewhere. Whenever I go to Florida, I am sure to take my Sunpass. Also, in the northeast I would not be without my E-ZPass. In certain places, such as Boston's Tobin Bridge soon, a pass will be required. I applaud their efforts. The implementation of this pass system is not easy for the user and not predictable in cost. It also appears to have been quite expensive for the taxpayer. Perhaps worst, this subverts the premise of the original purpose of "high occupancy vehicle" lanes. If you have money to spare, you can circumvent environmental efforts. That is ugly.	Support
Jerry Acker	Email	3/17/2014	I use the Express Lanes whenever possible. I have random driving schedules and destinations while traveling across LA, and often wish that there were more Express Lanes than there are now (like west on the 10 Fry from the 110, and along the westbound 134/101 from Pasadena to the 405). My only recommendation is that there should be physical lane delineations rather than only painted lines. I suggest the large 8" diameter Bots Dots or even low concrete chevrons to make crossing into the Express Lanes more difficult. The risk of a crossover accident and greater injury exists where there is heavy slow traffic on the regular lanes and free moving faster traffic in the Express Lanes. That difference in traffic velocity, coupled with the impatience that rises exponentially when traffic is very slow on the regular lanes, is a formula for a disastrous crash, injuries, and an even worse traffic blockage. Keep the Express Lanes coming!	Support
William Kaloostian	Email	3/17/2014	Dea sir,I just purchased about one month ago.I am very impressed.I only wish it extended thru downtown where the traffic is so very bad.I use the 110 often and this express lane has helped so very much! Thanks so much and keep up the great work to make our city work more efficiently.	Support
Lynda Matteson	Email	3/17/2014	We regularly use the metro lanes and don't know what we'd do if they weren't there.	Support
William Schafer	Email	3/17/2014	Carpool lanes should be for carpooling only. The concept is to benefit ride sharing. Allowing solo drivers to pay to use the lane pits the rich against the poor.	Oppose
Nina Messina	Email	3/17/2014	I love the Express Lanes. I wish they were available on more freeways; How about the 405 ? I live in Westwood and have dealt with the construction for the past few years. I can't carpool because my schedule varies on a daily basis. However, I wouldn't mind paying the toll to be able to use the express lanes on the 405.	Support
Cathy Smitha	Email	3/17/2014	I will be turning in my transponder. I don't want to pay \$3 for the privilege of having it. Orange County does not make that charge and I will use that one if I want to travel on LA's diamond lanes.	Oppose
Rashel Mereness	Email	3/17/2014	hi - I can't attend the public forums but I thought I would take this opportunity to submit feedback because today was the first day I opted to skip the lane because the price was too high. So I thought you might be interested in my decision. It was \$9.80 at about 9 am to get on the 110 from the 105. Since I was running a bit early for my usual day, I decided that it wasn't worth it to pay nearly \$10. I usually drive when it is a bit later and much less expensive (just a few dollars). I can't imagine paying \$50 a week, especially when the last few times I took the lanes in the morning, it was congested and slow in the lanes. I'm guessing that higher prices will keep the lanes less crowded, but it just seems like such a waste of money to build these lanes that are too expensive and too small for many people to take advantage of. I really think that more attention should be placed on public transportation that is actually convenient and easy to use.	Neutral
Grieg Asher	Email	3/17/2014	I think the Express Lanes are a big success, and I hope they are expanded to the 91 and 405 freeways as soon as possible.	Support
Irl Cramer	Email	3/17/2014	Personally, I like the system....it works, it is affordable, it's fast....The website/software isn't as easy and obvious as it could be, but not terrible. It was also good that my fast trak reader worked on that Laguna Beach toll road...that was a help. Hope this will continue and expand.	Support
David Dansky	Email	3/17/2014	I can't make it to the meetings but I strongly recommend keeping the no monthly fees for those of us who don't use the lanes that often. If I have to start paying the original \$3. minimum monthly maintenance, I'd have to drop the device. I spend a lot of time in Florida and their SunPass is much more sophisticated as in they are sold in supermarkets and are only the thin RFD tags but also the account is always free. Thank you and keep up the good work.	Support
Audrey Garner	Email	3/17/2014	We need more fasttrack lanes on other freeways in CA. I think every car pool lane should be fasttrack as well and would provide revenue for the City.	Support
Evelyn Ryothing	Email	3/17/2014	I admit that in the beginning I was not in favor of collecting tolls or having to have a special transponder in order to access these lanes. However, now experiencing the lighter traffic, I have to say that I am willing to pay the additional amount. It has saved me many hours of time that would otherwise have been quite unproductive sitting in freeway traffic.	Support
Wilfred Man	Email	3/17/2014	I use my metropass only during the USC football season. I am not an LA resident, so I am charged the maintenance fee. Please reconsider this ruling.	Neutral
Stephen Jacoves	Email	3/17/2014	I believe ALL freeways, including the 405 when finished, should give the driver the option to pay a fee for a better, less crowded commute!	Support

		3/17/2014	Dear Metro ExpressLanes, and council, To be honest, I am not in-favor of turning HOV (public lanes), into double-taxed HOT lanes for the wealthy, and even more-so for the convenience of high-pollution vehicles! When the I-10 and I-110 HOV lanes were converted into HOT lanes early in 2013, and all 'Access OK' clean-air vehicles were forced to pay a fine (or fee) to use them single occupancy (unlike the current HOV lanes in So Cal). It sent a VERY dirty message to everyone that... 'POLLUTION IS A-OK, AS LOMG AS YOU PAY!' Sadly, tens of thousands of potential zero emission vehicles customers were dissuaded from buying one in 2012-2013, knowing that there was no incentive to do so if they had to drive these congested highways on a regular bases. The message was that Los Angeles politicians don't care about air-pollution, as long as the driver has the \$\$\$\$. With that said, I happy that those on the Metro ExpressLanes Council came to their senses, were intelligent enough to FINALLY incentivize zero-emission vehicles, by allowing 'Access OK' clean-air vehicles to once again use these former HOV lanes, single-occupancy, without a fine (or fee) as of February of this year. Being a native California resident of 47 years, I have seen what harmful effects air-pollution has had on Southern California residents. While the auto ICE industry has been forced to improve their vehicles standards for lower emissions, they still have a LONG way to go! Thus the few auto companies that have been forward thinking enough to build zero emission vehicles, should be given as many incentives as possible for their customers to want to buy these ground-breaking clean-air new vehicles. Southern California, and especially Los Angeles County (and the Inland Empire), should be the MOST forward and progressive thinking communities on Earth (remember, we set the standard for many around the globe).	Oppose
Chris Borders	Email			
Bruce Locke	Email	3/17/2014	The maintenance fee is counter productive. Myself and others find ourselves making short trips just to reach the minimum of 5 usages of the fast trac per month to avoid an extra \$5. The end result of this behavior is more cars on the road and wasted gasoline.	Oppose
Judy Mishkin	Email	3/17/2014	I really like the express lanes/Fast Track. I use them to go from Palos Verdes Peninsula to the Music Center and on the 73 to San Diego. I wish they were on the 405.	Support
Samuel Losh	Email	3/17/2014	I've been a subscriber for almost a year and have used the toll lanes about twice. They seem completely empty most of the time. I think they are a bad idea and should be reconfigured to HOV lanes. It is offensive to pay our taxes for Highways and then have to pay again.	Oppose
Adrienne Bell	Email	3/17/2014	Your program is a life saver!!! Please expand to as many segments of freeway as possible!	Support
Patricia Suh	Email	3/18/2014	I forgot how to access my account and so have no way of knowing what my balance is. Can you send me complete instruction, step by step, as to how I can access my account? thank you!	Neutral
Ron Broder	Email	3/18/2014	Every time I've tried to view my account via the link you send me I'm unable to get in. I use the myriad (4 different; password, pin#, account#, user name) items needed for access but have never reached the information. Can you fix this?	Neutral
Chris Bateman	Email	3/19/2014	I have a simple question...Are the new metro lines being installed constructed in such a way as to allow "express" trains and "local" trains? As the lines move further and further from the city center, there will need to be express trains so the transit time to downtown is not excessive...otherwise people won't ride.	Neutral
Wing Wong	Email	3/17/2014	1. Please look into drivers who skip the scan checkpoints and enter in and out of the double white lines. 2. Have more entry points and exit point for on the 10 freeway, in case we miss an exit.	Neutral
Nancy Ferguson	Email	3/17/2014	We love using the express lane on the 10 Frwy. We've been going to Baldwin Park Kaiser Hospital just about once a week and realize how much time we save. It's about time we continue the express lane.	Support
Diane Rene Stewart	Email	3/17/2014	I can't tell you how happy we are that there is now a Metro Lane on the Harbor 110 Freeway. We use it often, and talk it up to all our friends and neighbors. It makes the drudge of commuting so much more enjoyable and economical when we consider "time is money" and it gets us to a doctor's appointment or business meeting in half the time, if we're lucky. We urge you to keep it open, and possibly target advertise it to nearby communities so that you can increase your revenue flow.	Support
Gordon Herigstad	Email	3/17/2014	I think this is the best thing that has ever happened to the LA freeway system. However the less people that know about it, the better for me. Then I do not have to deal with them.	Support
Karen Mathison	Email	3/17/2014	How very nice of you to ask for feedback. While I don't have time to attend the meetings, I do hope this email will be considered because I have a few opinions regarding the Metro Express Lane Program, aka the "old carpool lanes." Love it because: 1. It allows single riders commuting to and from work to use the carpool lanes. Charging a fee for this privilege makes sense. Not so pleased because: 1. Everyday carpoolers, like me, now can't use the lanes unless we pay for what used to be free.* 2. For anyone who doesn't fork over the money, their penance is to get stuck in traffic. 3. It appears to be yet one more way for the state to get more money out of us. Here is my burning question: Who the heck ever designed the window gizmo's numbering system? I understand the three positions to designate number of riders in the car. But what was wrong with putting them in the standard order of 1-2-3, with those numbers right above the positions? Putting them out of order, 2-1-3 and then drawing confusing different colored lines to find the proper position is truly ridiculous; it makes me think I'm in another country. Even out of order, you could have still used the numbers right where you put the colored dots (minus all the colored lines). Were you trying to confuse people as another way of fining people for designating the wrong number of riders?* *When it was new, I took a friend to the airport and used what I had always known as the carpool lanes. I quickly received a letter warning me not to do it again or I would be fined.	Neutral
Vahak Matavosian	Email	3/17/2014	I have been using Metro ExpressLanes for more than a year now. I live in Glendale and our offices are in Torrance. Metro ExpressLanes has been a lifesaver for me. Without it, I wouldn't be able to work in Torrance. I hope Metro ExpressLanes expands to other congested freeways in Southern California. Thank you Metro ExpressLanes, thank you very much!	Support
Gayne Brennehan	Email	3/17/2014	I hate them. I have an all electric car, and am supposed to travel free, in the fasttrack fast lane, and my transponder only works some of the time, and I always have to call in, to the operator to get the charges reversed You should automatically dismiss the charges on an electric car. It takes up 20 min to call each time, to get the charges dealt with.	Oppose
Joseph & Lisa Bollinger	Email	3/17/2014	Love the program!	Support
Stephen Leidner	Email	3/17/2014	I love my express passes! I bypass miles of traffic and the cost is ridiculously low. I volunteer to pay twice as much because my express passes are worth 20 times, maybe 50 times what I pay for them. More express lanes!!!	Support
Greg Witherspoon	Email	3/17/2014	I love the express lanes use them even on the weekends. Wish there were more of them.	Support
Carol Underberger	Email	3/17/2014	I love Fastrack Express Lanes. My only comment is that people who don't have transponders merge into and out of the fastrack lanes in between the sensors. This is very dangerous. Has anyone mentioned this problem?	Support
Karen Maheu	Email	3/17/2014	I used the Express Lanes today with the transponder, dropping off someone at the airport, then hurrying to work downtown. I saved probably 45 minutes on the way downtown - worth the small charge. Assuming my billing and everything else is correct, this was an efficient timesaver. I'm not sure how great it would be if everyone had one of course.	Support
George Zagurski	Email	3/17/2014	Will Metro expand the E/B 10 Express way beyond the 605. The required merge from Express lanes before the 605 causes a huge back up on the E/B 10. Please consider extending the E/B 10 Express lane to at least Baldwin Park Blvd. if not further. Same for W/B 10 at Baldwin for entry into the W/B 10 Express.	Neutral
Diana Bell	Email	3/17/2014	Feedback of 105/110 Metro...It is 18 miles from my home in Manhattan Beach to DTLA. It takes me 1.5 hours on fwys anywhere between hours of 7:00am-9:15am and another 1.5 hours between 5:00-7:00pm. The cost average was \$18-\$20 per day to use Metro. When I used Metro it only saved me 10-15 minutes each way. NOT A SAVINGS OR TIME EFFICIENT.	Oppose

Carlos Jimenez	Email	3/17/2014	<p>I will do my best to attend this open forum. However, if I am unable to attend, please take this email as a "complaint" and "unhappy" carpool driver. My complaint: When this was first implemented to "improve mobility and offer a safe and reliable trip for users" I LOVED IT! And now, I honestly believe this Toll Lane has been a JOKE. The FasTrak transponder has been a failure. The honor system has been taken advantage, and there is a tremendous amount of drivers who are not indicating the proper number of occupants in the vehicle. You have more single drivers setting it at 3+. How do I know, it is easily detected when you see them go under the antenna. It is all blue. Why are you not enforcing the full amount \$300+ for drivers without a transponder? Why does it take for a CHP officer to enforce the amount? It isn't working, and YOU are losing a tremendous amount of revenue. I have a solution. "Visual verification by the CHP officers" CHP officers who help enforce occupancy requirements, are out numbered. There are not enough officers in a day &amp; shift to handle this situation. And quite honestly, this has become an out-of-control system. Lastly, are these lanes Toll/HOV or an Indy 500? Please tell me, how many accidents &amp; deaths have occurred over this time period. I saw one early this month, which involved a motorcycle. The cyclist passed away. A couple of weeks ago, my wife and I saw an accident. A car turned over, and its personal belongings scattered on the freeway. Please tell me how many accidents have occurred. This can also be resolved and enforced. And, you don't need CHP officers. The 10 freeway heading East, the last antenna is located near Peck Road.</p> <p>Why isn't there one at the end of the toll lane, like all of the others? The end of the toll lane would be, in between the Peck Road exit and the 605 freeway.</p> <p>Many drivers, after passing the last antenna, jump the lane and ride the toll lane. ☹</p>	Oppose
Benjamin Meigs	Email	3/17/2014	I highly support the expansion of paid express lanes. Tolls are the most equitable way to fund public roads, because they are a per use fee. People who choose to take public transit, or who don't own a car will never pay them. That's more fair than paying for roads via tax dollars. More income from the express lanes further funds highway improvement and other transit projects, which gives a positive benefit for the entire Los Angeles community.	Support
Nancy Dukes	Email	3/17/2014	Love the express lane system - need to expand the routes! The "box" works well and is cost-effective. This works better than car-pool lane as does not get filled up. I really like and use all the time when I go to Los Angeles. I would even use daily for a commute. Assign more lanes!!! Use instead of car-pool!	Support
John Needham	Email	3/17/2014	The Metro lanes are wonderful, major time-savers. I applaud the concept and its implementation.	Support
Dee Manning	Email	3/17/2014	Hey, not going to go to a meeting because I'm really busy but I LOVE METRO EXPRESS LANES!!!! I frequently have to take my husband to the airport and I save hours coming back to our downtown live/work space on the 110, more than happy to pay to use express lane. Looking forward to them being on all freeways. Thank you,	Support
Nathan Vail	Email	3/17/2014	I am a great fan of FasTrak; the only problem is how porous the lanes are. Several times I have been cut off by drivers jumping the quadruple lines when traffic slows down, often without even looking. This has probably caused some serious accidents given the prevailing speed. Why not put up cones or dividers to impede this? It's not only illegal, it's dangerous.	Support
Richard Weston and Sonia Wegner	Email	3/17/2014	MetroExpressLanes is the still the astounding revolutionary state-of-the-art, not just in urban planning and transportation systems, but in government. It is one of the most precious resources this megalopolis has or will ever enjoy--and all done with such grace and humility. Caring about people and [as an integral part of] efficiency. Should I be afraid to raise my voice in praise, lest some external power-that -e take note and in envy or fear or political reprisal strike out against it? I must speak up in awe and support of it! Thanks to all concerned in this great American enterprise and institution. Long may it live and its banner proudly wave!	Support
Sheldon Sloan	Email	3/17/2014	As a sometimes user of the Express lanes, I am delighted with their existence. I only wish there were more of them throughout the system. New roads and maintenance costs money and regular users should not object to paying a little more for the privilege. I hope that you will consider Express lanes for the 405 between the 101 and the Airport once the 405 work is completed.	Support
Edward Lewis	Email	3/17/2014	Please keep Metro Express Lane and expand it. It is well worth the money and the service is getting better	Support
Truc H Dao	Email	3/17/2014	Your express lanes (10-West) make it pleasant ++++++ to drive to work. I almost decided to buy a Harley to commute.	Support

T Capwell	Email	3/17/2014	<p>Thanks for asking for my opinion. Yes, it IS about time! There are issues that I have had daily with using this system, that I am sure are not uncommon, but there may be some issues that you may not be aware of or didn't think about at all. I started using the Tolls Roads years ago, when it started. I enjoyed it then, and loved the the fact that it was all available online, down to the payment. When the 10/110 corridors opened up I used them for work, with my Toll Roads transponder. All was great. Then you had changed your transponders and I had to close that account to get the updated version. So now I am finally used to using your Metro Express system. Just not happy! Frankly, I cannot see why I bother to use the Metro version of the Fastrac lanes at all. First, I get charged much more than Toll Roads, and more than it should cost, for any of us. Since changing over to Metro Express, from the Toll Roads, my cost has increased by leaps and bounds. My mileage hasn't. Often, I get charged twice a month instead of once, even when I am still above the threshold! A monthly billing system would be more user friendly. Secondly, it is quite obvious that you have really built this for your Metro bus lines, only to have all passenger vehicle drivers/owners pay for the upkeep. There are plenty of lovely, convenient exits and entrances in place for all buses. You placed the very few entrances and exits for passenger vehicles in the strangest, most impractical, inconvenient places anyone could have chosen. For example, the downtown L.A. entrance has all the earmarks of being created by someone on drugs or way too much caffeine. The Fastrac, eastbound on Interstate 10, near Santa Anita Ave., just before Interstate 605 is ridiculously wide open far too long for exit and entrance. Then suddenly, you have the Fastrac patrons try a forced exit RIGHT BEFORE an interchange! What dim bulb thought that one up? There is room for two lanes to keep going until AFTER that interchange. What is wrong with that? Are you afraid it would be too nice for the Fastrac patrons? Or it would make the bus line C.O.O. upset? You did the same thing with the eastbound 105, at the southbound 110. The westbound 105 makes me wonder why you bothered to make a Fastrac at all. You plopped us down, on a two-lane-wannabe, right in the middle of your not-enough-lanes westbound 105 mess. But, hey, at least it is AFTER an interchange, right? It wasn't for me! It wasn't for any other drivers trying to get to work, in their cars right next to me. Thirdly, the lanes are not even remotely, conveniently placed for passenger vehicles, but definitely are ever so convenient for your bus system. You have not considered anyone other than the bus patrons, at every turn, and it shows. You have entrances for Fastrac abruptly added as an afterthought, after a too-long entrance for 'carpool only' NON PAYING patrons. WHAT IS IT WITH THESE BUSES ANYWAY? The Fastrac and Metro Express were <i>not meant</i> to be FOR BUSES! Thanks to them, IT IS NOT A FAST TRACK AT ALL! To get behind a bus, means going from 49 to 59 MILES PER HOUR? Or do you think that having vehicles go excruciatingly slow behind your buses is one of the goals taxpayers had in mind when it was being paid for? If these speeds seem fast to you, you need to move to Leisure World! It is a commuter's nightmare to use the Fastrac! Why would, or should anyone pay for that? Put in two lanes ALL THE WAY, so that we can think about breathing while driving! The stress of going nearly as slow as the bumper-to-bumper traffic, is a great example of road rage in the making, not quality road making. The drivers avoiding buses go in and out constantly, taking chances they shouldn't, just to get past all the buses! That combined with the drivers that use the Fastrac for a passing lane, abruptly darting in and out as they please, well, we would all be safer with more lanes and NO FASTRAC! Finally, there is too much waste of land and money spent on landscaping, when we need LANES! I know land is not a straight line, but don't insult us by taking land for pretty trees and flowers! More useless waste of water too! There are enough bridges supporting freeway lanes to see that it is not too hard to expand the lanes properly, without excess waste. You made really wide shoulders, and two lanes for buses, but only one for passenger vehicles, then lanes a car and a half wide, then a very slim one, and some of the lanes feel like a rickety old roller coaster, burting our car's suspension as the lanes continue to go too wide then thin, wide then thin. GOOFY! Westbound on Interstate 10, near Interstate 710 is really bad! WHY? In this day and age, and having rocket science available to all, why can't the lanes be the right uniform, drivable size? The Fastrac lanes should NOT rock and bounce like a roller coaster and go in and out like Space Mountain! It is more like Disneyland's Autopia gone bad, since our gas pedals are rendered useless! It seems you haven't decided what to do with the carpool drivers, or their lanes either. You need to have a real, recognizable uniform plan. The hodgepodge system you have in place now is time consuming, not time saving, and not worth getting a new eco-friendly car for. We need standardized on and off locations, not just because a sign looks good to erect on a certain spot of ground. Begin with so many off ramps then an exit, and entrance, providing a set number. We could plan travel around that. Grow a two lane minimum mentality! Add the cement! Make it user friendly, not a detestable non-useable white elephant. like the parts of lanes in ruins near Boyle Heights! Why haven't you combined carpool and Fastrac All the Way? It would provide revenue if you had longer Fastrac lanes and make it worth our while, at the same time. Carpoolers are harder and harder to work with since there are now so many buses as it is! Carpoolers also don't generate revenue now. People don't even follow the white line rule for *lane control, -just check out Interstate 10, near Pepper St. in the Colton area. Why do you think it will work for entrances and exits? A *Cal-Trans worker was killed because of it once already. It is as if they are not even there. *Yellow lines will keep us all safer! Or? Why not use another color for the *Fastrac/*Carpool lanes? *Purple, for example. &gt;TWO LANES ALL THE WAY!&lt; So, any smart people where you are?</p>	Oppose
Bettina Pyatt	Email	3/17/2014	<p>My name is Bettina Pyatt and my husband is Rick. We use the Express Lanes (10) quite often. I have a suggestion: There need to be a better transition from carpool lane that feed into the Express Lanes on the 10. This past Saturday we used the Carpool and Express Lanes. However, people who did not have a transponder to continue on made almost a dead stop because they were not able to get into the left lane on the 10. I would suggest more warning signs about the approaching Express Lanes and the need of a transponder. Also, maybe a CHP officer to oversee this situation. There was also an accident because of people trying to get in and out of the Express Lanes prior or after the cameras. It can be dangerous! Thanks for your time. I am sorry I will not be able to attend a forum.</p>	Neutral
Bryan Theis	Email	3/17/2014	<p>Please accept this emailed feedback on the Metro Express Lanes project; I am unable to attend the in-person meetings. (1) First of all, I strongly support the concept of toll-based road services in California and within Metro's jurisdiction. Please expand the toll road system to include more freeway segments, bridges, and other transportation infrastructure within Southern California. Quite simply, the roads should be paid for by the road users, not by the general public. If a person makes personal changes or lifestyle changes in which that person uses *less* roadway capacity, that person's taxes and fees (tolls) should decrease, not increase. The most practical way to do this is with an expansion of toll-based road services (and a corresponding decrease in general fund taxes). (2) I strongly support keeping a tolling system in place for the indicated segments of the 110 and 10 freeways. In fact, Metro should expand the system to encompass other freeways. (3) I believe that the process of obtaining a transponder, and making an initial payment into the Express Lanes system, is too burdensome for most casual users of the Express Lanes. Because casual or intermittent users of the toll lanes have a relatively high cost to begin use of the system, the Express Lanes are accordingly far less useful for casual or intermittent users. Metro should simplify the system of obtaining a transponder, or just use a different system for tracking vehicles that does not require a transponder. Alternatively, Metro should allow casual or intermittent users to use the Express Lanes on a limited basis (a few times per month, perhaps) without a transponder. Perhaps the system can read the license plate of the user and mail an invoice to the registered owner of the vehicle. If the owner doesn't pay the toll, the toll is then charged to the owner in the same manner as an unpaid parking ticket. This sort of system is in place in other metropolitan areas in the US and appears to work reasonably well. Thank you for considering these comments.</p>	Support
Jonathan Sager	Email	3/17/2014	<p>The 110 Metro Express lane between downtown and the 105 has been an invaluable time saver for my commute. I love the simplicity of automatic billing and frankly can't imagine making the commute without the express lane. I started my job after the Express Lanes went in to effect and it was a major factor in my decision to take a job in Hawthorne. Please keep the program!!!!</p>	Support
Rebecca Sales	Email	3/17/2014	<p>I'm glad to have access to the express lanes. The transition from the 105E to the 110N is very dark at night and needs new reflectors and or lights. I wish you could extend the express lane all the way to LAX. Thanks.</p>	Support
Dan Flores	Email	3/17/2014	<p>Consider this as an improvement that will save lives and raise revenue: Plastic cone type barriers should be installed in between the areas where camera and sensors are located. This would help prevent those motorist that unsafely &amp; unlawfully enter the Fast Track lanes. These violators place law abiding motorist's lives in danger while at the same time cheat the system by not paying for the legitimate transponder service. CHP officers should monitor those areas between the overhead Fast Track sensors and cameras, that is where the dangerous violations are made daily!</p>	Neutral
Steve Gorman	Email	3/17/2014	<p>I have commuted along the 110 for 9 years now. The yellow sticker was a huge boon to me and I watched traffic in the carpool increase dramatically. That actually reduced congestion. When the "fastrack" was implemented the volume of traffic in the carpool lanes dropped dramatically. It has increased since the initial implementation it is still lower then when it was a simple carpool lane. It seems obvious that the "fastrack" is not easing congestion, but it is a simple money making opportunity. Hopefully this failed "experiment" will end and we can focus our tax dollars on creating a workable rail system in the city. It is laughable when a LA to SF "commuter" rail is the topic of the day when it takes 3 trains and 2-3 bus rides to get to Burbank. If reducing congestion is truly a motivator, please change the conversation to a functioning subway/rail system. Sadly, it does not seem that reducing congestion is truly the goal of the Fastrack.</p>	Oppose
Mollie A. Esposito	Email	3/17/2014	<p>Thank you for doing such a wonderful JOB! I am so happy I purchased my EXPRESSLANE TRANSPONDER. Two words...BAR-GIN!! The process was so easy, friendly, and the expresslane is making me SMILE. We need more express lanes. Your site is easy to access, and refilling my metroexpress is quick and easy. THANK YOU... THANK YOU</p>	Support
N/A	Email	3/17/2014	<p>I love the express lanes. Please keep them.</p>	Support

Michael Davis	Email	3/17/2014	I think this program is great. Especially if the funds go to pay for the toll roads and new public transportation projects that involve light or heavy rail. My only hangup was the cost of the transponder and its availability. Maybe the transponder could be either cheaper or the cost spread over time. I think more people would buy in. The availability was awkward. I really had to hunt one down.	Support
Wileen Dragovan	Email	3/17/2014	I can't attend any of the meetings listed unfortunately due to scheduled conflicts, including work. But I do want to go on record as saying I use the Metro Express Lanes on the 110 and may I say it is the best thing that's happened in LA for a long period of time! I can actually get to places I need to be in some semblance of "on time" every day. And please extend this program to the newly reopened 405. This will make all the difference in the world to that dreaded highway. Keep up the good work Metro!	Support
Michael Graham	Email	3/17/2014	Unfortunately I will not be able to attend the meetings. I am currently in New York on a television project that should be in LA except for a generous tax credit offered by the state of New York. But that's another story of lost revenue for our great state of California. Regarding Metro Expresslanes: My wife and I commute every morning a distance of 45 miles. We have one section of expresslanes to use and we always use it during rush hour. If there were more options we would use them as well. Please make an effort to expand this project, we are big fans and it helps us to be more productive in our city and state. The cost of using this system is far outweighed by the ability to not only be more productive, but also to be less exhausted during the day working in our professions. Not to mention the quality of life it provides by allowing more time at home. Thanks again for the Express Lane System,	Support
Dave Cassen	Email	3/17/2014	My wife and I use the 110 Expresslanes Monday thru Friday. We have looked and it appears that there are many single riders that do not have the pass in their cars. The lanes are getting much more congested these days and we are wondering if there may be insufficient monitoring of the situation. Once word gets out that there is no checking, this info gets passed on and more cars add to the cheating. Thanks for listening.	Neutral
Annette V. Graw	Email	3/17/2014	I do not use the Express Lanes every day... but when I need to use them I do and they are terrific! I really want the Express Lanes to be available. I like having one bill, and I like knowing that it is always valid since I pay when ever I run out of money! I also appreciate the fact that I can use my transponder on the 73 to pay the toll, and I take it to the Bay Area to pay my tolls on the bridges... I travel for business and this is very helpful I hope that you will consider expanding the program. My suggestion is to have the Express Lane entrance on the 105 East brought further to the west. The 105 starts at the LAX... why can't the Express lane start soon after??? It is 4 miles to the on ramp now. Also I need better signage for the Express Lane entrance in Los Angeles... I know where it comes in when you are on the 110 south... but where is the entrance when you are in the USC area or the Trade Tech area???? Thank you	Support
Russ Andrade	Email	3/17/2014	I like the program but think it needs to extend to all the freeways. Also more entrances and exits are needed and signs that inform drivers the name of and distance to the next exit so they do not go way past where intended. That error costs a lot of time and gasoline.	Support
Pia Escudero	Email	3/17/2014	hello, it would be very helpful to get a statement of where you are on your bill instead of having to go to your site, entering a web site, remembering your password and getting an update. If there is a short summary on the body of the email, I can keep up with the info otherwise, it is too time consuming and I don't appreciate it. thanks for hearing me out	Neutral
Joseph Hanna	Email	3/17/2014	What do I like about the Metro Express Lanes? Saving time, bypassing congestion. The lanes so far in my experience seem to work very well, at least for my needs. What don't I like about the Metro Express Lanes? Being charged a monthly "maintenance fee" for the transponder just because I happen to reside a few miles outside of LA county and didn't use it for that month. I conduct business in LA county and pay taxes there too! If I didn't, I wouldn't have the transponder. I understand LA county residents have the fee waived. What do I like even less about the Metro Express Lanes? I took 6 trips in the express lanes during the first week of March. On March 14th I was charged a \$3 maintenance fee despite meeting the 4 trip/month requirement to avoid the fee!	Support
N/A	Email	3/17/2014	Except for one time when there was an accident and the lanes were slowed down, the two (2) lanes seem more than enough. When the 'carpool' lane was used, it was only one (1) lane. We <u>do not</u> use the express lanes during rush hour...only evenings or week ends. So we feel that having 2 lanes is more than enough. Hopefully, they are used more during rush hour.	Neutral
David Curtis	Email	3/17/2014	The more express lanes, the better. I love my transponder. And I love paying extra to ride in the express lanes. Please put them everywhere in California.	Support
Richard Jacobs	Email	3/17/2014	I do not think there should be a monthly fee for the transponder if under 4 trips are taken on the toll roads.	Neutral
Gary Francesconi	Email	3/17/2014	There should be NO Express Lanes that cost any more money... we ALL have already paid for all the lanes of ALL the Freeways by the FUEL TAXES!!	Oppose
Jill Junk	Email	3/17/2014	I'm glad that you removed the monthly fee for a trial period and I believe that it should be removed permanently. I don't believe it is valid for families that use the lane as carpool to have to be charged fees if they don't use the lane very often. Getting my daughter to therapies sometimes requires going through downtown LA and that is why I have a transponder. Using the lane 4 times in one month is not always in the cards and being charged a fee (on top of already keeping a deposit on the device) is wrong.	Neutral
Ulrich von Schweinitz	Email	3/17/2014	I am a little shocked by the pricing. Driving daily to work on the 110. It adds up to over \$60 a month for average 20 working days. Plus, the bottleneck is still crossing downtown LA and the 101.	Neutral
Rachel Kha	Email	3/17/2014	I'm not too happy about it. It feels like there is so much congestion on the express lane that it's almost the same as sitting in traffic.	Oppose
Cindy Clark-Schnuelle	Email	3/17/2014	My husband and I love the Metro Lanes. For the most part we use them to and from LAX and El Segundo. We have also had occasion to use the lanes when visiting the Bay Area. Until our (LA County) mass transit comes up to par with other major cities, this is the best thing that we have going in Southern California.	Support
N/A	Email	3/17/2014	We think the concept is great and the lanes function quite well. We use the 110, and the 10, and occasionally the 73 lanes. It is too bad they are not used by more drivers.	Support
Joseph Hower	Email	3/17/2014	I cannot make the public meetings, but I am quite concerned that I have several times paid as much as \$12 in tolls only to have the I-110 Express lane go slower than the main freeway. This was not caused by accidents, just too many people in the Express Lanes. If you have to raise the price to get the Express lanes to flow, you should do that, but charging \$12 to go slower is not acceptable.	Oppose
Marlene Chudacoff	Email	3/17/2014	I seldom go into LA and use the express lane, but when I do it is terrific.	Support
Matt August	Email	3/17/2014	I'm bothered by how many "not in service" busses are on the fast pass lane! We pay for a program and they are slow moving and do not yield to traffic behind them!	Neutral
Cory Fryling	Email	3/17/2014	I've been using the express lanes since they were opened on I-10, and I strongly support them. The lanes need to be repainted in the double-double-yellow format drivers are used to seeing with carpool lanes. There are still far too many drivers pulling in and out of the express lanes between entry/exit points. On several occasions, I've been driving in the right express lane and had to swerve into the left lane or slam on the brakes because a driver in normal, stopped/slow traffic decided to illegally enter the express lanes in front of me going far more slowly than the express lanes. The occasional "do not cross the solid white line" signs are insufficient, and there are too many drivers who ignorantly believe that it's somehow "less illegal" to cross a double-white line than it is to cross a double-double-yellow. There needs to be consistency in markings or else drivers come up with their own "interpretations." There also needs to be clarification on how lane courtesy applies to the express lanes. Busses always seem to be traveling in the left-most (#1) lane, which conflicts with standard keep-right lane courtesy practices. I understand why it might make sense for lane courtesy to switch to a keep-left standard for safety purposes, but there should be signs making this clear. There's too much congestion being caused by this ambiguity. Finally, it is extremely helpful when both express-lane and non-express-lane travel times are displayed so that drivers can make educated decisions about whether using the express lane is worth the cost at that time. Otherwise, drivers like me have to assume the worst and assume that travel times in express lanes are not significantly better when, in fact, they often are. This results in lost time for me and lost revenue for you. Thanks again for all the hard work and thought that you put into the express lanes. I love my FasTrak!	Support
Kevin Lavalley	Email	3/17/2014	I am a big fan of the new fasttrak lane of the 110 freeway. The mass transit systems in Los Angeles are finally coming of age, but they have several past catastrophe mistakes that need to be fixed. The light rail system is putting all the feeder lines in place, but you still don't have a LAX stop. Why the transit authority buckled under pressure to avoid the largest transit center in the city (LAX) is a black mark that will follow all mass transit projects in Los Angeles until it is rectified. One way to help get people to LAX would be to add Fasttrak to the HOV lane of the 105 freeway all the way to LAX.	Support
John Tor	Email	3/17/2014	I would like to provide comment for the Metro ExpressLanes and wish there would be further expansion on the I-10 corridor to go further east of the I-605 as well as expansion of the I-110 into Union Station if possible. I sincerely hope there will be enormous strides to be made in expanding the ExpressLanes	Support

Cliff Truesdell	Email	3/17/2014	I LOVE the Metro express lanes! My wife and I carpool to work M-F and my work is the first stop before she heads to her job and we save anywhere from 10-20 min on our commute from our home in San Dimas. I hope that you will continue to offer this service past the April deadline.	Support
Jacqueline Dilworth Patterson	Email	3/17/2014	The Express Lane program is an absolute joke. I've been a carpool commuter with my husband for 20 years. Carpooling since the Express Lane program has cost us well over \$60 in erroneous fees when the transponder doesn't work appropriately. Previously, carpooling was free. In addition to that, the time it takes to get to work in the so called "express lane" isn't something that you can EVER rely on. On a good day, using the plain old carpool access from the 105 to the 110, I could make my 16 mile trip to work in 20 minutes on average. The record was 12 minutes. Today, using the "express lane", that same route took one hour and twenty minutes. Your technology and methodology are absolute jokes. This isn't making commuter's lives easier and it is negatively impacting those of us who would be ruled previously and weren't part of your ridiculous "pay to drive" rip off. These routes should be taken down or only limited to multi-car drivers. But that won't make the vendors money. It's about time you stopped ripping us off and LYING to us.	Oppose
Jessica Feldman	Email	3/17/2014	I'd like to receive emails when the program terms change. For example, I knew when I signed up that initially I had to use the carpool lanes four times per month to waive the monthly maintenance fee. I did not know that requirement had been waived until a friend told me. Poor communication! I'd rather the monthly maintenance fee be waived completely, it is not fair/necessary.	Neutral
Mark Mizrahi	Email	3/17/2014	I like the lanes and you should not only keep them but expand them. Everybody loves them. They are a great idea. What I don't like is how poor the signage is as some stretches are HOV only and some are for Fastrak. I also don't like that you charge us for not using the lanes. You are holding prepaid tolls and you are not allowed to deduct from that advanced payment as a penalty.	Support
Kevin Wilson	Email	3/17/2014	I like the idea of having HOV lane for cars of 2 or more passengers. I dislike the feature of paying a monthly fee for the privilege despite the number of car passengers. I'd like the Express Lanes to be discontinued, an return to the previous HOV rules, that encourage carpooling. Thanks.	Oppose
Mike Nakamura	Email	3/17/2014	My apology I am not able to attend public hearing at locations. Here is a few comments I would like to make. One is it is so convenient to drive car pool lane freeway 110 south from down town by myself using Fastrack transponder. It saves a good time to get there. One is I would like you to consider to introduce same Fastrack car pool lane program seriously on freeway 405 north and south since I have several important meeting in Torrance in the evening from West LA every month using 405 south. I am very much afraid to say it takes 90minutes when I drive myself to get Torrance. Appreciate if you would consider it.	Support
Jennifer Nolan	Email	3/17/2014	I understand you'd like feedback on the Metro Express Lanes. I have enjoyed them, but have one request: Could you please, please put an exit available before the Garfield/Atlantic exits on the west-bound 10 freeway? I live in the Pasadena area, and cannot exit to my own town!	Support
David Arndt	Email	3/17/2014	The ExpressLanes have been invaluable to me. They make my commute from La Crescenta to El Segundo somewhat bearable. I just wish they extended further west on the 105 and further north on the 110. Don't take the ExpressLanes away!	Support
Peter Boardman	Email	3/17/2014	My son is a frequent passenger to school on the metro line bus 260 to north passenger and then transfers to Metro line bus 268 to La Canada Flintridge. Over the past year, our biggest complaint has been the inability of the buses, both 260 and 268, to run on the scheduled time plus on the transit cross city bus, 268, often does not stop for passengers when it is running late. Before making any further investments into metrolanes and infrastructure, I believe you should first solve the most basic issues about running on time. It is embarrassing how bad the buses run compared with the schedule. I think the metro line should publish a survey of the metro city bus timeliness and post it on its website as a first start to improve the service.	Neutral
Richard Tetu	Email	3/17/2014	The poor signage on the freeway, combined with your highly questionable ticketing and billing practices, dooms the express lanes project - as it should be. You folks should be ashamed of yourselves.	Oppose
Richard MacKenzie	Email	3/17/2014	I am a new expresslane user - entering the 110 N from the 105 E. Why not open up the HOV lane from its beginning in the West to the entry onto the 110N Express lane. This would prevent the sometimes dangerous entry from the fast lane of the 105 E at the entry overpass to the 110N. Nothing is lost by allowing this and safety is gained. Would also suggest the same for the entry off the over pass from the 110S to the 105 W allowing fast track vehicle to continue in the HOV lane to the end near LAX. Just makes common sense for safety reasons.	Neutral
Carlin McCarthy	Email	3/17/2014	I am unable to attend one of the meetings, but I would like to say how much I dislike the \$3 monthly fee if I don't use the Fast Track pass. Are you trying to encourage people to drive more? I bought the pass primarily for LAX trips from Pasadena. If no one in my family happens to be traveling in a month, I do not think it is fair for you to charge me for NOT USING IT! This is so counterintuitive and not like the other programs around the country of which I am aware. Thank you for your attention.	Oppose
Ronnie Uribe	Email	3/17/2014	I am a newcomer to Metro Express Lanes/Fast Trak, especially since I just relocated back to Southern California after living five years in Arizona. I was looking for a solution to ease my commute from the Inland Empire to Torrance and Metro Express gives me wonderful options when my regular route is too clogged. I am very pleased with them and the process of acquiring a transponder and reloading my account is both easy and functional. I do, however, have two suggestions. 1) The quality of road in some of the lanes, especially those that run on the 10-East are poor quality, with large cracks that should be repaired. 2) Expand the system! Metro Express lanes would be wonderful on other congested freeways like the 210-East, farther along the 10 and the 605.	Support
Daniele Santos	Email	3/17/2014	I won't be able to attend any of the meetings. I am happy with the service and convenience the FasTrak provides on the 110 freeway. I wish it would extend all along the 105 freeway. I also wish it wouldn't charge SOV so much during peak times or perhaps offered discounts or deals. Perhaps partnering with insurance companies to reward safe drivers via a cash back rewards program or percentage refund for being enrolled in auto pay. That would be a dream! Thanks for the development!	Support
Craig Franzen	Email	3/17/2014	I am 100% grateful for the Metro Express Lanes and would like to see expansion of these lanes across the 210 corridor, 605, 405 and the 57 FWY as well. These lanes allow for a cheap fee the opportunity to avoid or reduce traffic and pollution. I frequently use the lanes to LAX airport or to San Pedro docks. Since our state government continues to let our freeways lapse into disrepair, the money raised can be used to redo freeways in concrete that last 20 -30 years instead of asphalt that needs replacing every 5 years. KEEP - YES, EXPAND the METRO EXPRESS LANES!	Support
Julie Eyre	Email	3/17/2014	Please add an exit at the westbound 10 fwy near Garfield or Atlantic. I would use it in the morning if you add this. Right now it dosent make sense to go all the way to Fremont to go to Alhambra. Thanks for considering this!	Neutral
Brian Bowman	Email	3/17/2014	Please do not get rid of the express lanes on the 110 freeway. I am a night nurse at at good samaritan hospital in downtown LA. The express lanes make my commute to and from work safe and reliable. I don't want to have to drive to work without them, it will take too long. I am willing to pay more to use the fast track rather than loose it.	Support
Giang-Sinh Tran	Email	3/17/2014	I live in Riverside County and commute to work using the Express Lanes on the 10 Freeway. I feel it's unfair that drivers residing in LA County have their monthly maintenance fee waived while I do not. Please do something about this!	Neutral
Estefania Sasone	Email	3/17/2014	I've been testing out the metroexpress lanes, and I've got to say it's not worth the money. There do not appear to be easy access points located near my where traffic is the most congested. Upon entering the 10 FWY west at Walnut Grove Ave, it takes me approximately 15-20 minutes just to get to the nearest express entrance at Del Mar Avenue which is barely even 1 mile away. My average commute into downtown LA is approximately 30-45 each way (with the fast pass). Ever since the city instituted the express lanes, traffic has since doubled as most average carpoolers no longer utilize the lane because they do not have the required FastTrack transponder. Prior to the express lanes going into effect, my average commute to work into Downtown LA without a transponder was between 30-45 minutes. Now, my average commute without a transponder is between 45-65 minutes, to drive approximately 10 miles. This is absolutely ridiculous. The express lanes have not alleviated traffic at all, in fact it has made it so much worse for those that do not have a means for acquiring a transponder. The express lanes are arbitrarily excluding the underserved low and moderate income families of Los Angeles County. A hard look needs to be giving at the traffic patterns before and after the express lanes went into effect. Additionally, the system needs to be reviewed to see how it is affecting the underserved low and moderate income families of Los Angeles County. I understand that the city sees it as a great way to generate easy revenue; but at what cost? I plan to return my transponder within the next month, because to me, it's really not worth it.	Oppose

N/A	Email	3/17/2014	I love the metro lanes. It provides me an opportunity to bypass the morning traffic and the amount I pay for the service is priceless. I use the lanes whenever possible and am hopeful it will be expanded to more locations.	Support
Mary Freeman	Email	3/17/2014	The express lane, I love it! I travel to Carson one to three time a week alone. I live in Pasadena, The traffic is alway heavy on the 110 Fwy. Using the express-lanes is very useful and time effected. Everyone, I know like the express-lanes,	Support
Diana Faust	Email	3/17/2014	I wanted to say that I am enjoying using the Metro ExpressLanes on the 110 South and North. Primarily it is helpful when going to the airport in the morning rush hours. Two improvements I would suggest, both having to do with nighttime driving in the lanes from the 105 to the 110: 1) Could there please be more lighting on roadways on the very top levels of the carpool lane flyovers that go from 105 E to 110 N. It is VERY dark and dangerous there at night. Very hard to see where you are going, when there is no ground visible below you in the dark to give you a sense of where you are. 2) And then at the bottom of that high ramp is a blue flashing light that is triggered as your car passes the sensor. It flashes a blinking blue light pattern in your rearview mirror as you pass which has every appearance of a cop flashing his lights as you when pulling you over. You are sent into a panic that you are being given a ticket RIGHT in the very dark and high portion of the connector lane. Every time this sets my heart racing, especially when I'm quite certain I'm not speeding. Is there any way at all to NOT have the blue flashing lights associated with these sensors? Is it possible to change the color to something more neutral, like green or yellow which are NOT associated with police cars and getting pulled over? I make this drive often and have to calm myself down every time because it is so startling. Other than that, I have enjoyed my time in the ExpressLanes very much. It makes it possible to get to the airport with plenty of time to pick up out of town business visitors on an almost weekly basis. Thank you for your time and consideration of my suggestions.	Support
Carl Maravilla	Email	3/17/2014	My husband and I are Redondo Beach residents. We feel that turning carpool lanes on publicly funded highways into tollways is fundamentally unfair to low income people and frequent user small business owners. We were skeptical that the 110/10 project would prove to be a cost effective use of resources to reduce congestion or pollution. Even though we opposed the project, we purchased 2 FastTrak transponders; my husband because he commutes to and from Hollywood during peak traffic hours, and me because my business occasionally requires me to travel downtown or to the San Gabriel Valley, and time away from clients directly affects my bottom line. While the commute time on the tollways seems to have improved, the congestion on the other lanes appears to have increased disproportionately. In other words, a small gain has been more than offset by a much larger problem. Also, why is it that the transponder only works on these two segments? It seems like a scam that someone who travels on other FastTrak tollways must purchase more than one transponder. While the project is not quite a disaster, it is not close to success.	Oppose
Bob Wicke	Email	3/17/2014	Please continue the Express lanes.	Support
Atul Singh	Email	3/17/2014	My Comments on the Express Lanes. I like them as long as you don't charge a maintenance fee for inactivity. I use the 110 predominately and mostly related to Airport trips (single or as a HOV). I would not mind seeing this on the 10 west of the 110 (to Santa Monica). I don't want to lose a lane on that stretch of the 10 to HOV cars only - but maybe we make it a pay to get in the that left lane if you are driving solo. Or maybe you can make the left lane, enter at any point, but you must exit only after Bundy. That's all. Thanks, Atul Singh ps. I think you still need to do more outreach to let people know to get a transponder.	Support
Oliver Beaudette	Email	3/17/2014	The express lanes in Los Angeles have been a huge boon for my business. The time savings and on-time performance increases are remarkable--way beyond expectations. The small monthly costs have been far outpaced by the additional per-day appointments and bookings that the express lanes have allowed. I only hope the express lane system will be expanded to include the many other freeway corridors that are still detrimental to efficient movement throughout our great city. I have had no problems with the express lane system, administration, support or billing. We deeply appreciate this incredible upgrade to our transportation system and fully support expansion and refinement of the system.	Support
N/A	Email	3/17/2014	I am in favor of expanding the metro express lanes to the 91, 605, 105 and 7. This is a great idea!	Support
Jerry Yu	Email	3/17/2014	I love the program. Extended it to other freeways and counties.	Support
Christina Hart	Email	3/17/2014	Metro Express Lanes are the best thing to happen to the freeway system in the last 20 years. Just need more locations.	Support
La Shanda Franklin	Email	3/17/2014	Hello .... I am a CHP dispatcher who commutes from Orange County up to Eagle Rock for work. Please please please keep the fast track lanes. I only take the 110 freeway because of them.	Support
Allon Percus	Email	3/17/2014	Thank you for giving me the opportunity to comment. The Express Lanes have been helpful. The implementation has not been optimal. It is not clear to me why, operationally, it is necessary for carpools to carry a transponder. That is a disincentive to carpooling. Waiving the monthly maintenance fee for the transponder has helped; the constant threat of reinstating it has not. My carpool will continue to use the Express Lanes for as long as we do not have to pay the maintenance fee. But if and when you start charging it (even \$1/month), please count us out of the program. Making carpools pay for the privilege of using the carpool lane is poor public policy.	Neutral
Jovona Willis	Email	3/17/2014	My concern is how you charge a higher toll when their is heavy traffic in the express lanes on the 10 and 110 freeways. If I'm moving at the same time everyone in the free lanes are, therefore it should be free or at a reduced rate. I'm sure you will still make money. I think you should raise the income guidelines for the reduced program and I don't have easy access to my statement. You email sparingly. And I wasn't informed the rate went from 50.00 to 75.00. This program needs better management. Sugesstion: 1. Email statements. 2. Reduce the rate or free during heavy traffic. 3. Should allow drivers on the 105 with transponders access to the carpool lane prior to the 110 ramp. 4. No toll on the 91 or 405 in los Angeles County	Neutral
D. Cannom	Email	3/17/2014	A great service. works well. saves time, generates revenue.	Support
Joe Boudyros	Email	3/17/2014	three comments: 1. Should not be paying more than 11.85 dollars for driving in the express lanes at 5 mph. Should consider reducing the toll or make it free with an E Z pass when so slow. 2. Should find a way to insert an entrance into the express after the 105 and not wait until after Manchester. 3. Express Lanes do cut my commute time by 5 minutes; not sure it is worth the 11 + dollars cost. I would not mind payong 11 if it reduces my commute time by more than 15 minutes! 1 dollar a minute?	Neutral
Steve Jennett	Email	3/17/2014	I absolutely love the Harbor Freeway lanes. It cuts my commute time by 40% Please keep it going and expand the lanes	Support
Ralph Iwens	Email	3/17/2014	We are both retired and do not use the diamond lanes frequently. But when we do go downtown LA on the Harbor Freeway we are always two persons and like to use the diamond lane. So when Fast Track came into being, I got a transmitter and it works just fine. My only comment is that you need to continue NOT to charge a maintenance fee for low usage users, like retirees etc. Otherwise we would prefer the old system. What you could do to safe money, is to only maintain an account for fees charged.	Neutral
Judy Gilleland	Email	3/17/2014	I love the idea, I love the concept, bought the transponder, but can't afford to use it very much--\$9.50 to get downtown from the 91 Frwy to Adams Blvd.--\$9.50 is ridiculous.	Neutral
Nancy Shu	Email	3/17/2014	I love the express lanes and my transponder. Please expand it to all freeways.	Support
Shadi Gendi	Email	3/17/2014	I use the Express lanes every single day of the week. They have been life changing for me and my family. I would love to see them expand to all freeways in California. Please keep them and also expand them.	Support
Eric Simons	Email	3/17/2014	Please continue the Metro ExpressLanes program! It is a great idea and has become invaluable to me on my commute!	Support
Linda Birch	Email	3/17/2014	I am very enthusiastic about the Metro Express program and just LOVE LOVE LOVE having the option to be able to use the Express Lane (and pay for the privilege) when I am in a hurry for a very important meeting and don't want to suffer the ordinary pangs of everyday rush hour traffic. I don't use it too often, but when I do, it is the most wonderful thing in the world. I think it is an excellent use of public resources.	Support
Howard Fong	Email	3/17/2014	I recommend opening up ALL FREEWAYS in the Los Angeles metropolis to use the METRO EXPRESS TOLL ROAD system to ease congestion and gather revenue to expand and upgrade LA's freeways.	Support
Chris P. Martin	Email	3/17/2014	I appreciate that if I need to get somewhere quickly that I can choose to pay for the privilege. I support the ExpressLanes.	Support
Arnie Wilenken	Email	3/17/2014	Your ExpressLanes service is extremely convenient! The time I save by using this service is worth many times what I'm paying. The on-line statements are also easy to access and provide me useful information. Please continue offering this service!	Support

Margie Ono Jones	Email	3/17/2014	ADMIT IT - IT'S A FAILURE!!!! 1. The ExpressLanes only help those who are willing to spend the exorbitant fees at rush hour. The rest of the lanes are worse off than before the implementation. 2. Even at non-rush hour times, the rest of the lanes are often too congested because non-carpoolers can't access. It is especially congested where the 105 traffic enters the 110 - even at non-rush hours. 3. IF YOU INSIST ON MAINTAINING THIS UNFAIR SYSTEM: Carpoolers without transponders should be allowed to use the 105 carpool lanes to merge onto the 110. Let them exit the Expresslanes after they have merged. FYI: I DO HAVE A TRANSPONDER, but I usually use the ExpressLanes as a carpool, thus I don't pay. Or I use it at non-peak prices - and only to get me through those congested spots. I exit as soon as I see a break in the traffic (I exit legally). I am not a regular 110 commuter anymore, but if I were commuting during peak prices, I would use surface streets to avoid paying the EXORBITANT fees.	Oppose
Robert Shurtz	Email	3/17/2014	"It's About Time" to end the metro express lanes. I like the Disneyland fastpasses because I don't have to stand in line while I wait. All Metro express lanes do is make it so the poor people are stuck in traffic but the rich people don't have to deal with the traffic. What we really need to do is provide more public transportation. The current policy will alleviate the problem for the rich and will lead to less support among the rich for real solutions to the problem like public transportation so things will only get worse. I assume that the plan is to pretend that this is being done in the name of efficiency and making the system better for everyone. I also dislike having to pay to not use the system. I rarely use the express lanes but when I do I have 6 people in my minivan. However, you have to use the lanes regularly to avoid paying fees. I realize that these fees have been temporarily waived. Thanks. So that means instead of paying fees for 30 years not to use the express lanes I will only pay for 29 years. Wow. Of course, if I don't pay the inactivity fees then when I do drive that way I am stuck in a huge traffic jam even though I have 6 people in my car and I should be in the carpool lane but it doesn't exist anymore because we have these lame express lanes. No the solution to the problem is not to have more express lanes. That would just create more ghettos in which the poor people are stuck in traffic and the rich are not. The solution to the problem is to get rid of the express lanes and provide more public transportation.	Oppose
Tom Fochs	Email	3/18/2014	How do I terminate my Metro Pass? I have moved out of the area and can no longer us the Pass. In fact, just after we bought the pass, we moved and are rarely back in the Los Angeles Metro Area, hence there is no need for the Metro Pass.	Neutral
N/A	Email	3/17/2014	Thank you for giving us the opportunity to express our concerns..... I use FT from Santa Anita on the 10 FWY to Union Station almost every morning..... and many occasions taking the FT has been as slow as going on the fwy..... Not because of an accident.....just a lot of traffic and Metro busses going really slow when there is no way to pass them. Do we get a break in circumstances like this.	Neutral
Joy Padula	Email	3/17/2014	Can't attend any of the meetings, but just wondering why a single driver has to get out of the car pool lane....why can't we just stay in it since we are paying for the Metro Pass? Thanks!	Neutral
Semel Stephen	Email	3/17/2014	Do you bill your customers for those times when the Express Lanes are bumper-to-bumper? You shouldn't. Otherwise love the experience.	Support
Dennis Steinert	Email	3/17/2014	Count me among those who support the express lanes. The few times that I have had to use them as a solo driver, they were an excellent way to beat the traffic for a small fee. I wish there are more of them to use. Conversion of the current lanes on CA-118 through the San Fernando Valley would be nice, those lanes are under-utilized. Also new lanes on the I-210 from I-5 to CA-134 would also be nice. I would only support conversion on I-210 from CA-134 to CA-57 only if lanes were added. The current carpool lane is so congested during peak traffic that it can often be slower than the other lanes. The same for I-405 - it too is too congested in the pass during most of the day. I am not sure how congested the new lanes on I-5 in the San Fernando Valley will be so I cannot comment on their suitability for express lane conversion.  My only complaints are the monthly service fee and motorcycle usage. I only use the current lanes 10-12 times a year (including carpool trips), since they are not in my usual travel routes. Since even for casual carpool use a transponder is required, the monthly fee seems like a tax for a required piece of equipment. I also would wish that motorcycles with personalized plates would also be exempt from using a device. So far, I have remembered to move the device from the car to one of my motorcycles when traveling in that direction, it seems like it would be unnecessary since a motorcycle should easily be detectable by the system. If there was no maintenance fee for the extra transponders, it would be nice to have one for each bike.  Since motorcycles are always free, I wonder if a special low cost transponder can be made for them? A small credit card sized transponder can easily be placed under the seat on most bikes.	Support
Noah Cu	Email	3/17/2014	I have signed up for the transponder and have used the unit intermittently. However there are cases when I wanted to use the expresslane but I did not have the transponder with me. I wonder if it were possible for me to use the expresslane with any of my registered cars even without the transponder. I understand the transponder lets your company know how many persons are in the car but maybe without the transponder you can consider the use as a single person usage. Your monitoring system will identify each car using the lanes with or without the transponder. This will allow me to use the lanes more since I switch cars regularly and I don't have to invest in so many transponders. Thank you.	Neutral
Ann P. O'Connor	Email	3/18/2014	I have the express pass. However, misunderstood its places of use when I purchased it. Thought it was for all express lanes in the area.  Ergo, not able to use, because I rarely go on the #110.  Understand too complicated to return, so hoping for expansion of its use.  Will I always be out my money??	Neutral
Roger Kaplan	Email	3/18/2014	You are supposed to allow free access to cars with clean air vehicle stickers this month, but I haven't heard anything yet as to when and how to do that! What gives?!	Neutral
Loi Kemple	Email	3/19/2014	Im confused as to which flashing color indicates an Fastrak user  Ive seen multiple flashing Blue lites; single blue lites & single white lites  Which lite means what?	Neutral
Naomi Schmidt	Email	3/19/2014	I am a senior and I have not yet had occasion to use the transponder. I resent that \$3.00 is taken from my account and would like to know why that is happening.	Neutral
Greg	Email	3/17/2014	unfortunately, you chose to have meetings at many locations, but none in the san fernando valley/burbank....	Neutral

Gerald Carrido	Email	3/18/2014	Use of the Express Lanes has made a believer out of me. Please expand to as many corridors as possible. We've spent money on diamond lanes that are not being used as much as they could be. They should be opened to all who are willing to pay who would not be qualified otherwise. My only complaint is having to wait for stretch upon stretch of double white lines before being allowed to enter the HOV lanes as I inch along in bumper to bumper traffic. Rather silly!	Support
Ricardo Ortega	Email	3/18/2014	How much would I save if I don't attend as Tax Payer ? Did the unions run low of money again ? The system did it for themselves. Why, the need of public now to participate ? I think, if looking for revenues, invent new laws & install the Tax Payers Cameras again, but on Freeways to speed up the cash flow for the few; then invite the union control none public for their opinion ? And see what would they care about. I believe when having a bit more does satisfy future feelings.	Oppose
Keith Freitas	Email	3/18/2014	The process was easy to sign up and obtain a transmitter for Carpool usage and using it a minimum of four times a month makes it free except for holding \$50 in my account. Communications by phone or email to the Metro staff is easy and they are very understanding when I have problems with the transmitter which is usually user error. I have used the carpool lane especially on the Harbor Freeway for many years now. There used to be a lot of cars in the car pool lane before it became an Express lane relieving the traffic on the other lanes in both directions. Not so much now since the Express Lane started. So, I my humble opinion creating the Express Lane has not helped relieve traffic on the Harbor Freeway. PS. We need a Metro line to Los Angeles Airport.	Oppose
Rabbi Dov Fischer	Email	3/18/2014	The Metro Express Lanes have been a god-send. I drive from Orange County to downtown L.A. around 4 pm and return home around 10:30 pm. The only way I can make my appointments in downtown Los Angeles is by using the Express Lane, even though I am only one driver. I gladly pay the fee on the 110 Freeway. Before Metro Express was instituted, I was often very late for meetings, and now I am able to be on time regularly. It is well worth the cost because, without it, I would be faced with having to lose the income anyway.	Support
Henri Feiner	Email	3/18/2014	The express lanes are a money grab and ought to be discontinued. They lead to more congestion by forcing those who do not pay in already overcrowded lanes. The freeway is paid for by us all.	Oppose
Jeff Myrtle	Email	3/18/2014	Love this! A great solution to bypass traffic and save enormous time. Worth every penny. Time is money and this saves time (and money). Would love to see more lanes on other highways such as the 405 and 5.	Support
Michael & Jill Schultz	Email	3/18/2014	We LOVE the Metro Lanes Please do not change.	Support
Denice M. Bolden	Email	3/18/2014	As a single driver I who travels around the Southern California area for work as well as for pleasure, I truly appreciate the metro express lanes and cannot wait to see what future enhancements will be available. Most of my usage of the express lanes is on the 110 freeway and I've been using my FasTrak Transponder since November 2013. I mostly use the express lane driving home and the small cost of the toll is worth the decrease in travel time as well as the decreased stress level. Keep up the good work ☺	Support
Charles Lee	Email	3/18/2014	I am a user and strong supporter of the express lanes, particularly the 110 South. It would be great if the express lanes be contined on the 105W, past the 405 interchange, as it has been a boon to getting to LAX.	Support
Eva Monroy	Email	3/18/2014	I am a commuter El Monte to Pasadena and I use the Metro Express Lane exiting at 710 fwy. It's the best thing that has been done on the 10 freeway. I hope this continues as I plan to use it.	Support
Judy Woodberry	Email	3/18/2014	It is about time, with all the traffic in L.A. this is the best thing that has come alone in a while. The only problem you have with it is the people don't understand how it works. Someone needs to explain how it works a little better. Everyone I talk to don't understand how it works. I think you need to put it on all freeways, it would be more money for the city or whoever get's it, and help move the traffic better. Right now the freeways are more packed than ever, do to the people who would be in the car-pool lane are not. I see so many cars with more than two or three passengers that should be in the car-pool lane. So I say put on all the freeways but explain it a litter better.	Support
Ron Ingels	Email	3/18/2014	I use the fast track system all the time and I think it is fantastic. I also have many friends and people I work with who also wish the program would be expanded to other freeways. I am out of town or I would attend one of the public meetings.	Support
Sandy Lipkin	Email	3/18/2014	I cannot attend any of the meetings but wanted to express that I definitely hope you keep the Metro Express Lanes open. I use them mainly driving from LAX to downtown and it often saves me 20-30 minutes! The cost is well worth it. ☺	Support
Tim Schugt	Email	3/18/2014	While I am a firm believer in HOV lanes, I do not agree with the requirement of a transponder for carpools and the associated costs. Since taxpayers already underwrote the cost of building the HOV lanes, they are being forced to pay a second time. :(	Oppose
Lindsay Bush	Email	3/18/2014	I live out of state, so can't attend the meetings, but my input is simple and straight forward: LOVE THE EXPRESS LANES...more express lanes! Every feasible Highway should have them! Consumers love them. I love it. Literally saves me hours and hours of travel time in a given week. Highway Administration has to love them because provides such amazing data and immediate revenue stream. I carry my FasTrack monitor on every trip to California!	Support

Debbie Topps	Email	3/18/2014	I have to say that this does cut a lot of time off my morning commute and evening also when I'm exhausted. I commute 26 miles each way 5 days/week. However, it is VERY expensive and this needs to be re-visited about the price we are having to pay to ride in this express lane. Some people drive too fast, but most (especially in the morning) are driving about 60-65 mph which is not bad. When it rained a couple of Fridays ago the people were driving very reasonable in this lane. As I mentioned, it does cut off about 20 minutes of my time and I don't have to leave so early, but it's also another bill!!!	Neutral
Kenny Kawaguchi	Email	3/18/2014	I will not be able to attend any of the meetings but I wanted to voice my opinion about the Metro ExpressLanes 110 pilot program. For years I have been a user of the 91 Express Lanes and I cannot tell you how much I appreciate using that feature all those years. The convenience and stress relief is just enormous. Not to mention the maintenance of these lanes are well kept. The key is having 2 lanes too. You don't want to pay for something just to have a slower pace vehicle blocking everyone's way. I don't mind the fees either as the convenience and time savings is well worth the cost. All the above goes the same for the Metro ExpressLanes. I have been a user of it since the beginning and I remember the first day it opened I took a drive just because so I could celebrate that LA finally opened their eyes. I hope this would carry over to other neighboring cities as well as other highways. If we cannot vote on taxes for highway improvement then we should applaud any efforts to relieve traffic and pay for the cost of use. There should be more toll lanes and highways. People should support the cost of highway maintenance and public transportation. My only peeve...When I initially signed up for the Metro ExpressLanes I was sort of upset that a price break was given to those in a lower income bracket. I feel that the cost should be shared across the board. There should be no discrimination against anyone in higher income brackets for highway use. California is always preaching against any discrimination so it should be for these lanes too. Free toll should only be allowed for those with 3 or more in the vehicle. You are missing out income and clogging the lanes more. Maybe you can drop the service fee if you do so as a "give me". I thank you for asking for my opinion and I wish great success for the Metro ExpressLanes in the future and any expansion to it. I commend all efforts to all involved.	Support
Jim Florento	Email	3/18/2014	Fastrak on the 110 has become more congested and the price has skyrocketed. There are many cheaters how enter right after the sensors. It's fast becoming unreliable and inefficient.	Oppose
Jeb Long	Email	3/18/2014	I think that the Metro Express lanes are terrific. It makes it possible to utilize the lanes for those who need them and car pooling people can use them. It makes better use of the HOV lanes. Sometimes there are not enough multiperson commuters and the commuter lanes are empty.  Thank you for the express lanes.	Support
Jay Berger	Email	3/18/2014	I love the express lanes. Most of the time when I am traveling the freeways in southern California, I am with one or two colleagues and we are often traveling during rush hour traffic to client meetings or to LAX. We are grateful every time we enter the express lanes which, no matter how crowded they are, they are better than the normal traffic flow. In those rare instances when I am traveling along, if the freeways are crowded, I am happy to pay the fee to travel in the express lanes. Thank you for providing the encouragement to travel in groups to those of us sharing the busy southland freeways.	Support
N/A	Email	3/18/2014	We enjoy the time saved by using the metro lanes....we would like to see more of the lanes finished. They should change some of the sign locations....it is hard to tell if you are in a express lane or a care pool. Are our trans. going to work in other states on Interstate Hwys???.They should even if we pay extra for the trans. of funds from state to state or gov....Thanks	Support
Cristina Diaz	Email	3/18/2014	I love this service. Having the express lane is a blessing. Thank you!	Support
Eunicee Sierra	Email	3/18/2014	1. Although I am pleased with the amount of time cut off my driving time when I use the express lanes, I would like to see the cost reduced. When I see that the other lanes are going at a similar speed than when I am in the express lane I wonder why the cost doesn't get reduced. 2. I travel the 10 EB and would like to see the carpool lane from the 10/605 changed to an express lane. I feel it is very dangerous switching from express to carpool and can see potential accidents in the future from people exiting the lane because they do not qualify for carpool. Just make the entire stretch express. 3. There needs to be some type of incentive reward for commuters who use the express way. 4. Extend and keep the program but at a reduced cost. ☺	Support
Glenn Cooper	Email	3/18/2014	Sorry I can't make the meeting in Downtown at Union Station. However I LOVE the Express Lanes. I'm in sales and it is worth the extra few dollars a month to avoid traffic and be late for a meeting. That's the good news. However, my suggestion would be make the Express Lanes longer and on more freeways, as well as combining with the HOV lanes. For example on the 10 freeway, it's nice but when I get out to approximately Baldwin Avenue (going Eastbound), the lane ends and becomes an HOV lane which I have to exit out of since I typically am the only one in the vehicle.  More of them, love them, more of them, love them!!!! ☺	Support
N/A	Email	3/18/2014	The express lanes are a good idea. I like the choice of paying for faster commute times when I really need it, or not. I wish you could clear up the traffic jam on 110 through downtown to the 101 and 5 too, and while you are at it, what about the 405?	Support
N/A	Email	3/18/2014	Please retain a no monthly service fee for those of us who use the express lanes infrequently. We want to keep our transponders, but a monthly fee would make it expensive for us retired seniors. Everything works great on the three paths I sometimes take.....#110, #91, #Irvine Express. Keep up the good work.	Support
Eureka Daniels	Email	3/18/2014	The 105 frwy is extremely overcrowded. Can you please extend the EXPRESS LANES to the entire 105 frwy? It would help diminish the traffic. I purchased the monitor because I was told it could be used for the entire 105 frwy.	Neutral
Kevin Atteberry	Email	3/18/2014	I am a supporter/user of the Express Lanes, but unable to attend any of the meetings. I support current & future use of the Metro Express Lanes. I'd like to see the I-10 EB Express Lane extended & continue through the 605 utilizing the new carpool lane that recently opened. This would ease congestion that tends to congregate before the 605 freeway. Plus, driver's have to exit the Express Lane as carpooler's are trying to enter thus creating a traffic jam at the 605 interchange. It's only 2.5 additional miles, I would pay a little extra for the convenience. The 91 Toll Road (EB) allows toll users to use part of the carpool lane at the end of the toll road, why not the I-10 EB Express Lane? Also, I support converting existing HOV/Carpool Lanes into Express Lanes around LA County, and I support the INDEFINITE waiver of the monthly transponder fee. If you require my comments on a formal form, please e-mail it to me & I will resubmit.	Support
Kyle Millager	Email	3/18/2014	My feedback on the express lanes is that your tow trucks go too slow! They are impeding traffic and I don't get my full benefit of the express lanes when I'm stuck behind them doing 55 mph and can't merge to the next lane because everyone else is going 65+ mph.	Neutral

Michael J. Cotter	Email	3/18/2014	Can you enforce the toll charges on the 110 Freeway Express lanes? I carpool everyday and the lanes are clogged with mostly single drivers who I know are not paying a toll. I can see the switch on their transponders are set to two, not single driver. Now there is no incentive to carpool and most of the single drivers are not paying.  Can you please fix this?	Neutral
Elod Nemeth	Email	3/18/2014	My name is Elod Nemeth and the expresslane on the 10 Freeway has made my commute a lot quicker and simpler since it was initiated. Please expand the expresslane to the 57 freeway. Currently there is a gap between the 605 and the 57 and it creates traffic. Any ideas when the expresslane / carpool lane will get an extension on the 10 to the 57?	Support
N/A	Email	3/18/2014	In my opinion, fast track defeated its purpose. Instead of making the commute easier for people that are paying for the convenience of using fast trak it is actually adding time to our commute. I use the fast track from where it starts to where it ends on the 110, and have found out it very inconvenient that I have to get on the freeway even earlier than before to get to work on time. The regular freeway lanes are better and faster, so I have been using them instead and don't have to pay. Please abort the fast track and bring back the regular carpool lanes. Thank You	Oppose
Louis H. Altman	Email	3/18/2014	I have no complaints, and only accolades. It works out of LA. It works.	Support
John Dratz, Jr.	Email	3/18/2014	Please continue the Express Lanes. In fact, we need more of them. The price is reasonable and there is plenty of warnings when to get in and out of them. If people are too cheap to pay the fare or go to the trouble to pick up and install the transponder that's their problem. If folks are too poor to pay for the transponder, then perhaps that could be given to them on a showing of financial need.	Support
Cheryl Burnett	Email	3/18/2014	Please, please keep the Express Lanes!! They make commuting just a bit less painful!	Support
Eduardo Waiskopf	Email	3/18/2014	I support the express lanes on the 110 Freeway	Support
David Gregory	Email	3/18/2014	Honestly, I feel it was a retrograde step. High occupancy lanes were just fine. I think if anything the Express lanes have made the traffic congestion worse. I do use the Express lanes, because my wife and I can do so without charge. I'm sure the money being collected from solo drivers hardly covers the expense of maintaining the system.  I definitely think the lanes should be rolled back to being just car pool lanes.	Oppose
Marisol Guzman	Email	3/18/2014	Unfortunately I not a great fan of the express lines in the Morning, I take the 110 fwy and I notice that the regular lines travel faster then the express lines. I also notice alot of single drivers using the express lines with no visible express monitor, which I think they enter and exit the express lines before they reach the sensors. I will love to continue using this program but some how it needs to benefit to those drivers that are paying money for a express line that is running to slow .	Oppose
Jim Kelly	Email	3/17/2014	I use MetroExpress, but resent it. It's yet another way to make life easier for rich folks while poor folks can sit in fumes. We all paid taxes (poor people a larger share than rich) but the benefits accrued are not distributed equally. Pay to drive is yet another example. Parking meters have been sold to private operators, schools are privatized, prisons are privatized, cable TV de-regulated - all at the behest of fat cats and none to the advantage of consumers. Paying to drive alone in what was built as a commute lane is another way to gouge poorer drivers and give privilege to the paying class. I also resent that I must use a fast-pass equivalent to drive across the Golden Gate, Richmond and Bay Bridges. I know that money talks and that I'm shouting into the wind. I have a fast pass but I hate that I have to.BTW - when I crossed the GG bridge, a sign flashed and told me to call MetroExpress Customer service, which I did, but they had no idea why I was told that. What's up with that? I don't resent taxes, but I do resent privilege.	Oppose
Nathan Loofbourrow	Email	3/17/2014	is there any way to participate in FasTrak without having to pay a monthly fee? Used to be that carpoolers could use the lanes for free.	Neutral
Steven Marcus	Email	3/17/2014	What is on the agenda for the public meetings?	Neutral
Emilie Elias	Email	3/18/2014	What is the agenda for the public meetings? What is that you have planned or are considering doing? It is only right that you provide this information before the meetings so that I, and others, can make a decision whether to attend the meetings.	Neutral
Frances Nelson	Email	3/18/2014	Lanes don't move fast enough in the morning commute. Fares should be raised or the Carpool Only rule should go into effect more frequently to keep traffic flowing at a reasonable speed. Express lanes in afternoon and evening tend to work great, but morning rush hour needs some improvement. Express lanes on 110 from 7 am – 8:30 am move no faster than the regular lanes. While fares seem to adjust to higher toll rates, it seems that they really should be reset to only allow carpoolers. While this seems to happen occasionally, drivers don't seem to respond. This should be enforced to make sure drivers comply with the signs.	Neutral
N/A	Email	3/18/2014	Sometimes, I get charged because the sensor did not read the transponder. I use the 10 frwy. Also, the back up trucks and b uses causes a lot of delays, especially on the 1 lane part.	Neutral
N/A	Email	3/18/2014	love it hope it stays!!!!!!!!!!!!!!	Support
Raj Seshadri	Email	3/18/2014	Please include 210 Freeway in Express Lanes program. Its very time consuming during peak hours	Neutral
Melinda Morrison	Email	3/18/2014	We use the HOT lanes on the 110 to go from La Crescenta to San Pedro on the weekends, and we love it! We would not go as often without it.	Support
Nicholas and Naomi Stock	Email	3/18/2014	Its great. We love it.	Support
Ali Fahimi, M.D.	Email	3/18/2014	While the express lanes are an interesting idea they seem designed primarily to created money for the city and not improve commuter lives. Case in point the express lanes come at the expense of car poolers! How so? Well, I can no longer simply be a carpooler and take the carpool lane down the 110 to the 105 on my way to LAX. Now, I have to have made the initial investment in buying a transponder so I can use the car pool lane! Which in itself may be acceptable except if I don't use the carpool lane enough I have to pay a maintenance fee. It is lose lose for the motorist.The Metro authority should just get rid of the ridiculous maintenance fee. If I am not using the lanes what am I paying to maintain exactly (outside of some administrative and paper pusher positions)?	Oppose
Priscilla Escobar	Email	3/18/2014	A \$10 charge is not reasonable. There should be a \$5 max. Carpoolers should get 50% off but should not ride free.	Neutral

Etan Orgel	Email	3/18/2014	Metro lanes are a huge public service i use every day for a very challenging commute! i hope they are in the long-term plans for the 110 corridor and maybe can even be expanded to other highways.	Support
Charles Johnson	Email	3/18/2014	Metro express lanes are the best thing LA has done a good money maker and I wish every freeway had express lanes I would pay for it every day!!!!	Support
Lisa Tran	Email	3/18/2014	I have positive experiences with the carpool lane and am now stating this as fact. I would like to attend the public meeting but I can not attend because the times are not right for me. This email is the best I can do for your metro carpool project.	Support
Russell Carino	Email	3/18/2014	Please offer more toll roads. Or, allow cars with transponders to use HOV lanes in non-toll roads. This will lessen the volume in jam packed regular lanes. Also, its good business to reduce prices on weekends and not have timed-used for reduce rate. Thank you!	Support
Tracy Coggins	Email	3/18/2014	I can not attend any of the meetings but I still will like my voice to be heard. I like the Fasttrak but think the price is too high for a single user. It cost approximately \$9 a day if you use to & from work plus the cost of Parkin and gas that is quite expensive a one income household such as myself.	Support
Don McClelland	Email	3/18/2014	It's About Time to shut down this experiment. Since converting the 110 to express lanes, the usage appears to have dropped compared to the usage when they were car pool lanes. This means that more cars are remaining in the regular lanes, increasing congestion. Is this what we want? It's nice that single drivers can drive in the express lanes (at considerable expense), but any increase from that group appears to be more than compensated by loss of HOV traffic. I have little hope that the experiment will be terminated. Once started, things like this acquire a life of their own, irrespective of merit.	Oppose
Rob Sherman	Email	3/18/2014	I'm incredibly thankful for the Metro Express lane and I'd like to share my story in support of continuing this program and hopefully expanding it.  I was stuck in a dead-end job with no immediate technology prospects within my local vicinity in the South Bay. I was already spending many hours a day just commuting up and down the 405 freeway to get from Redondo Beach to Santa Monica adjacent. I'm a family man with a little daughter that I cherish my time with. Every moment that I'm stuck commuting home is time stolen from my daughter. Given my technology job, in software engineering, I've already spent many a day commuting or with long hours where I don't see my daughter for whole days at a time.  When I was approached about taking a position up in Pasadena I would normally have turned down the chance as I imagined spending nearly 3+ hours a day just commuting and no time with my family. My wife informed me about the Metro Express lane program, as a current user herself. She relayed her positive experiences about using the lane and the costs involved. I'm happy to say that I took the job in Pasadena and am a regular commuter on the Metro Express Lane. Besides loving my new job, I also love my commute, which is down to 40-45 minutes a day each way. I find that the rates are affordable and worth it for me because now I get to spend more time with my daughter and family at night. I'd gladly sacrifice the price of a daily hot beverage at Starbucks to have more time with my daughter.  But, I don't enjoy a daily beverage from Starbucks and I'm finding that my daily use of the Metro Express Lane can cost me upwards of \$100 or more each month. I'm trying to learn to do without that extra money in my pocket and enjoy more time that I have, but my opinion, and hope, is that the rates should be reduced or capped for regular commuters such as myself. The rates are not clear to understand for new people, and they are understandably high for the start of this program but please don't pay for the construction of this on the early adopters. Entice more users to help balance the fees accordingly. I would support fees that would charge me no more than \$60 a month for daily use of the Express Lane 110 from the 105 to Adams.  Please keep this program going, expand the distance of the Metro Express lanes for the 110, don't stop at Adams, but go all the way to Figueroa. Expand the program to the 405 freeway too. Above all, please balance these fees a bit lower. As a current Metro Express customer, I feel more empowered by Metro and want to seek out other ways to use Metro where I hadn't before. Please keep this program going so people just like me can spend more time with their families too.	Support
Bethany Reichard	Email	3/18/2014	I think the fast track lanes is a great idea. It has greatly reduced by commute times from Upland to UCLA Westwood. My only complaint would be that it doesn't extend all the way to PCH and further east to the 15. I have also enjoyed having the fast track for other tolls in California. Please keep and extend the fast track lanes.	Support
Diana Chang	Email	3/18/2014	Having express lanes on the 10 and 110 have been incredible. It really does need to be extended throughout the greater LA area or even through the whole state! It's great to offer single drivers the option of paying a premium to have ease of commute rather than staring at an empty underutilized carpool lane during rush hour.  PLEASE PLEASE PLEASE... expand t he express lanes!!!!!!  Concerned/Excited resident of the greater Los Angeles area. ☺	Support
Ingrid Jodele	Email	3/18/2014	After having paid for freeway already - why do I have to pay again. Very inconvenient for tourists - another way to discourage them??? All around - very confusing and not smart.	Oppose

Nancy Steinman	Email	3/18/2014	<p>I own a Prius Plug-in with Green stickers. I was upset that suddenly I had to buy a transponder and pay tolls when the car pool lanes on the 110 and 10 had previously been free to me, and all the other car pool lanes still are.</p> <p>But I needed to commute on the 110 so I bought a transponder with the promise that in March, I would not be charged for the 110 Express Lane anymore. But what I did not realize is that I would still have to pay the monthly fee. I realize the fee has been waived through April 30, but I called Metro today, and they told me that after 4/30, I would be charged \$3 each month unless I made four trips in the car pool lane each month.</p> <p>I do not feel this is fair. The lanes are not free to me if I have to pay a \$3 monthly fee. Nor do I think the fee is fair for the people who have to pay to use the Express Lane. They are paying to use the lane already, they should not have to pay to not use them. No one should have to pay \$3 a month for something they are not using!! I was told it is a "maintenance fee". For what? A computer to calculate what we spend or don't spend? The fee is the toll. This should cover all the costs.</p> <p>I feel this program is a rip-off. I have also noticed that the Express Lanes have not made congestion better. If anything, it seems worse because no one wants to pay for the transponder and maintenance fee. I have talked to my friends about this. People who were previously carpooling aren't anymore because they don't want to pay the fee.</p>	Oppose
Scott Lawson	Email	3/18/2014	<p>We live in Claremont and often take the express lanes into and back from downtown LA. We usually go in the evening to the symphony. We do not commute. We like the lanes and they save us time but we do not like the idea of a monthly service charge unless we use it 4+ times a month. Some months we do not use the lanes and others we use them a lot. There is no reason for a service charge. We pay for setup and that should be enough. If you suspend the account after a year if non-usage that would be fine and then charge a re-start fee, that would be fine.</p> <p>Also, please expand the express lanes to other freeways. I prefer the 10 all the way to the 15 in Ontario and the 210 from the 15 to Pasadena.</p>	Support
Ann Heil	Email	3/18/2014	<p>I am writing to express my support of the express lane program. I have been using the 110 freeway express lane approximately once per month since it was put in place. I have also used the 10 freeway express lane. It was easy to obtain a transmitter, and overall I have found the program very easy to use. It saves me a significant amount of time, and of course less emissions from not sitting idly in traffic. I support keeping the existing express lanes in place, and adding new lanes where possible.</p>	Support
Tina Alonso	Email	3/18/2014	<p>I like the option to use these lanes because I commute alot - but sometimes I am alone and don't like that I have to get out when it transitions to a 'carpool' lane for 2 or more! I would prefer it is was Fastrak all the way down the 10!!!</p>	Support
James P. Lemieux	Email	3/18/2014	<p>I can't make the meetings but I've used the Metro lanes now for about 6-8 months and love it! It's generally worth the extra money for the convenience. The variable pricing is pretty accurate, given the traffic conditions (smart job with pricing; your formula is as accurate as we could ever hope). I've only hit traffic in those lanes one time (northbound on the 110 on a workday morning). The meter also seems to read my transponder every time. I appreciate that if I forget the transponder, your system understands my license plate and tracks it to my account. Well done! I hope you decide to keep this system in place, and I hope it generates sufficient revenues to keep it running.</p>	Support
Nadia Martinez	Email	3/18/2014	<p>The expresslanes are ok. I like that I can get to the airport with a full car and get back in no time. I don't like that you charge me \$3 dollars if I don't use Fastrak enough. Why? I use the bus and gold line but I get charged for not getting in my car. Silly, I should be charged only for the times I use it which is fair. Include that fee in the trip amount.</p>	Neutral
N/A	Email	3/18/2014	<p>I'm unable to attend the meetings, but I wanted to go on record saying that we've been incorrectly billed as riding with only one passenger in Fastrak Lanes when Fastrak Lanes weren't used. The error has been small - under \$1.00 each reporting period so I haven't notified you about it, but I think you ought to know that the system isn't working quite right. Mostly we like the Fastrack lanes - when we look over and see crowded regular lanes. But we're lucky to be two people when we ride on freeways so it's been mostly free (see above). I'm not sure how I'd feel if I had to pay for usage.</p>	Neutral
Alex Olivares	Email	3/18/2014	<p>Just writing to tell you that I think the ExpressLanes are great and I hope the program is expanded to every freeway in the city. I would also love to see some kind of congestion pricing on surface streets. This is the ONLY way to reduce traffic jams. Widening the 405 is only going to invite more people to drive on it. Eventually the traffic will be just as bad as before and all the money spent on the expansion will have been wasted. We'll only change our driving habits when driving is more expensive – and the money raised can be used to give us more transit options.</p>	Support
Alice Daby	Email	3/18/2014	<p>I love express lane but do not feel there should be a monthly fee if not used more than 4 times. I travel all over and have a Sunpass from FL and Fastpass from New England that covers most of the east coast and I am only charged when I go through their toll areas.</p>	Support
Joe Dyer	Email	3/18/2014	<p>I would like to go on record that I support the Metroexpresslanes concept and the Fastrack program. I found the Fastrack program is a positive move towards resolving traffic congestion on our freeway system. The current fee structure is reasonable and equitable. I support the continuation of the Metroexpresslanes concept and the Fastrack program.</p>	Support
Jason Bosch	Email	3/18/2014	<p>I am generally in favor of the toll lanes, and wish they would be expanded. My only suggestions are: (1) The lanes have needlessly discouraged carpooling by requiring the purchase of a new transponder, even when there is \$0 of toll required to use the lane with 2+ or 3+ people in the vehicle. If there is no toll, there should be no requirement for a transponder at those times. Carpooling and proper lane use by carpoolers can be policed the same way it has always been policed. (2) I was happy to see the repeal of the monthly minimum/fee. I would not have purchased a transponder without that change, mostly out of principle. I do not want to pay for something unless I actually use it, and I travel out of state frequently. (3) The switch on the transponder for number of passengers is not in numerical order. Why doesn't it go logically 1 then 2 then 3? Instead, there are confusing, crossed lines, which caused me to pay a toll one time when I had enough passengers to have \$0 toll. Hard to focus on the lines while driving. I wasted my time and the agency rep's paid time trying to get that toll reversed. (4) I don't know how many people paid to use the lanes when it was late and traffic was very light, but the toll seemed so small with no real benefit to transit time. This makes it seem as if the lanes are just being used to fleece people instead of their true purpose to help ease congestion, offer a way around congestion, and raise money for improvements to that end. I would eliminate the trivial late night fees and open the lanes free to everyone in times of no congestion, just to avoid that stigma and help build support for the true congestion-related purpose of the project. (5). On that note, I do not recall seeing any signs explaining the purpose of the tolls and the end use of the monies raised. A few small signs saying "100% of tolls support projects to reduce congestion" (or however the money is used) would probably improve public support dramatically and also increase people's willingness to use the system, meaning more toll money raised. Thank you for your time!</p>	Support
Ellen Davis	Email	3/18/2014	<p>HELLO &amp; THANKS FOR ALLOWING ME THE OPPORTUNITY TO VOICE MY OPINION.....THEY HAD SAID THIS WOULD BE A ONE YEAR PILOT....I WAS QUICK TO SAY I DON'T THINK THIS IS GOING TO WORK....I HAD ALREADY PURCHASED THE TRANSPONDERS, BUT STILL HAD NEVER USED THEM....ONE DAY I WAS PUSHED FOR TIME &amp; NEEDED TO REACH MY (2) DESTINATIONS IN A HURRY....I DECIDED TO GIVE IT A TRY, &amp; THE REST IS HISTORY.....I JUST LOVE THE FACT THAT I'M ALLOWED TO RIDE IN THE FASTRAK "SOLO", WHICH I CAN'T DO IN THE REGULAR DIAMOND LANE....KEEP UP THE GOOD WORK &amp; I HOPE IT LAST FOREVER.....THANK YOU &amp; MAY GOD CONTINUE TO BLESS ALL OF YOU REAL GOOD...SOMEONE SHOULD HAVE COME UP WITH THIS IDEA YEARS AGO WHEN I WAS IN THE WORKFORCE &amp; WORKING DOWNTOWN LOS ANGELES,CA.....(SMILE)</p>	Support

Vicki L. Blessing	Email	3/18/2014	My son is a student @ USC & in the LA area for 9 months only. So, for the 3 months that he's not there, we incur an inactive service fee. I don't think this is fair because there is no way to only put in the amount he'll be using or to work down the amount to zero for the months he's not there (since funds are automatically added when they drop below a certain threshold). Short of turning in the transponder @ the end of each school year & then signing up again @ the beginning of the next year, I don't know how else to avoid the inactive service fee. There has to be a different method to handle this kind of situation.	Neutral
JM (Manny) Eulloqui	Email	3/18/2014	Just one thing: I love the Express Lanes.	Support
Jerry Gibson	Email	3/18/2014	Why don't you guys just charge a flat rate, like 5 cents a mile? If you did that, instead of like, 7\$ during rush hour to go 6 miles, you would have many more people using the express lanes and buying the transponders, which I am sure someone is making money off of.	Neutral
Doug Stott	Email	3/18/2014	I do not use the express lanes that often but when I do it I'm so happy they exist. No complaints or suggestions for approval.	Support
N/A	Email	3/18/2014	I like the fact that I am able to travel solo in the diamond lane. However, I feel that this venture is a travesty for those who can not afford a transponder nor the \$40 account fee. There should be some way that a true car pool lane can exist with Fastrak. I have noticed since this has been in effect, the 110 freeway (not diamond lane) has been truly horrendous) with major traffic jams. This occurs at almost any hour of the day. The poor need to get to their jobs on time as well as those who can afford this benefit. Thanks for the opportunity to express my sentiments.	Neutral
Tesse Rasmussen	Email	3/18/2014	Response to Request for Comments on Metro ExpressLanes: Love 'em. Love 'em. Love 'em! Specifically, I love taking the LADOT Commuter Express from the Aviation Green Line Station to downtown LA & paying only \$2.50 each way to fly by the general lanes. I love having the option to drive to work downtown and know that I have choices - the choice to pay a little bit more (usually 1/4 of what I end up paying for parking downtown, so not too bad) or to pay in time - as in, I waste my valuable time sitting in traffic. I loved that we had the transponder in the car on May 22, 2013, when I was quickly and unexpectedly rushed into surgery to deliver my baby & it allowed my husband to make it in time to witness the birth of his son (from the South Bay to Pasadena on a weekday morning at 8 AM). Things that I think could be improved? I'd like to be able to glance at an App on my iPhone prior to getting in the car to see what the rate is right now, an average of what it has been at the same time on other days, and maybe a little graph of how it has historically changed over the next hour. While it wouldn't make my mind up for me right then and there, it would give me a heads up of if I should be in the fast lane on the 105, ready to merge into the carpool lane, or if I should not bother. :) Also, I wish there was more enforcement of people cutting across the double white/yellow lines to illegally enter or exit the lanes. That is more dangerous in my mind than any other illegal move a motorist can make because of the speed differential between the HOT lanes and the general purpose lanes. KEEP THIS PROGRAM because: it allows me to be an informed driver who can make my own choices with respect to my time and my money.	Support
Jody	Email	3/18/2014	Metro express lanes are another example of the rich prospering at the expense of the poor	Oppose
Jack H. Walston	Email	3/18/2014	I am delighted with the Metro Express Lanes program. Without it, my commute to downtown Los Angeles from Rancho Palos Verdes would be a nightmare. My only criticism is that there are times when the fee is extremely high (in the \$8.00 plus range) and in my opinion not justified.	Support
Maria Soc-Pena	Email	3/18/2014	The only recommendation/feedback that I think Metro should seriously consider regarding the Express Lanes is to install the same type of "cones" (or similar) that are installed in the 91 fwy Express Lanes. I take the FastTrak lanes at least once a week (roundtrip) and every single time, without fail, I have witnessed at least one or two cars that enter and exit the double lines freely before and after the location of the transponders detectors to avoid either paying or because they probably do not carry a FastTrak transponder to begin with. I know it does not directly affect me but it bothers me that every single time I ride on those lanes that I am paying yet there are always other cars getting away with using the benefit of the Lanes without a single cent or consequence being paid. Now since I'm being realistic and know that there can't always be a highway patrol officer standing guard to catch these violators, I feel that installing those "cones" would help discourage drivers from committing these violations and pay up, just as the rest of us do. I truly hope you take these into consideration.	Neutral
N/A	Email	3/18/2014	It's About Time...thats exactly what you need to see when you go down the 110 freeway. This ridiculous amount of traffic is gathered on lanes that you cannot believe due to the "demonstration" of this system. NO ONE IN LA HAS MONEY TO SPEND... Your better off legalizing pot to raise your much needed tax dollars!	Oppose
Sean Marler	Email	3/18/2014	I have been using FastTrak for approx 1.5 yrs and wanted to offer some feedback. Frankly, I don't think it's working, specifically because there are too many single drivers clogging it up. I've counted several times during my commute and at least 8 out of 10 cars are single drivers. I'm curious if your tracking system shows the same because it seems there is no way for you to control drivers misusing your system by placing their FastTrak device on 2 or 3 drivers when they only have one. As a result, there is significant backup and delay everyday during rush hour, which defeats the purpose of the lanes. Also, on nearly every commute, there are violators of the FastTrak lanes. People cross into and out of the lanes when not authorized, and they use the merge lanes for passing (both inside and outside the FastTrak lanes). I strongly recommend you go back to using the lanes as "HOV" only...which is their intent. Thanks for your consideration.	Oppose
Victoria Pham	Email	3/18/2014	It is overpriced and the traffic is measured incorrectly.	Oppose
Gerardo Montepe	Email	3/18/2014	The express lanes have helped immensely in battling Los Angeles traffic.	Support
Lisa Wicker	Email	3/18/2014	I am a solo driver who uses the Metro ExpressLanes daily for my commute from southeast Long Beach to Koreatown (28 miles each way). Using the Metro ExpressLanes saves me a precious 20-30 minutes every day and is worth every penny I spend! The 110 Metro ExpressLanes mean I spend less time burning fuel in the 10 m.p.h. crawl and more time at home with my family, which greatly improves the quality of my daily life in L.A. County. Please continue the program!	Support
Steven Nutt	Email	3/18/2014	I am writing as a long-time vanpool commuter and user of the 110 freeway. For the past 20 years I have driven a vanpool on the 110, driving north from the 405 to the Coliseum exit in the morning, then reversing the route in the afternoon. Since converting the HOV lanes to "express lanes", the route now takes 10-15 minutes longer in the morning than it did when the lanes were HOV lanes. In short, the Express Lanes have been a disaster for ride-sharing commuters using the HOV lanes on the 110. The lanes are now clogged with solo drivers (many of whom undoubtedly masquerade as carpools by setting their transponders on 2). The drive on the 110N at 7:30 am slows to a crawl as we approach the 105, then nearly stops when we reach the Florence exit, and creeps along all the way to 39th street. The problem stems largely from insufficient capacity on the 110 to "drain" the traffic volume on the ExpressLanes when they end at Adams. Furthermore, when congested, drivers use the extra exit/entrance lane at Florence to simply move up in line and continue on the 110. Converting the 110 HOV lanes to ExpressLanes has effectively shifted the congestion from the solo lanes to the HOV lanes, removing the primary the incentive/reward for ride-sharing commuters. I must say that I am sadly disappointed in the results, and completely opposed to allowing solo driver access. This is simply wrong-headed policy and a sad step backwards for California.	Oppose
Bob Jung	Email	3/18/2014	I would like earlier entry to east 10 fast trak lanes than .7 miles east of 710 freeway.	Neutral
Virginia Smith	Email	3/18/2014	The express lanes have saved me 30 minutes each way off my commute. It is a very good program. Thanks	Support
Karon Moore	Email	3/18/2014	I appreciate the Metro lane because I am frequently picking kids up for practice in Carson, taking them to LA during rush hours. They get to do homework earlier and aren't too tired after practices. In addition, I appreciate having an option of getting in the FastTrack lane or not. Rather than add to the gridlock, I am one less car in the regular lanes.	Support
Fred Lettice	Email	3/18/2014	Thank you for the opportunity to provide feedback on the program. I travel to downtown Los Angeles approximately once or twice a month to attend theater performances at the Ahmanson or Pantages Theaters. Since I have a distance to travel and it is critical that I arrive at my destination in a timely manner, I use the Metro Expresslanes on Interstate 10. During these commutes into downtown Los Angeles, I have two people in my car. Because I do not use the Metro Expresslanes more frequently, I am charged a monthly service fee of \$3.00, which seems unfair and contrary to the goal of minimizing vehicle miles travelled throughout the Los Angeles Basin. I urge you to reconsider this monthly fee for infrequent users of the Metro Expresslanes and discontinue this charge. Thank you for considering this request.	Neutral

Stephen Kowalski	Email	3/18/2014	I drive the 110 ExpressLane daily from PCH to downtown LA. Here is my experience: - Congestion pricing really works! Flow is regulated to keep the fastrak lane at high speed, taking the most cars off the road so that everyone's commute is optimized. - I feel good about paying my fare in that I am contributing directly to local road projects. - I wish this system was in place across all of LA. Let's keep making progress to optimize our scarce resources - free flowing highways!	Support
Joyce Kang	Email	3/18/2014	Love the express lane. Saves me so much time! Hope it continues.	Support
Brad Wise	Email	3/18/2014	Please, please, please extend the express lane on the eastbound 10 past the 605. All the way to the 57 would be awesome. The express lane is a lifesaver.	Support
Joe Guarino	Email	3/18/2014	I just want to say that the express lanes, although travelling in them is not cheap, it is nice to have that option to pay or not..... great stuff !!!!!	Support
Joan Alexander	Email	3/18/2014	I love the express lanes. Would not even go to the airport to pick people up if I could not use it!	Support
Kenneth Choi	Email	3/18/2014	I am not sure if I will be able to attend the meeting for Metro, but I would like to take the time to make sure and convey my thoughts about the express lanes. I feel the express lanes are very beneficial and a great idea. I hope that we continue to expand the express lane system to other freeways. It helps with the efficiency of transportation and is also a great tax revenue generator for the state and city. Please continue to expand and support the express lane system. Thank you.	Support
Janice Warren	Email	3/18/2014	Thank you for wanting to hear what we think. I was so grateful for express lanes and the ability to drive to work in the carpool lane alone. I know we asked for this, but we didn't know what we were asking for. Initially it was great, but now not so much. I won't go into great details of my personal dissatisfaction, I'll only highlight. (1) Now that anyone and everyone can get in the express lane, they do. Therefore, the express lane can be as crowded as the normal lanes. (2) I can't take the bus anymore (Silverline, 450 or Torrance line) because it takes too long as the bus gets in the "express lane" and sits in traffic just like everyone else. So the ease and convenience of the freeway express bus is now gone! (3) OH MY GOD, how much more money can you charge at 7:30 – 8:30 a.m.... sometimes it costs me over \$10 to get to work in the "express lanes" one way!!! The fees are just too high, but that doesn't stop us...we keep on driving. BOTTOMLINE. I am now back on the train...the Blue and Red line. Although the train breaks down a lot and there are more "unique" people to deal with on the train, it is faster than getting in the "express lane." I travel from Lakewood to downtown Los Angeles every day. I have been doing this for over 15 years. I really thought the "express lane" was the answer to all our dreams, but it's a nightmare. However, having said that, I'd like to add, that in a pinch, having the express lane can be a blessing. It is a little better than sitting in the normal traffic. So, thank you for listening.	Oppose
Darlene Welling	Email	3/18/2014	I really like the express lanes. A lot of time travel is saved. It would be even better if the cost was less. It adds up quickly. I hope there is no fee for non-use in a month period.	Support
Marc Radin	Email	3/19/2014	I use the 110 toll roads nearly every weekday in the morning and evening. In the last three months, the lanes have been clogged to the point that traffic slows to a stop and is no better than the main non toll lanes. This happens almost every morning. I believe this is indicative of ineffective lane management and needs to be addressed. The consequences of this problem is that many won't see any benefit to utilizing the lanes in the morning and your revenue will drop further. The lanes used to work quite well for me and I enjoyed the usage of them. Now I don't see a significant advantage justifying the high cost of the tolls.	Oppose
James Stover	Email	3/19/2014	Please terminate the metro express lanes. I travel the 110 freeway several times a day. I have been doing so for the past 10 years. Since the inception of the express lanes traffic has been more congested, even at 5 in the morning. The transponders don't read 100% of the time, which means that I have to dispute violations. This is a pain because I drive company cars that belong in a motor pool. I was told be a metro express lanes rep that I have to register the car I'm driving, then unregister it when I'm done using that car. Great... more work for me. In a nut shell, the express lanes are a good idea in theory, but they don't work practically.	Oppose
Chris Henretty	Email	3/19/2014	The benefit is gone! We travel the 110 from Southbay daily and it used to be beneficial in terms of time saved. Now, however, it is so congested with single drivers, the time benefit is gone. The express lane is now no different than the other lanes and there is no longer a time savings by using it. It's just another State of CA, money waisting, project.	Oppose
Jesse Rueter	Email	3/19/2014	As a longtime carpooler on the 110, I'm sure you already know what I'm going to say. The expresslanes going north on the 110 in the morning really are a joke. Recently traffic has been so bad in the expresslanes heading from the 405 to downtown on 110 north, that it often moves faster in the normal lanes. When this whole process started, we were promised that if traffic ever got below 45mph, then non-carpoolers would not be allowed to enter the expresslanes. Since the programs inception, I have only seen the HOV 2+ ONLY sign a few times, and commuting to downtown on the 110 north everyday, I would say the average speed in the expresslanes is about 15mph, and that is generous. Even on the rare occasion when the signs say 2+ only, I look around and everyone around me, stuck in traffic of course, is not carpooling! There appears to be no enforcement at all. I have coworkers who said they take the expresslanes driving solo even in the rare times when it says 2+ only and they have never got a ticket, so they keep doing it. As a long time carpooler, I was nervous when this all started, but because you promised that non-carpoolers would not be able to enter if traffic got below 45mph, I thought maybe this will be ok. It has become painfully obvious that Metro cares only for the fees they are charging and not people who have faithfully carpoled for years. If you were to hold up your end of the bargain and not permit non-carpoolers to enter if speeds were below 45mph, I know that you would make no money because the lanes get so backed up so quickly, that non-carpoolers would not be able to enter for the entirety of rush hour. I understand you need to pay for the service of these lanes, and that gouging thousands of people for \$12 to sit in traffic is a racket, but I am pleading that Metro hold up its end of the bargain like it promised when these lanes started. The expresslanes on the 110 north in morning rush hour traffic benefit no one. They are painfully slow, and have ruined my carpool experience. There is no enforcement, and if things keep going the way they are, then this whole program was a total waste of taxpayer money, but you probably have already figured that out by now..	Oppose
Bettie Lewis	Email	3/19/2014	Love the metro service. Would like to see Fastrack on all freeways immediately.	Support
Peter Krajewski	Email	3/19/2014	I am against the expansion of Metro ExpressLanes.  The infrastructure that the Metro ExpressLanes are based on was paid for with tax-payer funds. It is disingenuous to charge taxpayers to travel on freeway infrastructure that they have already paid for.  I liken it to you having bought your car 10 years ago, but now, suddenly, the car manufacturer trying to charge you a fee for continuing to drive your car.  Again, while I am not against charging tolls on roads that were built with PRIVATE money, I am 100% against any attempt to charge tols on roadways that were built with PUBLIC money.	Oppose

Joe Touch	Email	3/19/2014	<p>I do not use, nor will I ever use, the Metro ExpressLanes. Here's why:</p> <p>1) they are NOT free for carpoolers</p> <ul style="list-style-type: none"> <li>- the service costs \$3 per month to have a device that is not being used, e.g., if I don't take at least 4 one-way trips per month</li> </ul> <p>that fee MUST BE REMOVED, or you need to change your ads and stop claiming that this is "FREE" for carpoolers</p> <p>2) the device can be used for tracking</p> <ul style="list-style-type: none"> <li>- even carpools require a transponder</li> </ul> <p>3) the device requires active management</p> <ul style="list-style-type: none"> <li>- if the device is set for single riders, I get charged even when I carpool</li> <li>- if the device is set for carpooling, I get fined when I drive alone</li> </ul> <p>Finally, I have seen reports that ridership of these lanes is down, and that congestion on the regular lanes is up. If that is correct, that alone should indicate that this 'pilot' is an unqualified mistake. You are right on one thing - It's about time -- it's about time to go back to conventional carpool lanes. If you want to build a private road for private use, please use PRIVATE FUNDS to do it.</p>	Oppose
Brenda Solomon	Email	3/19/2014	I can't attend the session, but I have to tell you after moving back to LA from Oklahoma being gone for 20 years, even if I have to wait on the phone, you have the most pleasant, well trained phone staff I have ever dealt with. They each speak clearly and are always very helpful. I told my husband you must have hired Okies, because nobody in Cali is ever that nice and helpful. Good job! Brenda Solomon	Support
Veronica Suquett	Email	3/19/2014	I love the express lane on the 10 freeway. However, I do wish the entrance at Rosemead boulevard was longer. There is barely room to move over safely when you enter the freeway at Rosemead. I would be able to use the lane more if the entrance was extended.	Support
Judy	Email	3/19/2014	Hello. I love the fastrack. I started using it when I was pregnant. Now that my son is 5mo. I cont using it but the one thing I hate is it comes to an end so soon. I am now stuck in traffic and my son cries. Can it be expanded. Fwy 10 east starts around Fremont and ends at the 605. It would. Great if it were to expand to around grand. Thanks again.	Support
Alex Wong	Email	3/19/2014	Overall, my experience on the I-110 Express lanes has been good. I think more enforcement is needed to make sure people pay or are eligible carpools in the lane to cut out freeloaders. Another idea would be to restrict the lanes for carpool/vanpools only during peak time to truly reward vanpool and carpoolers. By allowing solo drivers into the lanes during high volume periods, the congestions in the regular lanes simply spill over onto the express lanes.	Support
Thomas M. Stansbury	Email	3/19/2014	<p>1.) I would prefer that Metro Express system didn't even exist because it does not benefit me (or anyone that I can see) vs the old system. The new system just costs us more money to use lanes that we helped pay for through our taxes.</p> <p>2.) However, assuming that Metro Express will continue, I believe that just because I live in Riverside County (and not LA County) I should not be charged a \$3.00 monthly service fee during months when I do not make the mimimum 4 trips using Metro Express. I live in Palm Springs, over 100 miles from LA, and come in to LA about 12-15 times per year for various cultural activities. When I drive to LA, there are always at least 2 people in the car, and most often there are 4 people. I should not be penalized just because I do not use Metro Express as often as a daily commuter. That \$3.00 monthly fee eats away at my account credit when I'm not even using it. The only folks who benefit from that are the "for-profit" company that provides the transponders. That fee has been temporarily waived for LA County residents, but it SHOULD be waived for everyone. That policy discriminates against the rest of us who play by the new rules and want to use the system as designed, but who simply don't drive in to LA often enough.</p> <p>3.) When I first signed up for Metro Express I had great difficulty getting my velcro strips and had to request them at least 3 times. I had great difficulty reaching a human being by telephone, which was very frustrating. I was ultimately successful, but there should be a better phone system in place. No one I spoke to in Utah (or wherever they are) understood my needs or how to get me the velcro strips. This was a pretty basic request and should have been easy to accomplish.</p> <p>Thank you for the opportunity to provide feedback.</p>	Oppose

John Sewell	Email	3/19/2014	<p>I commute to LA almost every week from Denver. Always rent a car.</p> <p>I purchased a transponder and registered it so I could use it for my trips from/to LAX. To my surprise, the rental car company (AVIS) transponder/license plate seems to override my own transponder. It is not cost effective to use the rental car transponder when only using it for commuting to and from LAX. The charge the rental car company places on their transponder use is way too high.</p> <p>I'd like the option to use my own transponder when in a rental car. It would greatly help ensure a "normal" commute time to LAX at a reasonable cost and relieve the stress of making a scheduled flight.</p> <p>Thank you for asking for feedback!</p>	Neutral
Marianne Wright	Email	3/19/2014	<p>Love the express lanes and the monitor that allows me to use them. Haven't used much here in So Cal yet - but like the idea that I can. Also don't have to have cash to go on toll roads. Used the same monitor in No Cal to cross the bridges - that was terrific.</p>	Support
Robert Bryant	Email	3/19/2014	<p>This a terable program. To costly. Though that can afford it, can use it. Seeing public officials using this program without paying was wrong. Seeing one person in a car is not right. We the public paid for the lanes so you can charge twice. A tole lane charges is a way of paying for it. You puled a fast one on us. We get what we deserve when we have people like you.</p>	Oppose
Manuel Guevara	Email	3/19/2014	<p>The Metro Express Lanes are an excellent idea to alleviate traffic on the LA freeway system. My primary concern is the cost for this service. I understand the basic \$40.00 to be kept in account balance, but the additional charges are confusing. The daily cost indicated on the freeway express lanes seems to change from day to day. Also, do I incur individual cost when I drive from Long Beach to LA for each individual stretch of the 110? The display monitors indicate a dollar amount, at different monitors along the 110. Do I incur each separate indicated amount as I pass a check-point? I was charged/debited three (3) separate times during one billing cycle. Thank you for your time.</p>	Support
Ashley McIntosh	Email	3/19/2014	<p>As a lifelong Angeleno, I would like to request that the L.A. County Metropolitan Transportation Authority's Board of Directors consider discontinuing the ExpressLanes program on the 110 and 10 freeways.</p> <p>-Carpooling in Los Angeles used to be free. Now, the benefits of carpooling are only available to those able to pay an initial transponder deposit and a monthly account maintenance fee.</p> <p>-The carpool lane used to encourage everyone--even the wealthy--to carpool. Now, wealthy Angelenos can continue to drive solo and just pay for the ExpressLanes; the motivation to carpool is gone for everyone except the folks who were most likely to carpool already (and now they have to pay for the privilege).</p> <p>-By taking up two traffic lanes (one of which used to be a regular lane), the ExpressLanes have increased congestion in the Los Angeles area.</p> <p>-In my experience (commuting 60 miles a day), police do not enforce the double white lines; cars illegally enter and exit the ExpressLanes much more frequently than the old carpool lane, which decreases traffic safety.</p> <p>In essence, the ExpressLanes only exacerbate the income disparity of Angelenos--there are those who can afford the ExpressLanes, and those who can't. For the wealthy, they don't need to carpool; for the rest of us, traffic is more congested.</p> <p>Please, discontinue this program.</p>	Oppose
Greg Nelson	Email	3/19/2014	<p>I love it. I often am driving solo. I'm glad there is a choice with being able to use it or not. In my case, it is an extra charge, but it allows me to not spend as much time in traffic as I would normally be doing. And that is worth the extra charge.</p> <p>Please expand the program!!!</p>	Support
N/A	Email	3/19/2014	<p>We use lanes occasionally (since we're both retired) and they work well for us.</p> <p>However, it's hard to track our account balance because the e-mails we are sent which say "account statement" provide no information, attachment, or link.</p> <p>I have to take the time to log on to my account to get the info which means digging in my files to find my user name and password</p>	Support
Lucetta Kallis	Email	3/19/2014	<p>Although we, (senior citizens in our mid-eighties) live in Laguna Beach, we attend ever many events and doctor appointments in downtown LA and West LA during the day between the hours of 10 AM to 5 PM</p> <p>The Fast track on #110 is extremely valuable for us.</p> <p>We look forward to the time when the #405 and the #10 (west) has a fast track. We wish there was a way to use our Fast Track responder on the #73 and other freeways in Orange County.</p> <p>Our only complaint is the Fast Track Fee is very expensive. A senior citizen fee would be helpful.</p>	Support
Diane Wunk	Email	3/19/2014	<p>I love the Express lanes. I use them to come home from work every day and if traffic is backed up in the morning, I take the express lanes to work. I take the 10 freeway. I wish you had it years ago, I save so much time, well worth the cost. I just wish people would STOP going in and out of the lanes, trying to avoid the sensors, I guess, very dangerous for us using the lanes.</p>	Support

Carol U. Funtsch	Email	3/19/2014	<p>I support the idea of allowing single drivers to use the express lanes for a fee and do use them occasionally. However, a few constructive criticisms:</p> <ol style="list-style-type: none"> <li>1. The most frequent opportunity for me to use them is on the 105 E/110 N fwys. However, the 105 is not equipped so I can't go in the carpool lane. When I transition onto the 110 N, I am not able to even enter the carpool lane for a few miles (frustrating and often makes it not worthwhile to even use them). Why can't we use the 105 carpool lane? It's not our fault the 105 doesn't have the FastTrac mechanism yet. Or, at least make it quicker/easier for drivers transitioning from the 105 E to the 110 N to get into the Express Lanes.</li> <li>2. It is problematic for me to remember to switch the little Fast Trac device from 2 or 3 riders back to 1. I don't do it on purpose, but I just can't remember to do it. It would be better if the devices automatically reset to 1 (or whatever is your most common #riders) instead of having to remember to switch it back once in awhile.</li> </ol>	Support
Julie D.	Email	3/19/2014	I won't be able to make it to any of the 'feedback' meetings, but I did want to give one piece of feedback: It's great to come north on the 605 and take the express lane on the 10 westbound, but in the afternoon I would like to take the 10 east express lane; however, there is no way to exit at the designated exit and cross 5 lanes of traffic to take the 605 southbound - there needs to be an exit directly from the express lane to the 605 southbound! Please!	Support
Alta Vargas	Email	3/19/2014	<p>I would like to express my thanks for this program. I was recently transferred to work in the city of Van Nuys. I live in La Habra which is 46 miles one way. The commute was tremendous going home, 2-3 hours depending on traffic.</p> <p>I heard about Fastrack through my son and a friend who has been using it. I tried it and it is such a relief. It's saving me at least 1/2 hour or more. I really appreciate the convenience. I hope that it will expand to the 60 freeway.</p> <p>I hope it becomes a permanent program for commuters like me!</p>	Support
Amanda Prentice-DeFrancesco	Email	3/19/2014	The 110 Fast Track has changed my life! My commute time is cut in half. This is one of the best uses of my tax dollars. Ever.	Support
Rocio Velinov	Email	3/19/2014	They are great. But the exit from the 105 going west is not good. It takes you out of the care pool and I believe it should keep going until we get on the 105 freeway. It's liike you stop, you go, you stop you go, it does not make sense.	Support
Dan Brito	Email	3/20/2014	I oppose the use of the carpool lanes for anything other than what they were built for..	Oppose
Jay Chen	Email	3/20/2014	Would love to see express lanes expanded. But electric cars should be allowed free access as they were promised.	Support
Tim Chen	Email	3/20/2014	The fast track express lane discourage non-daily user not to car pool. Many car pool lane get clogged up in rush hour any way. The expresslane can have 2 lane empty while 4 regular lanes jammed is also waste of space. Make less used direction reversible really increase the lane capacity.	Oppose
N/A	Email	3/20/2014	Remove me from all email lists!	Neutral
N/A	Email	3/20/2014	I LIKE THE EXPRESS LANES PLEASE EXPAND TO INCLUDE ALL DIAMOND LANES	Support
Anna (no last name)	Email	3/20/2014	No toll express lanes it has not solved the traffic jam only added to the problem. Have 2/3 people for car pool lane, the tax payers have paid for it, do not reserve it for the rich who can pay the toll. Let us go back th the free car pool lanes in California. Silver line every 4/5 mins in peak time is the best plan the city has made in a long time.thanks I use it every day. Now coordinate and synchronize the connecting lines to all the surrounding cities with 15/20 turnaround. For non peak hours get smaller buses vans for 12/14 seats so the capital investment and maintenance is lowered. It will encourage public transport uses and will be a profitable enterprise. Please reinstate one TAP card for all transport lines. Just get the scanning software to monitor each city transport . Ladot, metro,trains trams and all cities. Every great city has implemented this model... It works. Let's put all the politics aside and work for the public good.	Oppose
Henry Wu	Email	3/20/2014	I enjoy using the Metro ExpressLanes and hope that it will expand in the future. The current segments of the ExpressLanes is sufficient, especially the long stretch of the 10 FWY in the San Gabriel Valley, but the stretch going from East LA to Union Station (Heading west) could use work and does not seem to be bypassing traffic all that much. Price is fair for the distance. Better signs need to be posted at the Del Mar ExpressLanes entrance heading west as it is a common trap for those without ExpressLane access. There should be times when the Express Lanes is free, including late evenings and occasional weekends.	Support
Judy Reidel	Email	3/20/2014	we have not used this much as retired, but when we do, we really love it. had to figure out how to move it when we got a new car. we put it on the new car before giving new license plate online. we took device out of the old car we sold not knowing we had to change plate to new car. just some extra work that could be made easier on your web site. thanks so much.	Support
Barbara Hamer	Email	3/20/2014	"It's about Time" I enjoy riding the Metro Fast Track lane on the 10 freeway. My onramp is Atlantic Blvd., going east bound , therefore, I cannot get the full usage of my pass until about 4 miles down the freeway. Please add another entrance about half way between Monterey Park and Rosemead. The small portion to the 605 Freeway saves me about 45 minutes on a busy Friday afternoon. Additionally, and I would love to see the lanes extended past the 605. Those car pool lanes and not very busy and the extension would eliminate additional cars from the normal driving lanes.	Support
Frank Maritato	Email	3/20/2014	I love the metro express lanes. I use the section of the 10 freeway between Santa Anita and the 710 freeway but I commute all the way to Santa Monica. If there was a way to extend those lanes all the way to the beach I know I would use it and gladly pay to avoid the traffic. The state would literally make a bajillion dollars from this section of the freeway alone.	Support
Jennifer Craig	Email	3/20/2014	I am writing to express my overall concern/disappointment with the express lanes program. I am an active rideshare participant, commuting from Irvine to Downtown Los Angeles daily, and since the launch of the FastTrack express lanes, my commute time has increased by 15 minutes or more, every day. Below you will find a photo taken today at 7:15am. Notice that the "express lanes" are congested, and moving at a speed slower than the solo lanes. There is absolutely no incentive for carpoolers due to the express lanes. If anything, the implementation of the toll road has increased congestion on the 110 freeway—given that solo drivers are now using ALL lanes, regardless of personal cost. Please consider designating one of the express lanes as carpool only—reestablishing the incentive to rideshare (which also benefits the environment by keeping more cars off the road).	Oppose
Troalyn Lee	Email	3/20/2014	I thought that the express lane was a revenue generating program for the state of California, but how can you generate revenue when a person can use the express lane and receive a letter stating that they only owe a nominal amount. Anyone who uses the express lane should have to pay the full amount of the ticket as if it was given by a officer. I see a lot of people without the device and if the fines were higher they would stop using the fasttrak lane. Thanking you in advance	Neutral
John Maniatakis	Email	3/20/2014	I find the expressed lane an effective approach to keeping traffic moving, Further, if you are late for a down town appointment and alone, the option of using the express lane reduces frustration and improve ones driving habits.	Support

Gustavo Martinez	Email	3/20/2014	I think its a good ideal, like in my case the way I see it is that there is 3 cars less in the road, companies need to promote more ride share and make it flexible for there employees so we have more participants Thx	Support
Genie Doi	Email	3/20/2014	- great program - on a daily basis, see people violating by crossing white lines--perhaps install flexible plastic barriers - extremely expensive for a savings of 10 minutes. some days, it seems as traffic in the express lane is slower than the regular lanes.	Support
Mary and Ted Ross	Email	3/20/2014	My husband and I were used to using the carpool lane and having lots of others use it as well. With the fee now, we don't use it as our occasional trips don't make it worthwhile. We notice, rarely is there any amount of traffic in the Metro lanes so I am thinking maybe others have the same issue. I also dislike the fact that the lanes are available to those with funds and the have nots, are not able to participate in the program. When traveling to San Diego, we also note that the Fast Track is sparse with cars. Thanks for asking. We prefer the carpool lanes to be available to all with no fee.	Oppose
Brian Adams	Email	3/20/2014	I would like to voice my opinion on the Fastrack Express Lanes on the I-10. I would like to propose that additional entrances/exits (meaning dotted lines) be painted. The large distances stuck in the express lanes make it so the locals cannot use the express lanes effectively.	Neutral
Yvett Williams	Email	3/20/2014	We REALLY do not like the express lanes. Very confusing. Transponders are just to get more money. Old way was not confusing to people not local and we don't like the express lanes.	Oppose
Barry Holchin	Email	3/20/2014	Express lanes on our freeways are a step in the right direction, but that real estate would be better utilized by placing rail transportation there instead.	Neutral
Michael Warner	Email	3/20/2014	I am not able to attend any of you public meetings. I feel your using the public money for limiting the public use of HOV lanes is wrong. A total miss use of public funds. I feel car pools should have FREE use of HOV lanes and not be required to buy one of those devices. I am required to have that device so that I can continue the use of the HOV lane on the Harbor Fwy (110) to travel to LAX. Public money was used to build the extra lanes and then they were removed from public usage.	Oppose
Ron Ryan	Email	3/20/2014	A major problem with the L. A. express lane is the congestion during peak commute hours. It is frustrating to be paying for an express lane and seeing cars in the regular lanes going faster. The other problem is cars entering and exiting to avoid payment, which also slows done traffic in the express lanes.	Neutral
Jeremy Davies	Email	3/20/2014	As you gather information on the express lanes system, personally having the option of traveling the regular or express lanes has been most effective for reducing travel time and maximizing work time and rationalizing the cost options. The one question I have is whether during off peak times (say 9.30am-2.30pm) and congestion that the express lanes could be used by the vehicles without the transponder or another passenger to further speed up traffic movement- I understand that this is done in other cities to maximize traffic flow. You may want to expand this to other freeways such as the 405.	Support
N/A	Email	3/20/2014	I LOVE THE EXPRESS LANES!!!!	Support
H. Garcia	Email	3/20/2014	The express lanes are the best thing to help traffic congestion. The cost is reasonable compared to the gasoline that is being saved and less emissions in the air by not having to stop and go so much. I hope the lanes are kept as they are. Those who choose to use them should not be deprived of the privilege.	Support
Michael Dino	Email	3/21/2014	You need to make clear to customers that if they already have a transponder for the 91 Express Lanes they do not need another one for the 110. When you added the express lane to the 110 FWY in 2011 I do not remember any mention of this in your publicity and purchased a separate transponder for the 110 FWY. As a result, I have two accounts (and 2 monthly service fees). According to 91 Express Lanes Customer Service I only need 1 transponder and it is good throughout the state. This is another point that needs to made clear to customers. Also, if these transponders can be used on any toll road throughout the state, why doesn't there just one statewide program (and 1 service fee) instead of a separate " 91 express", "metro express", etc.	Neutral
Bill Corrigan	Email	3/23/2014	My son and I use the Expresslanes at least two to three times a month. This allows us to arrive on time to our clients in Pasadena and other areas served. We have been told that this also allows us to use the Express Lanes on the 91 Freeway. Why cant' we use the 3 plus lane when we have 3 people?	Support
Joe & Katie Joe Kane	Email	3/21/2014	We love the express lanes! Great Work! Best thing to happen to the Harbor FWY in years.	Support
Maria Torres	Email	3/21/2014	Thanking for taking the time to read this.  My family and I live in Torrance, CA. For several years, I was an annual member of the L.A. zoo and the Huntington Library. On week-ends, especially Saturdays, my husband and I would take my daughter to visit these places, along with other museums. We would occasionally also hang out in Hollywood and visit other eating establishments in L.A. and its surrounding vicinity.  Since the inception of the "fast lanes," we stopped our membership for the zoo and the Huntington as well as avoid traveling into downtown at all cost. We were so turned off by the need to obtain a FastTrak device because although it is "free" we would still have to pay a monthly maintenance for a device that we would use at most 3-4 times a month. The traffic that we encountered on Saturdays, once the lanes became FastTrak lanes was quite frustrating - even more so when you have a 2 to 3 year old anxiously waiting to get to a destination so that she could be taken out of her car seat. I can only imagine that I am not the only one who has experienced this. Other relatives have also significantly reduced, if not ceased altogether, going to downtown L.A.  Needless to say, I "hate" the FastTrak lanes and think it is a burden and disservice to many.	Oppose
Keith Boyle	Email	3/21/2014	Feedback about the Metro Express lanes. I paid the \$40 fee and got the transponder because I got ticketed for driving in an express lane which I have driven in many times over the years. I do not live in the SGV but do travel there 5-10 times a year with my family when we head there for Chinese food. When we do go there, my entire family is in the car so we are ALWAYS at least 3 passengers. How is someone from outside the area supposed to know they will get FINED for using a HOV lane? Reading a sign as you get ON THE FREEWAY not only distracts you but in my case I got on where there is a separate entrance for the HOV lane. I was in the entrance to this when I saw the sign and had no opportunity to leave this unless I backed up on the ramp, which could have caused an accident. Not a risk I wanted to take with my family. From my perspective, my family is being penalized for driving a HOV in a HOV lane because of this program. I recognize that we are not getting charged and my balance remains \$40 but we still had to pay the fee even though we rarely drive there. I think charging single occupancy vehicles a fee to drive there makes sense- that is something someone can choose- but those of us who met or exceeded the HOV lane requirements are being penalized. Especially those of us who do not regularly use these Express lane. This is just one more poorly thought out government program that makes living in the LA area such a pain.	Oppose

		3/21/2014	<p>Thank you for allowing me to comment on the Metro Express Lanes.</p> <p>While I completely enjoy using the Express Lanes, I only have one comment. The I-10 Express Lanes Eastbound and Westbound are awesome, until you are on the I-10 Express Lane Eastbound and reach the I-605; where Single Occupant Vehicles who utilized the Express Lanes from Downtown LA, must merge OUT of the Express Lane since it converts into a standard HOV Lane. The additional amount of congestion it creates along with the already heavy rush-hour traffic just increases traffic backup and delays. Extending the Express Lanes; or allowing those Single Occupant Vehicles with transponders to continue on the I-10 eastbound carpool would be a great way to better alleviate some of the additional traffic; and apply the same option for the I-10 Westbound Carpool lane (that starts before the I-605) that changes into an Express Lane. Just my comment &amp; suggestion. Metro Express Lanes have save me probably 20 hours in the last month of commuting time, and for a reasonable rate! Let's Keep the Express Lanes in the Los Angeles area, as well as expand! You know that I-405 Sepulveda Pass Carpool lane addition??? Why not make it an Express Lane!</p> <p>Darn, that's two comments. Oh Well. Let's make it three.</p> <p>The I-10 Westbound Express Lane(s) need some help. They need to be "ground down" like the rest of the freeway has been done between the start of the Express Lane and El Monte Station (Temple City Blvd). Lots of patterned noise and jiggling.</p>	Support
Michael Monteleone	Email			
		3/21/2014	<p>I am a frequent user of the express lanes. I hope they're here to stay and extend to other freeway section of Los Angeles and its' surrounding areas.</p> <p>A complaint of mine is the entrance, heading east at Alameda southbound, in downtown. There should be a permanent turn signal coordinated with oncoming and pedestrian traffic. This area wasn't well thought out, it should possibly be relocated to a smaller intersection further east or something.</p> <p>My other issue is not having multiple exits from the fastrak lanes along the 10 freeway. Living in West Covina, we often commute to Rosemead, Pasadena, and Temple City, but cannot exit sooner than the 710...likewise going east.</p>	Support
Neil Brown	Email			
		3/18/2014	<p>I will not be able to make any of the meetings. I do not live in California full time anymore. I am in Texas taking care of a severely disabled grandson. Therefore I am very upset that my lack of use of the transponder means that I pay more.</p> <p>Please explain why you impose a surcharge for people if they do not use it. I am not taking up space in the regular lanes, which would at least be considered a penalty to encourage everyone to carpool and use it. But if I am off the roads for a month on vacation or away, it costs me \$3.00 to not participate. I find that very unfair. Please address this at your meetings. And I will look forward to your written explanation to me at the above address.</p>	Neutral
Jennifer Enders	Mail			
		3/21/2014	<p>I think the Express Lanes are great once you get the transponder. It gives me the flexibility when I head downtown to pay a bit more to get there faster. The pricing is reasonable for the amount of time it saves. Hopefully money being generated by the tolls can be used to improve the 110 Freeway. I would be nice is the carpool lane ran all the way to downtown.</p>	Support
Matt Lyons	Email			
		3/21/2014	<p>My wife and I take the Harbor Freeway about once a month to downtown LA to see a play, Dodger game or similar event. There is also 2 or 4 people in the car. Since you implemented the new Expresslane concept we have never used it. I refuse to pay a monthly bill to rent a transponder. I think this is just another way for 'the government' to take in more money. If there are cameras operating to take pictures of automobiles that do not have a transponder, why can't the same picture show that there are multiple occupants in the vehicle? I will not be attending your meetings as I believe you have already made up your mind. I do not remember you asking for input BEFORE you installed this new system Bill McKaig PS I drive a Lexus, but not in the Expresslane</p>	Oppose
Bill McKaig	Email			
		3/21/2014	<p>In 2011 I ordered a 2012 Toyota Plug-in Prius. I specifically purchased this car so that I would be able to get Clean Air Vehicle (CAV) decals from the DMV and operate as a single occupant in the high occupancy vehicle (HOV) lanes on the 110 and 105 freeways. The delivery time was 7 months and I got the car in April 2013. I paid a premium of approximately \$10,000.00 in order to get the plug-in model. At the time of my purchase this was the only qualifying vehicle for the green clean air stickers. With that conversion of the HOV lanes on the 110 freeway to Metro ExpressLanes or High Occupancy Toll (HOT) lanes my stickers became invalid and I lost free access to the HOV lane privileges at that time. With my transponder I can still drive in the Metro ExpressLanes as a single occupant but it would cost me approximately \$7.00 a day in tolls. Had Clean Air Vehicles been covered (included) in this test, I would not be writing. I understand that the demonstration program has come to an end and I want to encourage you to see to it that it is not renewed. I would like to see the Metro ExpressLanes or High Occupancy Toll (HOT) lanes returned to HOV lanes. In the alternative, they should allow Clean Air Vehicles that display the decals with single occupants to use the Metro ExpressLanes at no charge. I am an unfortunate victim of this pilot. I personally have lost a great deal of both time and money to this effort to reduce congestion. As a daily commuter, it is clear that the Metro ExpressLanes program is not working at least on the stretch of road that I traverse. I am asking that you 1) consider the merits of my comments and end this program and 2) refer me to others to whom I might let my opinion be known. Should you wish to discuss this with me further, please contact me as indicated below</p>	Oppose
Roy Shuman	Email			
		3/21/2014	<p>Please keep and expand as much as possible the express lanes on all the freeways in LA and Orange Counties. They are immensely helpful for those of us who need to not waste time in our cars on the freeways. Thanks</p>	Support
Randy J. Sowell	Email			
		3/21/2014	<p>I cannot express enough dissatisfaction about this cost to use a public highway. The freeway was built with tax dollars, maintained by tax dollars. To charge money to use a public road which is in fact public property is absurd. Where does it then stop? Should we then charge people to walk on a sidewalk? How about a fee to use a bicycle lane? The use of private property for a fee is understandable. The cost of a registered motor vehicle is enough already. The government should not have the right to use public property for their continued money grab.</p>	Oppose
Don Derossi	Email			
		3/21/2014	<p>The pilot program does not seem to be working. There are too many rules to use a transponder. Carpoolers should not have to use a transponder. The carpool lanes are not used as much by people in carpools. I see a lot of multiple riders driving in the regular lanes.</p>	Oppose
Marcella Low	Email			
		3/21/2014	<p>I am against the tollings on the 110 freeway we no longer can use the expressway because we have to pay three dollars a month for the transponder when I use the freeway two or three times a year please go back to the carpool lanes thank you</p>	Oppose
N/A	Email			
		3/21/2014	<p>It's a great program! Please expand it</p>	Support
Robert Grant	Email			
		3/21/2014	<p>It's about time you end this crazy experiment and return the car pool lanes to their original intent, to carry cars with multiple riders. It is obvious that his is about generating more revenue and has little to do with congestion. What is the objective here? I submit it's about reducing traffic and the carpool lane makes sense. I'm afraid from your perspective it's about getting more money from motorists so express lanes make sense. Who cares how many people are in the car if we can just get our money, well we the taxpayers and commuters care, so return the carpool lanes ASAP.</p>	Oppose
Bryan Bergsteinsson	Email			

Dave Leatherman	Email	3/21/2014	Thank you for the opportunity to comment on your "ExpressLanes." I have paid taxes in California since 1967. This includes Federal and State gasoline taxes for our freeways and car pool lanes, which used to be called High Occupancy Vehicle Lanes - HOV lanes. I bought a Prius in 2006 and a Honda CNG so that I could use the HOV as a single rider. But you eliminated that option when you installed the toll lanes on the 110 and 10 Freeways. Although you claim otherwise, I can visually see that the use of those lanes has decreased with the toll imposed. I don't appreciate what you have done with my tax dollars. It's just another reason for me to leave California. And now you are talking about installing toll lanes on the 405 Freeway. I thought this was a government by and for the people? Would you like to buy a Honda CNG vehicle? I will have no use for it.	Oppose
N/A	Email	3/21/2014	Friends Every Friday I take my daughter to USC for school. We drive from Long Beach to USC then I go back to Downey where I work. We leave at 6:30 am and I am able to get back to Downey at 7:30. During football season, the Fastrak saves us much time as she is in the marching band. Thanks for allowing us quality time together.	Support
Ruth Dewitt	Email	3/21/2014	LOVE IT! I use the I-110 lanes and am grateful every time I'm on it. I wish it went all the way through downtown. Please make more of these lanes, I will happily pay for the convenience of using them!	Support
John A. Ganem	Email	3/21/2014	Terrible idea, we need our carpool lanes back. Everyone is so frustrated over the change, decisions like this need to be voted on by the people not decided for us.	Oppose
Cherylyn Seymour	Email	3/21/2014	Yeah, it's about time you let the common person tell you how we really feel. I believe the biggest mistake ever was turning the 110 freeway into a paid freeway. If you read what the media puts out, you would think that this was the best thing since sliced bread. For whom? Maybe the wealthy people who work downtown and have no real worries other than how they can get to their jobs faster. Paying for a transponder is no big deal for them. Just one other purchase. However, for the common, little man who is trying to make ends meet, having to pay to drive on the freeway is an outrage. Now, my family of four will drive in the regular lanes while the express lanes are usually empty. We watch with disgust and envy how we have a car full of people, but do not have money to pay for a transponder. When I first heard of this, the media put out that it would be free to drive on the express lanes if you have more than one person in the car. How is it free when you have to purchase a transponder? And then it talks about the cost automatically being deducted from the transponder. This, to me, is not free. I hope and pray everyday that they do not turn the 405 into a "pay to drive" freeway. This would be a disservice to the many people who cannot afford to buy a transponder. Believe me, many people are still struggling to make ends meet, and paying to drive in the fast lanes on the freeway is not in the budget.	Oppose
Donna Andreoli	Email	3/22/2014	I just want express lanes metro to know this has changed my life when commuting to work. I live in the southbay and commute to childrens hospital Los Angeles by using the express lane on 105 freeway and 110N freeway. I work 12 hour shifts which already is a long day but the metro fast track has shortened my commute made it easier, quicker and more pleasant. It has reduced the traffic stress in my life and we could ALL benefit from that! When I was called for jury duty in downtown LA for 4 weeks I was able to use fasttrack and commute with my husband who works downtown and we used it carpooling. Great idea!!! I love fast track and am a huge supporter of it!!! I first thought what a bummer to have to pay to use fast track but it is so worth it!! I completely get it and understand the program and how it really works!!! I can't imagine NOT having it! Thank u fast track!!! :) A happy commuter	Support
Connie Perez	Email	3/22/2014	The 110 south express lane right before 105 west interchange is very dangerous. Drivers try and cut from left lane to right, regular lane also tries to swerve into express lane to ramp onto 105 west.	Neutral
Kathleen Sheehan Burgess	Email	3/22/2014	Please make more lanes express lanes like those on the 10 and 110 highways. These lanes would greatly improve the commute on the 605 and 405, and if there were carpool lanes or express lanes on the 5 & 101 would really change the landscape of Los Angeles traffic. I primarily use the lanes on the 10 and it really does make a difference in the general flow of traffic as well as in my day to day life. Saving 10 minutes on my usual 40-50 minute commute (one way) is meaningful. Making funds for the maintenance and care of the infrastructure is a great idea and takes the burden off other streams of funding and I don't feel paying a small fee for the convenience of these lanes is much to ask. Keeping the rates reasonable I believe is the key. I do not mind or hardly even notice the charges I incur from using the toll lanes, but I am always happy I have the transponder when I'm whizzing past congested traffic. I've been using the transponder since it was released and hope to use it for a long time in the future.	Support
Brian Kelberg	Email	3/22/2014	My wife and I carpool to work each day and we have found the express lanes to be great. The system is easy to use and a real time saver, which we appreciate. We sincerely hope the program will continue because we will certainly continue to use it! Thank you.	Support
John Wildanger	Email	3/22/2014	I use FasTrak to help me commute to and from work in El Segundo. I come down the 110 from Highland Park and then take the 105 to El Segundo. It makes my commute easier and allows me to work better. One thing I notice is that the lanes along the 110 FasTrak route are far less crowded than the lanes on the 110 where there is no FasTrack even in rush hour. I'd be happy to have toll lanes added to all freeways in the LA area even if I were not using them as I know a small percentage of cars removed from the freeway can speed things up for everyone. I love public transportation and I have taken it to get to and from work and for other reasons here and in Europe. However, due to LA's spread out nature, there will always be people driving in their cars here and having them sit in traffic burning up gas instead of getting where they need to go quickly is harmful to the environment.	Support
Cindy Legg	Email	3/22/2014	Love the express lanes. No tourist and the regular local drivers know how to use the lanes. Have saved time in getting to appointments and places on many occasions. So worth the money.	Support
N/A	Email	3/22/2014	I have been living in Southern California for 30 plus years, born in California & have paid taxes. I find it extremely insulting and very deceiving that Cal Trans/Metro & all the other parties involved are changing tax paid for car pool lanes into a "Paid" toll lanes. I drive for work from Redondo Beach to our Irvine office twice a week and drive the other 3 days to Cedars Sinai in LA or Saint John's in Santa Monica or to offices adjacent to Union Station. There is no other alternative for my line of work. I had a Prius then changed to a Honda CNG only to have your "great idea to make more money" lane change, change everything. If there is a legal way to prevent this change, I will be joining in the fight.	Oppose
Emily Lacina	Email	3/22/2014	My husband and I use the Metro Express lane whenever we go to Los Angeles and Pasadena. We find that it is convenient and saves lots of time in traffic. I would encourage you to continue it. Now, if you could only find a way to speed up the transit time where the Express Lane ends and the bottle neck begins downtown!	Support
N/A	Email	3/21/2014	While I don't have a problem with toll roads built with private money or bonds, I do have a problem with roads built using my tax dollars being turned into toll roads. I question not only the morality of doing this, but I question the legality. Personally I would like to see a class action law suit brought to test if using a public funded road as a toll road is legal. Obviously I'm against doing this.	Oppose
Pat Downing	Email	3/21/2014	Reference an article in the Daily Breeze suggesting that if we are unable to attend the City Hall meeting on April 8 regarding the <b>Harbor (110) express lane</b> and have comments we should send them to the above email. Thus the reason for this email. I do have a couple of comments. I think that a commuter/diamond lane is much more reasonable and driver friendly. Although I do not drive this freeway regularly, I do drive it and when I do there is at least one other occupant in my car. So originally I thought that I might get a transponder but then I found out that for every month that you do not use it by driving on the freeway, an amount (I believe it was \$3.50) is deducted from your original investment of \$40 or whatever. This was not in my best interest. Therefore I chose to not get a transformer. Plus I thought that at the project would not be well received anyway for lots of reasons. My first preference would be to " <b>scrap" express lane project completely</b> . Short of that then at least let people get a transponder with funds that do not expire regardless of lack of usage. Thank you for requesting my opinion.	Oppose
Suzanne Hayden	Email	3/21/2014	I would like to take this opportunity to express my displeasure at the Metro Lanes and hope that those lanes will be returned to the general public who have paid for them via gasoline and other taxes. They have no alleviated the traffic problems for anyone other than those few who can afford them. These lanes are just another example of the economic inequities that are infecting our country. They only benefit the 1% - the wealthiest citizens of Los Angeles and should be abolished.	Oppose
Carl Pearlston	Email	3/21/2014	It really is about time, the time that is saved by driving the express lane on the 110 to and from Los Angeles. For years, my wife and I made frequent trips for various events, and the old car pool lane was fine, but when I traveled to LA alone, it was a nightmare of traffic which stretched the trip seemingly interminably. Now, with the express lane, I can whip downtown and back just as we did in the old car pool lane. It's not only about the time saved, but it really is an idea whose time has come----for years I had wished that I could travel the car pool lane solo for a modest cost, and now I can. Thanks. Keep it running!	Support

		3/21/2014	We are against having the car pool lanes be used only for those who pay a fee to use them. We feel that this is a form of economic discrimination. We use the 110 freeway around 5 or 6 times a year. Although the freeway is usually "slow ad go", there are very few cars in the pay-to-use carpool lane. We feel that this also adds to pollution from the multitude of cars starting and stopping all of the time. When this freeway was built, it was to be used by all--rich and poor, and was paid for by ALL OF US. It is now unfair to only allow those who pay for a transponder and pay a fee to be the ones using these lanes. If the freeway had been built from the beginning as a TOLL ROAD, we would feel differently, but again, it was paid for by all and the intent was for all to be able to use it. p.s.: We are fortunate enough that we could pay and use this lane, but we don't want to have to deal with paying for a transponder monthly billing, finding a place to keep the transponder, and, mostly importantly, being a part of this economic discrimination.	Oppose
William and Susan Lippert	Email			
Rosann Simeroth	Email	3/21/2014	I love being able to use the Metro express lanes; this has cut back my work commute substantially.	Support
		3/25/2014	I received an email allowing me to provide feedback on the metro express lanes on the 110, and am ecstatic to voice my opinion on the utter abortion of your project. As a carpooler, my commute time has doubled; despite the claim that the signs would block cars from entering if the speed dips below 45mph, I come to a dead-stop every single day I drive the 110. What was once a serene drive through LA is now compromised by SOV drivers trying to maximize their \$12, weaving perilously in and out of traffic, further slowing the speed of the lanes. Often, the normal lanes outpace the HOV lanes. Also, the transponder is a piece of crap- frequently charging me for NOT taking the express lanes. For this, I don't mean that I am being charged the fee for not using the lanes frequently enough; NO, I am being charged for being in a lane for less than 1 second, that Metro explained as an improperly installed transponder. Well, I double checked, with a ruler, and it's properly installed. Your equipment is crap, your changes are crap, and I want my commute back. If public transit weren't full of homeless and didn't reek of drugs, I would take them, despite the extra hour each way they require for transportation. You are ruining LA, all to the chagrin of your paycheck. I realize that you are a heartless organization, and that this is only the voice of one person. But, by simple virtue that I have wasted my time sending you this, be sure that you have real problems, and that you are only creating more. If ever a bond measure or tax comes up to support your efforts, be sure that I will lobby against it.	Oppose
Patrick Beck	Email			
Craig Ciebiera	Email	3/25/2014	We cannot possibly gauge the what the use of the Fastrak has meant to us and cleaner air initiatives. We now take one car vs. 2 cars into Los Angeles from Covina 5 days a week. It's the best government underwritten program I have seen in Southern California since moving here in 1965! Expand it we will support as will our combined families of 60.	Support
		3/25/2014	I am writing in support of continuing the ExpressLanes program – with a critical modification regarding the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. It is enough I think to be paying the amount I am for driving solo in the express lanes. If for a time period, I do not travel on the 10 or 110 freeways, I will be very discouraged to still be paying a fee. If I have to pay a monthly fee – no matter the amount – I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Isabel Wang	Email			
Mary Carmen Ritter	Email	3/25/2014	I am 85 years old and use the metro express lanes frequently going to USC and other places in the down town area. I travel alone most of the time and it has saved me valuable amount of time and has been very beneficial to my medical care.. My husband was a patient recently at USC Keck Hospital for a long period of time and I used the express lanes at all times of day and night. I felt safe and was not stressed from the traffic. Please keep it like it is.	Support
		3/25/2014	Hi Metro, I'd like to make the following suggestions to the downtown L.A. 10 freeway EB Fastrak entrance area from Alameda Street. Really looking forward to these changes: <b>Suggestions:</b> 1) Entry from SB Alameda: SB Alameda left turn to the 10 freeway EB onramp needs a <u>dedicated left turn signal</u> during the afternoon rush (~5pm to ~7:30 pm). Start each green light session with "green arrow left turn" for the first 10 seconds, then automatically turning to "yield on green" afterwards. 2) Entry from NB Alameda: EB Aliso St is always congested during the afternoon rush, making it difficult and time-consuming to make left turn to NB Alameda, right before the 10 freeway EB Fastrak entrance. Thanks!	Neutral
Charlie (No Last Name)	Email			
		3/24/2014	I am writing in support of continuing the ExpressLanes program – with a critical modification regarding the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. I am the type of driver who will use the carpool lanes as much as possible: I look for every excuse to carpool, both because it is the right thing to do, and – more importantly – because the HOV/HOT lanes incentivize carpooling. Unfortunately, my schedule and my driving habits only lead to carpooling once or twice per month. I rarely hit the three times a month required for the waiver of the fee. (And I virtually never use the HOV/HOT lanes as a single driver.) If I have to pay a monthly fee – no matter the amount – I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Lia Andika	Email			
		3/24/2014	I am writing to encourage those in charge to continue the use of the express lanes. The cost alone of creating the toll express lanes should be argument enough for their continuance. According to the LA Times it cost about \$120 million to create the toll express lanes with most of the money coming from Federal grants. The Express Lanes provide those of us who are solo commuters an affordable alternative to sitting in traffic. Being able to drive in the express lane enables me to make the trip from Redondo Beach to Pasadena in about 45 minutes vs one hour thirty minutes without the express lanes. Express lanes are the wave of the future, and it is time for Angelenos to embrace this new mode of travel. Please continue the use of the express lanes for solo drivers. Thank you for taking time to hear my plea.	Support
Marg Alexander	Email			
Michael Estrada	Email	3/24/2014	A fantastic program, which cuts my commute time from 30-40%, daily. Please extend the program indefinitely.	Support
		3/24/2014	My name is Jaime Bermudez and I am a resident of the city of Redondo Beach, Los Angeles County. I am responding to an E-mail I received on March 17 seeking feedback on the future of the Metro ExpressLanes. While I anticipate attending the public hearing meeting on March 27 in Torrance, I am submitting this written correspondence in the chance I am unable to attend the meeting due to my work schedule. I am a routine driver on the 110 Harbor Freeway Carpool lanes to/from downtown attractions. I was disappointed to hear several years back regarding the change in the HOV lanes on the 110. Specifically, I was upset by the requirement to purchase and display a transponder in the HOV lanes, even when two or more occupants were in the vehicle (a practice that had been absolutely free and previously paid for by taxpayer funds). While the transponder was advertised as "free" to carpoolers, it was not exactly free since it required a monthly "maintenance" fee. The idea to advertise this as "free" despite an on going, monthly charge for a mandatory transponder was underhanded and only served to amplify public distrust in the program. At the time, I contacted Metro, LA County Supervisors as well as other state elected officials. I recently learned the monthly maintenance fee for the "free" transponders has been waived. I purchased a transponder ; however, when I called to inquire further, I was told that this fee waiver was only temporary and would likely be be reapplied in 2014. If this is the case, I think it is a big mistake and I urge you to keep the HOV lanes <b>absolutely</b> free for vehicles with two or more occupants. This has been a major issue of contention for many of your critics and I urge to keep the HOV lanes FREE of any fees. I thank you for your time and consideration. Please, contact me if you require additional information.	Oppose
Jaime Bermudez	Email			
Michael Kurland	Email	3/24/2014	I think that the expresslanes are fantastic and there needs to be more added to every freeway in our county.	Support

Billy Mitchell	Email	3/24/2014	The express lanes defeat their purpose by making it impossible to move in and out in order to exit freeway. If you are a visitor, or unfamiliar with certain areas, you are screwed. I can't imagine what planning created that scheme, but it is very poor planning. Other cities and states do not have this problem. Why LA?	Oppose
Steve Koch	Email	3/24/2014	I think the Express Lanes on the 110 are a great idea. I am in favor of keeping this in place only if you do not charge a service fee for not using the lanes. I can't imagine being charged for NOT driving. That is the whole point! Thanks	Support
N/A	Email	3/24/2014	The Express Lanes are well worth the expense most days; they work very well for me on the way home from work, going south on the 110. About 3:15, I get on at Blaine Street - must say, that on-ramp at Blaine is a hair-raising experience, but less scary than the one at Bixel. After getting past the USC area, I try to exit the Express Lane back onto the 110 just before the 105, if possible. This was easier right after the Express Lanes opened, but traffic has gotten progressively heavier there. It would be helpful to have another exit lane just past the 105. Pet Peeve: Occasionally, cars waiting in Lane 1, going south on 110 just before the southern underpass, will pull into into the pre-Express Lane (before the first sensor)and then cut back into Lane 1 a few cars ahead. They are pulling into 60 mph traffic from a standstill, and we have to slam on our brakes to avoid them. Then they block traffic again while they try to bully their way back into Lane 1. Eventually one of them will cause a serious wreck. Thanks for asking for our input.	Support
Brad Wong	Email	3/24/2014	This is a response to the "We Want Your Feedback on Metro ExpressLanes" email I received on March 17, 2014. I wanted to provide feedback since my family and I won't be able the Sat, April 5 meeting at the West Covina Civic Center. Our initial transponder is used once a day, Monday - Friday, without hesitation or concern of cost due to the amount of time saved. This weekday use is for the return drive FROM work in the Monterey Park area to the West Covina area. This first transponder would be used during the drive TO work from the West Covina area to the Monterey Park area IF THERE WAS AN EXIT after Walnut Grove Ave/San Gabriel Blvd but before Fremont Ave. Please let me know if there's a formal request or petition I can sign requesting this additional exit. A second transponder is whenever travel is needed on weekends to/from the West Covina area and the Monterey Park area. It's also used on weekends in Orange County, including the 241 and 73 toll roads. Thank you very much for providing this effective alternate solution.	Support
T.J. Stengel	Email	3/24/2014	I assume that since I was instructed to enter "It's about time" in the email subject line that this process will be biased towards only satisfied customers of Fast Trak. I am not one of those. But I am like the rest of the citizens who ALREADY PAY for our freeways AND carpool lanes. I resent having to leave a deposit, give up personally information and jump through all the other hoops to use the carpool lanes that I already paid for... and continue to pay for with gas and other taxes. You have created a Class Divide where only people with means can use the lanes while lower income citizens must sit in traffic even when their vehicle has more than one occupant. Furthermore, Los Angeles will never be a World Class city as long as our Public Transportation systems are so complicated, so expensive and, in many cases, non existent.	Oppose
Coby Skye	Email	3/24/2014	First I want to express my frustration at the way this "pilot" Program has been implemented, up to and including the requirement that in order to have my comments considered I have to put "It's About Time" in the subject line of this message. The assumption is that only glowing feedback will be provided to Metro about this Program, rather than even pretending to be open to criticism about its many shortcomings. <b>My Feedback</b> I want to strongly advocate that Metro end this program as soon as possible. It is fundamentally flawed and undermines its stated goals. <b>Rationale</b> There are a number of intrinsic flaws in this program that do not justify its alleged benefits. First, Los Angeles is a tourist destination and every out-of-town guest to our region will be slapped with fines when attempting to use what were built as carpool lanes. This will drive people to vacation elsewhere, hurting one of our most important economic drivers. Second, the lanes have failed to meet their intended goals and even undermined their stated purpose. Every piece of Metro info publicizing the alleged success of these lines tries to ignore or obscure the fact that they have failed to live up to their promised benefits. For instance, we were told Toll lanes would improve traffic flow but the truth is these confusing and discriminatory lanes have measurably exacerbated traffic in the non-toll lanes, which (due to higher volumes) have <b>increased</b> pollution and traffic problems overall in the region. Third, despite assurances to the contrary, the program has only served to benefit wealthy residents by turning our previously public carpool lanes into pay-to-play "Lexus Lanes." Selling access to public infrastructure without a vote of the people is undemocratic and a horrible precedent, hence my strong feeling this Program should be discontinued as soon as possible. <b>Additional Concerns</b> In addition to the fundamental flaws identified above, I would register these additional complaints about the Program: The transponder has been consistently dysfunctional since day 1. Every month I have to request credits for tolls charged when I was in fact driving in a carpool. Despite getting a new transponder and placing it in the position suggested by Metro staff, my new transponder has yet to be registered by the system even ONCE. The Program attempted to eliminate the previously approved incentives for clean air vehicles. Although this was partly remedied partway into the Program by subsequent legislation, the damage is done and many would-be clean air vehicle consumers are still not clear whether they can use publicly owned "high occupancy toll" lanes if they purchase a clean air vehicle. I appreciate your consideration of my comments.	Oppose
Sonia Valencia	Email	3/23/2014	Please keep the lanes open! They're great and make all the difference when planning trips to downtown or Pasadena.	Support
Simone Meeker	Email	3/23/2014	My husband and I (Tobias Meeker and Simone Meeker) live in the High Desert midway between Victorville and Barstow. We go to a physician in LA, as does our son, for medical care about every 6 weeks. We also have referred friends to this physician who is spectacular (and compared to physicians in the high desert, who isn't?) who occasionally may ride with us. We have found the Metro pass and express lanes on I-10 an incredible relief. We wish they were continuous instead of periodic. Traffic is awful and without Metro it would probably take us 4 hours to get there -- an 8 hour drive. If we happen to have an appointment on a Tuesday, it only takes us 2 hours, otherwise, with Metro it takes 3 to 3.5 hours. Without it would be much longer. We're so grateful for the break. By the way, soon after we started using the lanes we did get a ticket once for crossing the double white line -- we didn't know it was illegal because the lines were white. Soon after, you put up signs. Not soon enough for us! We really were ignorant about it and a warning would have been nice since we were new. But we see people crossing them all the time now and no police around to ticket them. A lot of revenue lost there! Cameras are a good idea to catch bad drivers. Traffic coming up toward the Cajon pass, driving on 15 and approaching 215 is really awful, especially on Thursdays and Fridays. I know they are working to make it better, but the much touted high speed rail to Vegas would probably cut the traffic in half on those days. I know that many people in Helendale where we live go to Vegas on the weekends and the complaints about the traffic are endless. If the high speed rail never becomes reality, Metro Rail might come to the rescue, or large comfortable buses with activities to avoid drunk driving. Thanks again for helping us make better time and for making travel safer on I-10.	Support
N/A	Email	3/23/2014	I am unable to attend your scheduled meetings, but I do have some input. I feel that the "fast trak" system is good BUT (1) it needs to be far more extensive by covering many more freeways AND (2) in combination with that expansion, it needs to be cheaper, (3) more of your lanes should offer the same \$0 for 2 or more passengers like the Harbor freeway does. I feel by offering a cheaper product that covers more areas, more drivers can and will sign up thereby creating more revenue for you. I believe that only with these changes will you actually relieve congestion, encourage carpooling, and turn a profit.	Support
Linda Williamson	Email	3/23/2014	I am writing in support of continuing the ExpressLanes program - with a critical modification regarding the \$3 monthly <sup>3</sup> account maintenance fee. <sup>2</sup> This fee - also known as the <sup>3</sup> inactivity fee <sup>2</sup> - is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. I am the type of driver who will use the carpool lanes as much as possible: I look for every excuse to carpool, both because it is the right thing to do, and - more importantly - because the HOV/HOT lanes incentivize carpooling. Unfortunately, my schedule and my driving habits only lead to carpooling once or twice per month. I rarely hit the three times a month required for the waiver of the fee. (And I virtually never use the HOV/HOT lanes as a single driver.) If I have to pay a monthly fee - no matter the amount - I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support

Melanie Kent	Email	3/23/2014	I am writing in support of continuing the ExpressLanes program – with a critical modification regarding the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. I am the type of driver who will use the carpool lanes as much as possible: I look for every excuse to carpool, both because it is the right thing to do, and – more importantly – because the HOV/HOT lanes incentivize carpooling. Unfortunately, my schedule and my driving habits only lead to carpooling once or twice per month. I rarely hit the three times a month required for the waiver of the fee. (And I virtually never use the HOV/HOT lanes as a single driver.) If I have to pay a monthly fee – no matter the amount – I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Ajanta Naidu	Email	3/23/2014	Yes. I support all efforts at expanding public transportation. Please expand to South Bay with a center in Torrance/Lomita/Harbor City and a connection to Orange and Irvine and Riverside etc.	Support
Virginia Derossi	Email	3/23/2014	I'm writing to inform you of my displeasure with the toll lanes instituted last year on the 110 freeway. I normally drive on the freeway with another person in the car and so I am able to drive for free in the new express lane...although this is not a true fact. I am required to "rent" a transponder in order to ride free in the "new toll lane. This is a charge that I did not have in the past. I believe this is just a ploy to tax me for something for which I already pay taxes. It is my recommendation that you give the toll road the boot and return the car pool access to the people. If I carpool I am entitled to a "free ride".	Oppose
Scott Tuft	Email	3/23/2014	Carpool lanes for carpoolers please.	Oppose
Dan Braun	Email	3/23/2014	I'm writing to support the continuation of the ExpressLanes program. However, I strongly urge you to modify the program by ending the \$3 monthly account maintenance fee. I travel on express lane routes irregularly. But because there is a maintenance fee or "inactivity fee" for months when I don't use the transponder enough, I don't have one. The result is that the ExpressLanes program has had the effect of destroying access to carpool lanes - and any incentive to carpool - for thousands of drivers like myself. I urge you to offer the program without the \$3/month or \$36/year penalty for irregular express routes drivers such as me, who would otherwise participate. Continue the program, but end the maintenance fee.	Support
Brandon Harvey	Email	3/23/2014	I also ask you to please abolish the \$3 monthly "inactivity fee". It is my primary reason for not buying a pass. It also seems unfair to lower-income residents.	Oppose
Josh Kamensky	Email	3/23/2014	I am writing in support of continuing the ExpressLanes program – with a critical modification regarding the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. I am the type of driver who will use the carpool lanes as much as possible: I look for every excuse to carpool, both because it is the right thing to do, and – more importantly – because the HOV/HOT lanes incentivize carpooling. Unfortunately, my schedule and my driving habits only lead to carpooling once or twice per month. I rarely hit the three times a month required for the waiver of the fee. (And I virtually never use the HOV/HOT lanes as a single driver.) If I have to pay a monthly fee – no matter the amount – I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Laura Joseph	Email	3/23/2014	I fully support continuing the ExpressLanes program – but not the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. As resident of Pasadena I use the 110 to reach destinations south of downtown. While arranging to travel with others can take some effort, the HOV/HOT lanes give me an incentive. As a retired senior, I cannot afford the monthly fee, and I rarely use the freeway the three times per month required to waive the fee. I might be wrong, but I believe my tax dollars paid to construct our freeways. Why do I have to pay to use them? The Metro board should permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Jon Zerolnick	Email	3/23/2014	I am writing in support of continuing the ExpressLanes program – with a critical modification regarding the \$3 monthly “account maintenance fee.” This fee – also known as the “inactivity fee” – is counter-productive to project goals, and I hope you will abolish it permanently. The goal of the program is, of course, to reduce congestion. This is inextricably wrapped up with other key goals, such as environmental improvements associated with reduced congestion and with taking cars off the road, encouraging carpooling, and raising much needed revenue for Metro. All of these are laudable goals which I fully support. Given these goals, the idea of a monthly fee is baffling. I am the type of driver who will use the carpool lanes as much as possible: I look for every excuse to carpool, both because it is the right thing to do, and – more importantly – because the HOV/HOT lanes incentivize carpooling. Unfortunately, my schedule and my driving habits only lead to carpooling once or twice per month. I rarely hit the three times a month required for the waiver of the fee. (And I virtually never use the HOV/HOT lanes as a single driver.) If I have to pay a monthly fee – no matter the amount – I will forego my transponder, and forego the HOV/HOT lanes entirely. Thus, the imposition of an inactivity fee perversely removes the incentive for carpooling, at least for infrequent users such as myself. The inactivity fee thus leads to reduced carpooling, increased congestion, and increased emissions. The inactivity fee is also particularly unfair to low-income Angelenos, for whom every dollar matters. I call on the Metro board to permanently abolish the inactivity fee. It is the right thing to do, and it will move Metro closer to achieving its policy goals.	Support
Cherie Glenn	Email	3/23/2014	Paying to drive in what was once our carpool lanes on the 110 & 10 freeways is like buying a pair of shoes and paying a fee every time we wear them. We paid for those carpool lanes already and to force us to pay to drive in them is BS!!!! I am a tax payer and I want my carpool lanes back. I want to drive in them without being charged a fee.	Oppose
Wm & Marianne Hunter	Email	3/23/2014	These lanes are a failure. Rather than aiding to move traffic more efficiently, fewer cars now qualify. The result is packed lanes creeping along burning excessive fuel and time...while near empty lanes add to frustration. Who gets to use those empty lanes; not responsible car-poolers or hybrid owners...but only people who pay for it. This is a radical departure from the equality of public transportation... One price for all. These new lanes, built by taxpayers, should allow car pools and hybrids to use them encouraging fuel savings. Allow the purchase of transponders with identifying stickers and increase their use. As they exist now, these lanes have not improved rush hour traffic for any other than those who can afford the extra expense. This is not equal use for all taxpayers.	Oppose
Brian Scott	Mail	3/26/2014	I am a regular commuter and I have use the metro express lanes at interstate 10 almost every day since the pilot program began. I used the transponder assigned to me as instructed and found the use of express lanes very costly. I found that this new toll system didn't make much difference in my commute time and traffic congestion during peak hours was the same as before in all lanes of the freeway. The only change was the big expense in paying tolls for using the express lanes, which is most difficult for people earning a low income or on a fixed budget. I would like to see the express lane tolls discontinued and the express lanes restored back to regular carpool lanes as before. I hope that other commuters take the time to express their dissatisfaction with these high toll charges and that the carpool lanes without tolls are restored.	Oppose
Donald Santoianni	Email	3/25/2014	Yes it is about time the LAMTA stops wasting loads of my time and money. The toll lanes are a disaster. Toll lanes do not work without government sanctioned traffic jams to sucker commuters into paying confiscatory tolls. Now that the one year test is over please return the car pool lanes you stole with a generous grant from the Federal government. I drive a Honda Civic GX with HOV stickers to use the car pool lanes. I got kick out of the toll lanes for the test. I do not drive a car that gives me range anxiety to pay tolls. If I knew the LAMTA was going to steal the car pool lanes I would have kept my Toyota Prius because it did great in traffic. Please fix this mess and stop trying to help people get to work.	Oppose

Paul Biddlecomb	Email	3/21/2014	<p>Having been a vanpool driver for over 20 years, I was very apprehensive regarding the ExpressLanes on the I-110. Traffic in the HOV lane was generally very smooth, and it was rare that the trip from the SR-91 to the 39th St exit took more than 10 minutes. After the ExpressLanes opened, I was pleasantly surprised. Traffic load was even better than before, which would imply that there were quite a few cheaters in the HOV lane before.</p> <p>However, around October 2013, things suddenly changed. Seemingly overnight, traffic got heavier, especially in the mornings. Instead of the typical 10 minute drive, it was taking between 15 and 25 minutes to go the same 10 miles. I don't know if tolls were reduced or if it was something else, but it was a huge change in traffic. It got to the point that my vanpool had to adjust our morning departure time in order for us to get to work on time. This is the first time in 15 years that we had to make a change like this.</p> <p>Here is my comments/thoughts about the ExpressLanes:</p> <ul style="list-style-type: none"> <li>• Over the last year, I have have had 10 times where the transponder didn't register at one toll plaza, but then register at the next. The only way to know about this is to go to your web site and check the account balance. If it has been more than 60 days, the too bad, even though it is YOUR error, not mine. Maybe you should look into including a toll summary on the monthly email, so those of us who should never have any tools charged can tell easily if there is a need to look at the monthly statement. This is done by many credit card companies, so I know it's possible.</li> <li>• Obtaining supplies is impossible. I have requested new velcro strips twice in the last year, and have NEVER received any.</li> <li>• It is not possible to request more velcro strips than you have transponders, which makes it hard to use the same transponder on more than 1 vehicle.</li> <li>• Traffic on the North I-110 comes to a crawl before the I-105 for no apparent reason, while the regular lanes are wide open. This encourages drivers to jump out illegally and then jump back in illegally around Century or Manchester. I see this almost daily. There really needs to be 2 lanes going under the I-105 to prevent this.</li> <li>• Enforcement of violators needs to be better, especially those crossing the white lines. Again, I see this daily.</li> <li>• As the driver of a vanpool, it is frustrating that a trip that used to be 10 minutes now takes 15 - 20 minutes. This is nowhere near the 45 mph average that was advertised. I've had it take as long as 30 minutes to go the 10 miles, which comes out to 10 mph!</li> <li>• There needs to be a better way to prevent drivers from jumping in and out of the ExpressLanes over the white lines. There is very little enforcement on most days. I see this happening multiple times each day. I think the plastic pylons used on the SR-91 toll lanes would work well, discouraging drivers from breaking the law.</li> </ul> <p>If you wish to discuss any of these with me, feel free to contact me.</p>	Oppose
James Yi	Email	3/24/2014	<p>It is nice to use the Expresslane in the morning. There are two things that need to be fixed. First, Why do I have to call 511 for the charge that is clearly a "non chargeable situation" that the entire speed is under 45 miles per hours. I had to call 3 times to fix this problem.</p> <p>Second, The north bound 110 FWY, entering area after Manchester does not have clear electronic board and distance to show for the single driver with the transponder for "HOV 2 ONLY" sign. I was charged \$15 for entering during morning hours. So I called the customer services and spoke to an agent and a supervisor who said it was valid charge since "HOV 2 ONLY" sign was on. There are 3 electronic signs starting from Gardena and none said "HOV 2 ONLY". Just like, "buyers be aware", I felt really bad. I was going the the hearing but I don't have time to argue for \$15. Anyway it is a good program. Please make some necessary corrections so commuters like me shouldn't be charged for not reading a sign correctly.</p> <p>☒</p>	Support
Robert Lewis	Email	3/24/2014	<p>Hello - I have been using the express lanes since the 10fwy section has become available. I also use the 241/133 Irvine periodically for work. My main concern is over the billing and how the calculations for charging my account are done. While I have not changed my schedule or how often I use the lanes since my start the amount charged on my account has more than tripled over the past few months ! I am now seeing two charges a month to my account for over \$100 dollars each time.</p>	Neutral
Lauren Ramos	Email	3/26/2014	<p>It has come to my attention that you are seeking feedback regarding the FastTrack MetroExpress Lanes on the 110 freeway. I travel occasionally from San Pedro to Pasadena. Each time I go, I am amazed at how few cars are in the express lanes and how full the non-express lanes are. They don't seem (to me) to be achieving their goal of increasing the speed for all lanes overall. I'd like you to continue monitoring and if there seems to be no change for the better, I'd like to eliminate the express lanes. I'd like our government to take care of the freeways out of our taxes and not allow "some" to have better experiences than "all" just because they are more financially able. It is not reasonable for me to have to buy a device and then pay a monthly fee just to be able to ride in a lane I used to be able to ride in for free with a carpool. I appreciate your trying different approaches to see what will help. I also appreciate your trying to seek input.</p>	Oppose
Joan Wright	Email	3/26/2014	<p>In my opinion the 110 Freeway express lane program has been effective in reducing my daily commute time to and from work in downtown LA. There have really been no delays in the express lane except during inclement weather. As a white sticker vehicle owner of a natural gas vehicle, I did not feel that it was fair to charge me a toll since these vehicles were promoted on the DMV website as eligible for single occupant express lane usage- and I had purchased my vehicle for the sole purpose of using the express lanes as a single occupant. At the time of purchase in July 2011 the sticker was good until 2015, and there was no notice given that this toll program would negate the benefit. It is an enormous hassle to own a natural gas vehicle- there are very few locations to fill up, the filling stations are unmanned and frequently pumps are inoperative, and the gas tank is small so it has to be filled approximately every 3rd day. However, these issues are all tolerable in exchange for ability to use the express lanes. I am grateful that the charges are no longer in effect.</p>	Support
Mike Jamgochian	Email	3/26/2014	<p>I have used the Harbor Freeway express lane before and after the installation of FastTrack. Two weeks ago I paid \$11 to go one way north on the Harbor Freeway Express Lanes at 8:30 am. From what I could tell, the express lanes and the main freeway were traveling at the same speed – 20 miles per hour. My recommendations: 1.) Don't spend any more of the taxpayer's money on FastTrack. Remove the FastTrack system from the Harbor Freeway express lanes. 2.) With the money saved, implement a nearly free point to point commuter bus service using a web-based reservation system to route commuter busses based on "next-month" demand.</p>	Oppose

Gregory P. Wilson	Email	3/26/2014	Very easy to use, great way to avoid traffic if/when one chooses. I'd be happy with them on more freeways. Downside: I believe the \$3 monthly "account maintenance fee" if fewer than 4 trips are made is akin to a bank charging you a fee to hold your money that they collect interest on. I do not have access to the funds in my account, they can only be used by and for express lane trips, so it is income guaranteed for the program. It is money in the bank for the express lane program, to charge the customer that is providing those funds additional monies for, say, being out of town for a month, or not needing to use those particular freeways, is a cash grab at it's very best. One could theoretically drive and never be charged by carpooling in the lanes, never provide money to the program, and hold a \$30 balance indefinitely as long as they carpool-they contribute nothing monetary to the express lane system. Ever. Conversely, a user who frequently travels alone but wishes to "pay to play" as it were, spending money to use the lanes, perhaps only twice a month at a cost of \$7 round trip in heavy traffic for example, is charged an ADDITIONAL fee of \$3 for not making enough trips. The second user is actually contributing more money by riding as a single passenger, but is being charged for not traveling enough, even though they contribute far more money in their two trips than any carpooler contributes in 30, or even 100. Why, then, is the infrequent, paying user, penalized additionally for \$3 simply to "hold" monies that are being spent, while the user who never spends, whose money is held in similar fashion but never pays a toll, gets to hold a balance indefinitely for free? Is this fair? Is this reasonable? Is this a penalty to persuade more spending? "I have to make my 4 trips otherwise I'm throwing away \$3" thereby guaranteeing cashflow either by toll or by fee? You are penalizing the only people who pay into the system to begin with, single car drivers by making them use and pay more, or by carpooling if they can? But if they can't find people with their same schedule? I ask: do you like paying bank fees? Do you think it's fair for someone to charge you to use your money? Do you think a system you are required to use now as a carpooler should cost you when it used to be free? Does this feel like a tax without representation? Call it a maintenance fee, but there is no more cost in holding my \$40 than there is processing 4 transactions, in fact that would seem like more work, right? Charge \$3 for doing nothing, or pay a toll for doing something? Do you, dear reader, want to pay \$3 every month in case you might use a carpool lane someday? I think the answer is no. Thank you for your attention :)	Support
Daniel Granados	Email	3/26/2014	I wanted to express my strong support for the Metro ExpressLanes program. However, there are some major changes that need to be made to keep the program viable over the long term. First, the 110 express lane should begin and end closer to downtown LA. Right now the lane begins and ends just outside of downtown before the 10 freeway in a location that is always plagued by traffic. This can often nullify the benefit of using the express lane. Second, there absolutely must be a connection between the 110 express lane and the 10 express lane. Currently one needs to travel through downtown on the 110 and 101, then exit the freeway to enter the beginning of the express lane. This process alone can take 30-40 minutes at times. The only other option is to exit the 110 on the 10 freeway south of downtown and go all the way to the 710 before you can enter the express lane. This again adds 20-30 unnecessary minutes to a drive. An interconnected system of express lanes is vital to the long term survival of the program.	Support
Richard Patterson	Email	3/26/2014	Unfortunately, I will be unable to attend any of the meetings. Thank you, especially for the conveniently safe lanes.	Support
Martha Galindo-Kennison	Email	3/26/2014	I would like to see the Express Lane on the 10 Fwy changed to 2 or more at all times instead of 3 or more during certain hours. Carpools should be able to use the Express Lane if they have 2 or more people without the fast track. The fast track should only be necessary for those persons who want to use it as a single driver!!!!	Neutral
Steven Li	Email	3/27/2014	Object to # 10 freeway become money collector . Now, after the Freeway change to Express lanes , MOney is the KEY on driving on freeway , no more "freeway" . it change some thing on some where . 1. overall , it doesn't solve the traffic jam problem , it push the traffic from Car pool lanes to others normal lanes only , freeway get worst traffic . 2. the express lane get faster base on the folks some are poor enough not afford to pay more money on car pool lane and some are not care about to pay 100 dollar more . 3. it means that rich people need faster on road to save time to go to do great job and normal folks it doesn't care ? 4. it against the law of equal share on public issue , 5. the money collected from express lane doesn't cover the lost of damaging folks on others way suggest back to real freeway for all carpool lane , delete express lane and benefit for society.	Oppose
Steve Greenberg	Email	3/20/2014	I would like to point out something quite unfair about part of your system. Perhaps I have been given erroneous information. If not, perhaps you can offer a solution.  I drive a Nissan Leaf. While I do not regularly traverse the San Gabriel Valley or travel between downtown and San Pedro, there have been times when my travels did have been driving on the San Bernardino or the Harbor Freeway. Prior to the establishment of the toll lanes, I was, of course, able to use the carpool lanes on those freeways as a single driver by virtue of my ZEV status and white decals. That convenience ended with the establishment of the toll lanes.  I have recently been told that all electric vehicles with a white decal may again ride in these carpool lanes for free. However, I have also been told that I must have a transponder to do so: the white decals on my bumper are not enough. And apparently the only way to get a transponder is to prepay \$40 worth of toll charges.  This makes no sense at all! My only car is an all electric Leaf with white decals. I will never owe you any money. So why do I have to give you \$40?	Oppose
Tracia Earhart	Email	3/27/2014	I want to let you know this program allowed me to get to work in a reasonable about of time. I would have to quit my job if not for this program! Thank you for giving us a choice!	Support
Cesar Prietto	Email	3/27/2014	I am not an express lane user but have seen and been stuck in traffic on the 10 fwy eastbound. The express lanes were meant to help alleviate the traffic but has caused congestion on one of the busiest highways in the nation. It would be beneficial to the public to open up the lanes as carpool lanes. I have not seen many people using the lanes due to the cost.	Oppose
S.S. Hong	Email	3/27/2014	I think you can induce more cars into the 91 toll lane by reducing rate, so that other lanes of traffic will be a little easier	Neutral
Barbara Okumura	Mail	3/28/2014	My coworker and I work in downtown LA. We have been carpooling for several years and were pleased not having to fight the traffic, until the carpool lanes were changed to expresslanes to accommodate solo drivers. Since then the expresslanes have been congested, sometimes going at the same speed as the regular lanes. Sometimes we have to decide whether to get in the expresslanes or not because the expresslanes are slower. We are very unhappy with this situation. We have been starting 10 minutes earlier but we still get to work late almost everyday. We need another express lane. No matter what the spokesperson for Metro said at the hearing about the average time drivers save commuting both on the expresslanes and the regular freeway lanes, she does not drive to work on the expresslanes on the 110 freeway, five days a week during peak hours, like we do!! In other words, the express lanes are not working-they're not expresslanes-they suck. Thank you.	Oppose
Brent Shyer	Email	3/31/2014	Thank you so much to comment on the Fastrak lane on the I-10 San Bernardino Freeway. Since its inception, I have used this lane with the transponder. I am most appreciative that it has saved me an immense amount of time in the last year. I have arrived at work in Los Angeles earlier than I could have without the lane and a 37 mile one-way commute. It has also greatly benefitted my outbound commute and saved time to reach the 605 Freeway. I appreciate the opportunity to utilize these lanes and strongly encourage the Board to vote to make them a permanent part of the transportation system. Many thanks for listening.	Support
Robert Nowicki	Email	3/31/2014	I use the Express Lanes frequently, primarily the 110. Please continue the Express Lanes project beyond the current one year trial. I believe a very good use of the revenue being generated would be to extend the end of the Northbound 110 lanes all the way to downtown Los Angeles, with possibly even a single lane that completely bypasses downtown so those going further (i.e. Pasadena, Hollywood) can completely avoid the downtown congestion. This should have been part of the original Harbor Transitway project. Also, when the California DOT rolls out the rules for automated vehicles later this year, I believe it would be a good idea to make sure that any Express Lanes improvements do not in any way inhibit the eventual use of these lanes by automated vehicles.	Support

Wyann Vaughn	Email	3/30/2014	I can say I possess mixed feelings regarding the metro express lane system that has definitely changed the way I travel the 110 freeway. On the positive side, I enjoy avoiding loads of traffic during dense traveling hours. I also liked when there was incentive to utilize the express lane with the carpool option, considering each ride entered commuters into a pool where some reward would be given--I didn't win, so I didn't very well feel compelled to remember many details about that particular incentive program. I like that carpooling is still rewarded by allowing express lane commuters to carpool at no cost. I like that our tolls cost little to nothing in comparison to tolls I've experienced in places like New York and Florida. The new express lane system definitely has its perks. On the flip side, there are a few aspects I dislike about the new system. I hate the amount of traffic it seems to have caused for general commuters. I don't like the fact that the lane isn't both express lane AND carpool commuter compatible, meaning that general, historic carpoolers could also travel in these lanes without having to purchase the transponder. I don't like the "have vs. have not" feeling of it all. What I mean is that it feels unfair, like I am fortunate enough to have \$40 to purchase a transponder and keep another \$40 in my express lane account at all times, but this system doesn't seem to take into account others who aren't as fortunate. Do I deserve to avoid the traffic because of my socioeconomic standing where historic carpoolers, who may be less fortunate, have to wake up about an hour earlier to make the same commute make sense for their families? Does my money make my time more valuable? It's a little off-putting to consider these implications. I'm also not a huge fan of the price jump on tolls. Throughout the week, I stay with a friend to avoid the 110 all together or else getting to my job would cost me damn near \$20/week. I'm fortunate enough to be employed right now, but the economic crisis of recent years has also affected me personally; I was laid off for about a year after having taught for almost a decade. Now, I'm teaching again, but for less than half of what I made in years past. Taking the express lane during the week for a month would eat about 6-10% of my paycheck, which doesn't feel worth it to me. I see general commuters sneaking past cameras and jumping in the express lane pretty often and, with the math I just mentioned, I can't blame them. I don't condone breaking any laws, let me be clear; I am also aware, though, that when put in desperate situations, people can be known to behave desperately. While there are some benefits to the express lane system, the system's costs--both figuratively and literally--can be a bit overbearing. Overall, I as a single, employed commuter <i>do</i> benefit from the express lane system. My consideration and passion for helping others, though, don't allow me to myopically look at the system as one huge plus for South Los Angelinos. I always say that <i>anyone</i> is just a natural disaster or one decision away from being hard-pressed and down on his or her luck. I would want someone to think about me and my needs if I were on a fixed income due to a disability or a struggling student, barely making ends meet and unable to find the extra money to invest into the metro express lane system. I mean, do you all even survey <i>them</i> to see what <i>they</i> have to say about the toll this implementation has taken on <i>their</i> lives? Doing so may paint a more honest and accurate portrait of both the foreseen and unanticipated consequences of building this <i>FastTrak</i> system. Thank you for your time.	Neutral
Donna Wendel	Email	3/30/2014	My only complaint is being charged monthly if I don't use the express way twice. It makes no sense to me to pay for usage and then be charged again for monthly statements that I didn't request or why you charge me for none usage. I will not purchase the card again because of these charges!	Neutral
John McCready	Email	3/30/2014	So, if these "Express Lanes" were only "experimental" for ONE YEAR, then WHY are they STILL in operation on the I-110 and the I-10 freeways? WHY are MORE "ExpressLanes" BEING CONSTRUCTED NOW, on the I-405? If the MTA wants to get people "out of their cars" and INTO public transit, WHY are more accommodations being made on the freeways FOR CARS? WHY are bus lines being cut, when the MTA allegedly wants MORE PEOPLE RIDING BUSES? WHEN are people who ACTUALLY RIDE THE BUSES going to BE ABLE TO MAKE the decisions that involve how the MTA can improve its transit service?	Oppose
Jon Bauer	Email	3/30/2014	I so enjoy the "Express Lanes". Well Done!!	Support
Perry Morse	Email	3/30/2014	The expresslanes are a great idea and I hope the program continues in the future.	Support
Mel Berger	Email	3/30/2014	I purchased a transponder to occasionally use the metro express lanes mostly as a carpooler with my wife. We attend concerts, plays and sales possibly 12 times per year. I feel we should NOT BE CHARGED when we are not using the lanes.	Neutral
John Adargo	Email	3/30/2014	They should have never taken the Prius with the sticker for the HOV lanes off the list of approved vehicles. We purchased a Hybrid at a price way above the cost of a normal gas car and only got the benefits of the HOV lanes for 5 years. This has just made the regular lanes more crowded and the HOV lanes more empty. Bad judgement call, in my opinion.	Oppose
Paul V. Gliniecki	Email	3/30/2014	I am against the toll lanes. the toll lane on the 110 north is extremely slow, and i am not sure why your studies suggest its faster. I believe you must be fudging the data to meet your expectations. Please drive north on the 110 at @800 am. Your toll is also a taxation on something we already built and paid taxes on. this lane for the rich and not the working poor. get rid of the toll lane, unless you are going to use the money to fund additional lanes.(non toll) why exactly are you charging the working people who go to work, ??????	Oppose
Ann Drinkward	Email	3/30/2014	This has truly become the "Lexus Lane". I frequently travel the 105/110 alone. Since my husband passed, I have no one to share the HOV lane. Now I am stuck in the regular lanes that are totally impacted, increasing my travel time by 20-30 minutes. So much for "Freeways". Now I would always have to pay for the use of the "Freeways" even with a Transponder since I travel alone. When will the general public be considered "Important"?	Oppose
Gennaro Pupa	Email	3/30/2014	Express lanes will generate much funds, but will do very little to relieve freeway congestion. I see this system as nothing more than a BAIT AND SWITCH ploy. Very much like retailers offering Free Merchandise that we wind up paying for. The best answer to traffic problems is a massive public transportation NOW. and a program that will separate large vehicles (trucks, busses etc) from automobiles. That system worked VERY WELL during the OLYMPICS. in the '80's. Gennaro Pupa	Oppose
Hiroshi Arakawa	Email	3/30/2014	The buses that served downtown L.A. on the 110 freeway carpool lane used to arrive at my destination faster than if I drove by myself. After the ExpressLane was implemented, the toll lanes are clogged with solo drivers and it takes much more time for the buses. I believe the 110 ExpressLane needs to be scrapped so that the buses can go back to running rapidly to downtown. Or the tolls increased so that it becomes too costly for many to use and these lanes serve as true express lanes. Many bus riders have a choice on whether to take mass transit or drive. I am thinking about driving solo because the buses no longer offer the time savings.	Oppose
Octaviano (NLN)	Email	3/29/2014	I'm opposed to the 110 express toll lane. I support the lanes being used by all drivers. The current situation raises revenue, but removes useable lanes consequently increasing congestion for many drivers and increases vehicle pollution that impacts surrounding communities.	Oppose
Eric Lewis	Email	3/29/2014	When you first launched this program, I was against it. I thought, who would want to pay \$40 for a transponder and \$36 a year for the "privilege" of using the car pool lanes that we already paid for through our taxes. Now that the program has been in place for over a year, I am not only against it but I am incensed that it is still in place and that you are calling it a great success and that people love it! I used to travel the 110 weekly. Now that I am retired, I only use it a few times a year. I have been living in the South Bay and driving the 110 for 46 years. I have watched the traffic increase for a long time. When the car pool lanes were first established, they were to remove congestion by encouraging people to carpool. That worked for a while. When people were using the carpool lane for one licensed driver and a child, it didn't really take any cars off the road. When cars that were fuel efficient were allowed to use the carpool lane, that made things worse because solo drivers could just buy a different car. Now anybody with money to spend can use the now labeled express lanes. There is no longer any incentive to carpool and take cars off the road. The express lanes should be scrapped and reserved for cars with 2 or more licensed drivers. This would encourage people to carpool and not be encourage people to travel solo and clog up the express lanes with the rich or very poor. I would love to use the carpool lane the 2 or 3 times a year that I travel the 110 a year but I refuse to pay the \$76 for the 1st year and \$36 every year after just to use something that I have paid for already. This would amount to about about \$25 in extra costs to drive to the AMTRAK station even though there are 3 licensed drivers in the car. Please go back to the original intent of the carpool lanes and make them totally free for cars with 2 or more licensed drivers and encourage people to carpool to take more cars off the road.	Oppose

N/A	Email	3/29/2014	I've been a commuter on the 110 FRWY for about 19 years. South Bay to USC. It used to be manageable; now, not so much. I've done every type of van pool/ car pooling I could get, but often, I would travel alone. I had to pass on a promotion because I just can't take the drive and the expense any more. So, that's my sad story. However, the Metro Expresslanes are a good thing. It's expensive, yes! But, the commute is so much easier. THE ONLY THING that totally bugged me was the cheaters. Travel North, before you get to the bridge, non-payers sneak in on the "on lane" and it's extremely dangerous. I do think you should keep and expand the program.	Support
Richard Valot	Email	3/29/2014	The express lanes on the 110 and the 10 are a slap in the taxpayers face. We have paid for those freeways with our tax money now we have to pay again to drive on them. Do you know the meaning of HOV? Do you actually know what a CARPOOL Lane is? It was designed to get cars off the road and more people in each car. Why carpool when you can each drive separately, if you are well to do and have the money. It is correct calling them the "LEXIS LANES". Please do away with these lanes and give us back our FREEway.	Oppose
Cindy Curti	Email	3/29/2014	I love the FasTrak lanes on the 110 Fy. I use it as a carpooler & solo driver. It was so frustrating before FasTrak to sit in gridlock while there were only a few cars in the HOV lanes. Now the traffic is more evenly distributed among all the lanes. Please keep the FasTrak.	Support
Rachael (NLN)	Email	3/29/2014	DOUBLE TAXATION!! All public roads should be free for all. Isn't this a FREE country. Too wide of gap between wealthy and rest of citizens.	Oppose
Judi and Bill Hying	Email	3/29/2014	As 2 senior citizens, we used the 110 carpool lanes extensively when we golfed in Alhambra, driving from Torrance through downtown. We went at nongridlock hours. Now we don't use the 110 at all because there's a charge to get a transponder and there's a fee to drive it. What about a "freeway" that remains free? My husband maintains it's useless to object since there's money to be made from well-heeled commuters and you've already installed the soft and hardware. He's surprised you even asked for opinions. So our evaluation is NO, it's not in our best interests.	Oppose
Julia Borovay	Email	3/29/2014	Hi--I'd like to express my appreciation for the Express Lanes on the 110 freeway. I have been using the FasTrak system for my morning commute from the South Bay to downtown for the last six months, and it has changed my drive time from sometimes as much as an hour and 15 minutes to as little as half an hour. It's made a huge difference to me in reducing the frustration of getting to work on time. Also, every car in the Express Lane is one less car jamming the regular lanes. I hope you continue to keep the FasTrak lanes operating. Thanks--Julia Borovay (I sent an earlier email with a different subject line)	Support
John Moody	Email	3/29/2014	I support these lanes. They are expensive, but you are giving people choices. I use them knowing I may be paying \$10+ for one-way. Toll roads are a fact of life in the east, so I can only surmise those that are vociferously complaining are choosing to ignore this fact. Further, I have several valuable employees who come from distances that would have to quit our shop were it not for these lanes. I hugely support their continued existence!	Support
Doug and Donna Hellmer	Email	3/29/2014	I'm a retiree that drives the 110 on weekends. I've noticed that the regular lanes are often packed over the weekend while the FasTrak lanes are fairly empty. Please consider allowing carpoolers (2+ riders) <b>without transponders</b> to utilize the FasTrak lanes during Saturdays and Sundays. Thank you for your consideration.	Neutral
Mary Mauck	Email	3/29/2014	For the record, I love using my transponder. I'm single and retired. I make trips to Pasadena from Lomita for activities at the Huntington, Griffith Park and the Arboretum. Fast track makes my trips faster and, I think, safer. Thanks for the opportunity to give input. Hoping FasTrak is here to stay!	Support
Patrick (NLN)	Email	3/29/2014	My wife and I commute daily on the FasTrak from San Pedro to downtown, and it has worked wonderfully for us with a few exceptions. We notice far too often vehicles traveling without transponders and commuters veering illegally into the FasTrak - crossing double solid white lines. We avoided a couple of close calls; and when at all possible, we drive on the fast lane just to avoid the potential of being hit. Thank you for the opportunity of leaving this comment.	Support
Kathy Bartholomew	Email	3/29/2014	One thing that caught my mind after reading the Daily Breeze article about the METRO FasTrak lanes on the 110 freeway was that you people said it is generating "millions" more in revenue than you expected. Are you kidding me? I am sure you knew exactly what would happen, and that your estimates "far exceeded" what you expected. Come on people, don't you realize that those beach cities drivers have to drive 15-25 minutes to get to the freeway, so any time saved is a blessing for them? I have a problem with this FasTrak...the problem is that your voters paid for this whether it was poorly worded on a referendum or a bond issue, whatever. This FREEWAY is a public entity for all to use, but you have limited most drivers from using it by charging a fee to use a part of the "FREE WAY". So for us voters, we paid for the freeway, and now we pay to use the freeway... Something sounds fishy, why should I have to pay for it twice. And not reap anything in reward for using it. For Metro to say that it is better must not drive on the freeway. If you think about it, commuters who carpoled use less cars to get them downtown. Now with FasTrak, those carpoolers don't have to have 2 people in one car, they can drive themselves, thus creating more car traffic in those said FasTrak lanes. While I applaud you for trying to convince us that it is better than before, what you really are saying is that because commuters "Pay to Use the FREEWAY, us at Metro don't have to do much work now because we are making money off of something that we were being paid for in the first place". Since Metro has made millions more than they exceeded, why not take those millions and create quieter freeways. Look at Arizona, they use recycled tires and melt those tires down to create quieter freeways. Just a thought	Oppose
Betty A	Email	3/29/2014	I am a FasTrak user. I am very pleased with it. I can now go downtown to meet friends for dinner and events at places such as the Ahmanson or the Disney on any evening. This easier access to the downtown area provides additional revenue to the city and is helping to reinvigorate downtown. Before FasTrak I was reluctant to go downtown because it took so long to get there and to get home, FasTrak has made a big difference to me. I am not sure if there is a way to measure the indirect revenue generated by FasTrak but I can assure you that I have personally spent many hundred more dollars downtown since FasTrak existed. Please keep it!	Support
Dave Ching	Email	3/29/2014	I understand you are taking comments on the impact of the express lanes on the 110 freeway. I am extremely dissatisfied with the express lanes. They have slowed down commute times when taking the express lane or not. Also, it is unfair to charge for the use of the express lanes. The lanes should be converted back to car pool lanes only to encourage fuel savings and less traffic rather than a funding source for the government.	Oppose
James Miyoshi	Email	3/28/2014	Really hate the toll lanes. I take the 110 only on weekends or for dodger games. Since my bad experience, I now avoid the 110 and don't attend dodger games because of the awful traffic during weekends. What I would like to know are all the board members who voted for this so I can campaign against them and vote them out.	Oppose
Gladys Delosreyes	Email	3/28/2014	Express lanes from Gardena to downtown on the 110 freeway is a waste of money. People are not using because it costs too much to use it. Gardena to downtown costs \$2.50 one way depending on time of commute. Do you really think commuters will pay this fee to use the express lanes in addition to \$ 4.00/ gallon of gas??? I don't think so. The only reason I use the expresslanes is for convenience. If I am running late I use it to get to downtown. Otherwise, on the way home, I use the regular lanes. Besides, why should I pay to use the expresslanes when I am already paying federal and state taxes to subsidize the highways in California. Return these lanes back to carpool lanes and you will get more people to use it, alleviate traffic on the 110 freeway and reduce air pollution. P.s. I refuse to pay to use the expresslanes on the 10 freeway....	Oppose

Stephanie Strout	Email	3/28/2014	My husband and I have enjoyed using carpool lanes for years, both in Southern and Northern California, and are big fans. When we heard about the new FasTrak Express Lanes plans late in 2012, we were supportive of the idea that individuals could benefit from the lanes by paying for them, never realizing that our ability to use the lanes would be jeopardized. But in fact, that's what has happened. It's clear no one took into consideration people like us, the casual carpoolers. We are retired, so we don't commute to jobs anymore. We use the 110 about 3-4 times a year, and the 10 less than that. We used to enjoy the use of the carpool lane wherever we could, and sometimes we'd get in it even though traffic wasn't that bad in the regular lanes, just to lessen the load of the regular lanes. It was simple and easy--get in it when you want, get out of it when you want. With FasTrak Express, that's all changed. In order to use the lanes on those freeways, we would have to purchase a transponder, and pay a monthly fee for the privilege of maintaining an account! This is frankly outrageous, and it more than complicates our ability to use the carpool lanes as we did before. If we simply want to use the carpool lanes but haven't purchased a transponder, we'll get fined. We have paid taxes for many a decade and we shouldn't have to pay extra because the rules have changed midstream. We should not have to purchase a device (whether or not there's a discount on it) nor pay a monthly fee all year long to use the lanes on those freeways, when we only need them perhaps a few times a year. You could argue that, since we only use the lanes a few times a year, we should just suffer through it in the regular lanes. That's simply not right. It seems to us that the transponder/monthly fee should not be required for legitimate carpoolers, as it is punitive, ageist, and unfair. The rest of the program makes sense for those individuals who travel enough to benefit from the required financial outlay, but there are plenty of us who have been hurt by this. Not to mention those out-of-area folks who are blissfully unaware of LA's rules and use the carpool lanes like they've done elsewhere, then wind up with a ticket. Our feedback is that the pilot program should be changed as stated above before being deployed anywhere else and be changed immediately on those freeways it already impacts.	Oppose
N/A	Email	3/28/2014	Suggestions; 1) Online 'pdf' statements take far too long to post. For example, I received notification that the statement ending Feb 7th was available on Mar 27th. Really? 7 weeks?... 2) The 'account inquiry' form only allows a maximum of 512 characters, which is not enough to adequately address some issues. I attempted to send the other 2 issues in this email via the website, only to find it would not fit. Restricting the amount of characters is an unnecessary limitation which restricts feedback and dialog (unless, of course, that is the goal...) 3) Of greater concern is the potential for fees being charged on 'passive' users that are in effect a tax. If memory serves, in early 2013 you started charging a \$3 monthly 'administrative fee' on users that live outside LA County or for usage of less than 4 times per month. While this was quickly rescinded, I just wanted to take this opportunity to express my outrage that this was even attempted. I am one of those 'occasional' users that lives just over the OC County line, only a mere 20 miles or so from the 110 freeway, where I am forced to have a FasTrak to utilize the carpool lane. These roads were built with public funds, an administrative fee for a subset of local users amounts to a tax by any other name. I'll be watching, and should this be attempted again you will find me to be a very vocal representative at your public hearings. thank you.	Oppose
Dale Rogers	Email	3/27/2014	It seems traffic engineers as well as metro staff have tunnel vision. They do not look at the weekend and mid day traffic M-F.. I only use the X lanes on weekends and off peak time frames but had to purchase transponder to use lane. Many off peak drivers do not have transponders which leaves the X lanes empty and other lanes packed.. During the weekdays this causes excess traffic in regular lanes earlier in the afternoon thus adversely impacting the rush hour. The Fast Trak transponder should only be required during peak hours. In addition, having X lanes open and accessible to carpools with or without transponders will reduce accidents and the subsequent traffic impacts, which sometimes extend to other corridors. Also, the 10 X lane should be reduced to 2 now that dual lanes are now available, Dale Rogers	Neutral
Caroline Coward	Email	3/27/2014	I <b>LOVE</b> FasTrak!! I <b>love</b> my transponder! You guys have saved my sanity. I commute from Pasadena to Carson, and I can't tell you the joy I feel when I get beyond downtown and onto the FasTrak lanes. I can easily make up the time lost slogging through downtown, and I can breathe easier when I make it to work on time. The program is also saving wear and tear on my car. I haven't had to replace my brakes in a year, and my 2006 car will last years longer being out of stop-and-go traffic. Please continue and expand the FasTrak program, both for my pocketbook and my sanity!	Support
Brandi Garris	Email	3/27/2014	Your system is horrible and flawed. Forcing people to pay for a transponder and deducting a monthly service fee is unacceptable. These lanes are not here for your profit. It's ridiculous. The website does not work and I'm tired of getting tickets with a valid transponder.	Oppose
W. Withycombe	Email	3/29/2014	As an occasional user of the 110 Freeway from the Torrance area I find the FasTrac to be a problem. The Freeway is still jammed for those not paying the ridiculous cost of the so called fast lanes. On weekends hardly anyone is using the fast lanes and the Freeway remains jammed in the other lanes. Why not open those lanes up to carpools on weekends with out fees? And what about motorcycles they should use it without charge. This is just another tax on the users of our roads who are already paying plenty of tax to the state. The system has not improved anything in my opinion and in fact has made things a lot worse.	Oppose
Alan Yamamoto	Email	3/29/2014	I like the idea of the express lane, and would continue to use as it's open. I believe that other LA area FRWs should also consider pay-for-access lanes to single occupants.  The only caveat being that the billing department needs its processes and procedures to be updated. A number of times (4-5) my credit card was overcharged, w/o my authorization, in order to replenish my acct... with the largest being \$300-400, when my prepay amt was \$80. So, the billing departments needs considerable improvements. ☹	Support

Doug McCoy	Email	3/29/2014	<p>The express lanes used to serve their purpose, but lately it appears that they are just as congested as the regular lanes of traffic. Especially the Harbor Freeway (110) heading into downtown in the morning. I signed up for the fasttrak, simply to cut down on my commute of 30 miles, from Long Beach to West LA. In the beginning it was great, but now, I beginning to think why even bother. I am still sitting intraffic. So how can you say its an express lane when its a parking lot. I find it hard to believe that all of these people are using Fastrak. I actually have to pay for daily use, because I am a single driver.</p> <p>I find your billing system sucks..... Back in November of last year, the 110 freeway did not or was not charging the tolls because of a system glitch or problem. This was not known by myself nor I am sure anyone in general that had signed up to use the fastrak access. Unbeknownst to be a charge of #250 hit my account, and I have a specific account set-up only for use with the fastrak. After the you tookl the first \$250 in the first round of charges, you proceeded to take another \$250 along with it, but fortunately for me, I do not keep that much money on the account. For this very reason. So needless to say, when I received an insufficient funds notice I contacted customer service. The representative was very thoughtful and kind and helped me reactive my account. I could not get it to work on-line. She stated that I would receive a couple of back toll charges because their system on the 110 freeway was not working for a period of three weeks. I was beginning to question their ability to back bill clients and she said that is why they tried to take all that money from my account. I was pissed. How dare you! Because of your mistake and failure to monitor your system properly, let alone fix in a moderate time frame, you are now going to back bill me for the period of three weeks. I was beside myself. She stated that she would register my complaint with Metro and then ended our conversation. It was not her fault nor her decision to back bill me, yet she remained professional and took all what I said with a grain of salt. I applaud her, but despise the Metro decisions makers who opted to back bill. I am sure I am not the only one who complained.</p> <p>After re-activating my account again with Fastrak/Metro, I received all these toll violations in the mail on a daily basis, which I might add were quit threatening when they stated I won't be able to renew my registration or license or my car could be impounded if they are not paid. Once again, I was fuming! This was YOUR mistake to begin with and then back billing me for three weeks of usage without notifying me is outrageous and poor customer service. You then took \$450 from my account to cover all those back toll charges. This was on the 24th of December. Money that I could have used for Christmas, but was taken by you GREEDY people whose decision to back bill thousands of customers.</p> <p>Never once have I receive a letter from Metro stating or mentioning their mistake, nor apologizing for the way they back billed. I guess I can chalk it up to a greed group of people making decisions they only benefit themselves in the long run. Did you receive bonuses or something for doing this? I would believe it. You have left nothing but a nasty taste in mouth and I will never speak in good conversation when it comes to recommending people to use the Fastrak express lanes. In fact I discourage anyone from using them because now they are not worth the money spent each month to use only to be stuck in traffic just as I was before the lanes were put in.</p> <p>At the end of the day, you are a bunch of crooks. I have lost all faith in your ability to monitor the express lane billing let a traffic. All i asked for was a letter of apology and a small credit for the inconvenience you imposed upon me when you took \$800 from my account for your mistakes. Its time to step up to the plate Metro Board Members. Stop stealing from the people and own up to what you did. I am still waiting for a response.</p> <p>Thank you for taking the time to read this and I look forward to hearing from you.</p> <p>Doug McCoy An angry express lane user!</p>	Oppose
Thomas Ritter	Email	4/1/2014	<p>I have hated the idea of the Expresslanes toll from the time I first learned of it. To me it is nothing more than a fast lane available for the affluent. Why should I be charged and have to get a transponder to use a lane paid for by my taxes? In the past I would occasionally have extra passengers and would enjoy the use of the regular HOV lanes. Now, I see the Expresslanes nearly empty, flashing high prices at me, while the standard lanes I am in are overfilled from those now not able to use the Expresslanes. Also, as a motorcyclist, I was lied to by your agency, being told I would not need a transponder to continue using the Expresslanes. I'm hoping these issues become a ballot initiative, and I can vote to prohibit any form of toll lanes and get Metro out of the freeway business.</p>	Oppose
Eric Banghart	Email	4/1/2014	<p>I would like to submit a comment concerning the Metro ExpressLanes and the year anniversary. I am a daily user of the ExpressLanes in either bus (approximately 90% of the time), single occupancy automobile (5%), or HOV (5%). I love the system! It has improved my commute times via transit (LADOT 438 Commuter Express) and automobile (Westchester to downtown LA) overall. Additionally, because I use TAP on my bus I receive a credit, which further incentivies me take transit or to use the ExpressLanes when my schedule requires me to drive. I just have a few recommendation that I think would improve the system: - Give travel time estimates on the I-105/110 to downtown (and vice versa) via ExpressLanes or general purpose lanes. Though the posted toll is an indication of the congestion, it doesn't give a driver the true time saved by using the ExpressLanes. This would help me in deciding if I want to pay the toll or not. - Do not allow electric vehicles free access to the ExpressLanes. Though I love electric vehicles, they pay no fuel tax and therefore do not pay for the maintenance of the freeway system. Giving them free access further clogs the ExpressLanes and this congestion can not be mitigated by increasing the tolls as they receive free access. Continue to not include a monthly fee for the transponder. The monthly fee that was originally considered (but later removed) would disincentive me from maintaining transponder. Depending on the month, I may not use the transponder enough to waive the fee, but I assume I am an example of the type of commuter you want to keep (i.e. transit rider that occasionally drives). Once again, thank you for the good work you have done on the ExpressLanes and please continue the program beyond the one-year pilot program. Please feel free to contact me if you have any questions about my comments.</p>	Support
David and Alisa Scott	Email	4/1/2014	<p>This is a wonderful program. However, I do find it cumbersome and disturbing we are charged a fee during times we do not use it</p>	Support
G. Gonzalez	Email	4/1/2014	<p>I do NOT agree with converting the 110 freeway carpool lanes into Fastrak "pay as you go" lanes. I feel that as a resident of LA county we already have paid for the maintenance for our roads in taxes including the yearly car registration we taxpayers pay. I feel this is just an attempt by the legislatures to generate more revenue from individuals. This is <u>NOT</u> right.. the freeways should be "FREE". These express lanes on the 110 Freeway run through the some of the poorest neighborhoods of Los Angeles. This economy is hard enough as it is and to add this added expense of having to pay to use the carpools is unfair!! <b>I AM URGING YOU TO MAKE THE 110 AND 10 FREEWAY CARPOOL FREE AGAIN !!!!</b></p>	Oppose
Luke Mullins	Email	4/1/2014	<p>It is past time to admit the 110 toll lanes are a failure. From the information released by the MTA anyone can see fewer people are using the former carpool lanes, the MTA is counting on the extra delay the toll lanes have created to frustrate enough people to make them work, 300 million dollars that should not have been spent could have been used better else where, the increase in bus ridership is because the MTA has added more buses and not because the lanes are allowing the buses to move faster. The claims that the revenue from the toll lanes is exceeding predictions means the MTA no longer needs bonds from the voting public, right? Or maybe the MTA is overcharging. My travel to downtown takes a lot longer than before these toll lanes.</p>	Oppose
Ann and John Martin	Email	4/1/2014	<p>As senior citizens we use the 110 Freeway only a few times a year. While we would not object to buying a transponder we do object to being charged a monthly fee whether we use the freeway or not. So we take the regular lane whenever we need to go on the 110 and notice the comparative emptiness of the car pool lane. Perhaps some provision could be made for occasional users of the freeway.</p>	Neutral
Aquiles Desallar	Email	4/1/2014	<p>please fix all stations receiving transponder signals. it are not receiving the proper signal resulting in improper tool charges. To encourage the use of transponder please make all HOV requirement to 2 persons on the Freeway 10. Extend the free monthly charges to Ventura County resident. I wish for the permanent implementation of metro express lane. Thank you for listening,</p>	Support

John Robinett	Email	3/31/2014	I think the express lanes are easy to use, are reasonably priced, provide commuter relief at acceptable speeds, and, finally, effectively redistribute traffic through a dynamic pricing system, I am very proud of Los Angeles for developing such a transportation solution. While many people complain about the price, in fact there are only several ways to fund something like this; 1. make everyone pay through higher general taxes (on gas for example), or 2. Make users pay. So this system is actually more economically fair in that only users pay and those who do not use it do not have to pay for it. Please keep the express lanes, or mine and many other's commutes will become miserable. The negative economic impact of lost productivity due to extended commute times will not be worth it.	Support
N/A	Email	3/31/2014	How many times are we going to have to pay for the same lanes. The people who run the toll lanes have NO significant investment, yet they make a lot of money. If they want a toll lane let them build one.	Oppose
Nick Franchino	Email	3/31/2014	I am a fan of the expresslanes but I do not like the monthly maintenance fee idea. I know that was waived initially (and extended, I believe). It should be permanent. Commuters in San Diego County do not need transponders to use the Fastrak lanes in that County - that should be the same thing here. But if it is not, then at least there should not be a maintenance fee. If the transponders cost money then ask for a flat fee for \$10-\$15 to purchase one. I have used the toll lanes just once as a SOV...and it worked fine. I have driven the route(s) several other times in a vehicle with no transponder (as a carpool) and we were forced to use the regular lanes. I believe I sent this to Supervisor Yaroslavsky in late 2013...but it still applies. I am an advocate for the toll lanes and congestion pricing; but not a monthly fee if a minimum number of rides are not taken. This might actually lead to more trips and more congestion (at least in the regular lanes). I really agree with this part of the motion; because if enacted as is, it will do this... <i>This [\$3 monthly fee] discourages the participation of subscribers/occasional users from outside the immediate corridor, and acts as a negative disincentive. Thus, a motorist who is an occasional driver on the I-110 is penalized with a fee. This fee is unfair and discourages new users. We should treat all subscribers equally.</i> I will use the lanes from time to time and most likely would not buy a transponder if I got charged a \$3 monthly maintenance fee. I don't think I would use the lanes except maybe several times per year. I might use the transponder occasionally when going home to my extended family in San Diego; or golfing in the Inland Empire. However, the idea of the requirement of the transponder means you need everyone to have them. If I didn't have one but had a legitimate carpool, then I would be in regular lanes adding to the traffic situation, not helping to alleviate it. It also might get folks to take an unnecessary trip to get past the threshold so they don't have to pay the fee (maybe not, but it could happen). The maintenance fee is a REALLY BIG DEAL and does need to be eliminated or adjusted. Thank you for your time and attention to this matter.	Support
Trevor Candler	Email	3/31/2014	The express lane pay to use idea is bad it discriminates to reward those that have money at the expense of those that don't. It also hurts those that don't often use these roads but would otherwise qualify for example ME, I use the 10 and the 110 once or twice per month in a vehicles that do qualify to use those lanes. I don't want to have to "buy" transponders for each and worry about if they are set correctly. I see this as a pure revenue gathering method that requires more government to perform the accounting and enforcement without improving traffic flow for the most helping those that need it the least	Oppose
R. Rosebrock	Email	3/31/2014	It's about time to follow Section 1 of the Fourteenth Amendment of the U.S. Constitution, which stipulates in part: <i>"No State shall make or enforce any law which shall abridge the privileges or immunities of citizens of the United States; nor shall any State deprive any person of life, liberty, or property, without due process of law; nor deny to any person within its jurisdiction the equal protection of the laws."</i> It's about time to open all lanes "equally" on all public-funded freeways, making them equally accessible to each automobile motorist, thereby ensuring the same equal use, treatment, opportunity and freedom of movement at all times. We already pay an equal "user fee" at the gas pump, but we do not have equal access to use our freeways. These segregated lanes (carpool, express) are as illegal as the segregated buses of yore.	Oppose
Geraldean and Philip Belleville	Email	3/31/2014	Writing to tell you that we regularly use the Express Lanes and it greatly improves our commute. Thank you this improved service	Support
N/A	Email	4/1/2014	This email is to remain anonymous if printed or forwarded or otherwise reproduced. Overall, I like the time saved by using the FastTrack on the 110 freeways going north to downtown from Torrance. I do believe that the program should be continued as you remedy some of the glitches, rather than eliminate the program altogether. There are days, however, where it seems like the express lanes are just as congested as the regular lanes, yet we are paying an added fee. This is unfair. I have noticed and appreciated that some vehicles are being cited when entering the express lane (from the Artesia Transit Center, northbound) before the entrance allows. However, I have noticed more vehicles entering the express lanes illegally near Florence and Gage into the two lanes of express lane traffic. This is highly dangerous and I have yet to see any of these vehicles being cited. Are they being cited electronically? The vehicles come into the express lanes over double double lines and/or single single lines and put all of us already in the express lanes in danger. This is more serious than the few vehicles of no-doubt paying customers who enter into the empty lane near the Artesia Transit Center. Perhaps by catching and fining those vehicles who are illegally entering the lanes near Florence and Gage, we can generate adequate funds from their fines to offset the exorbitant FastTrack fees that we are paying. Thank you for your consideration.	Support
George Camilton	Email	3/29/2014	the only question I have is; why do we have 3 passengers or more... how about: one and "multiple passangers" I know there is a reason for everything ☹	Neutral
Andrea Escalante	Email	4/1/2014	My one complaint is the program on the 110 is not being run as advertised. On the 110 north between 7:30a and 8am, the speed of the express lanes is never averaging 40 mph. Typically we are doing 20 maybe 30 mph at most. There are way too many cars in the express lanes. The toll is \$10 and the lanes are jammed and this is not what was advertised! It is very frustrating. Also, when the express lane is closed to incoming traffic except for car pools, this needs to be in effect on the 105 as well. The interchange between the 105 east and the 110 north is horrendous. So instead of keeping the speeds originally advertised and the congestion down, the express lanes are jammed with cars being charged \$10 a trip. Good financial sense I'm sure for the program but not what was advertised. ☹	Neutral
Jackie Gonzalez	Email	4/1/2014	To whom it may concerned I think the express lanes are a bad idea. I can't afford to use the express lanes. I do have some friends that bought the express lanes and the feedback it was not worth buying. ☹	Oppose
Koji Morita	Email	4/1/2014	I'd like to give my voices on this issue.  To be brief, I think we don't need to keep Expresslanes anymore. Its idea is NOT bad but, it makes more traffics on regular lanes on all Freeways.  So, Expresslanes must be abolished ASAP, put them back to Carpool Lanes.  Freeways are free, that's way we call them, "Freeways." If we have to pay tolls to drive on it, it's suppose to be called, "Freeways." I believe, never doubt it.	Oppose
Janet Ford	Comment Sheet-Walk-In Centers	3/22/2014	Purchased Fast Trak packet form AAA. After he explained everything to me, I was totally confused. Came up to the walk-in customer service in Gardena and met a gentleman named Rashad Littleton. He was very kind, VERY patient and helpful. We registered the cars, set up a cash account-which AAA did not say was possible (and I do not like to have my credit card 'out' there in case of hackers or whatever. I very much appreciate the convenience of the walk-in center. Thank you. [The only complaint would be for the difficult to see sign to find the place]	Support

Terria Jefferson	Comment Sheet-Walk-In Centers	3/22/2014	Rashad, had exceptional customer service. He was very proactive about finding creative solutions to my problem. He understands the importance of my issue. I would like to thank FasTrack for hiring someone that values the customer. I appreciate your time and thank you in advance for reviewing my comments and properly acknowledging Rashad for his service and professionalism. Thank you!	Support
Mike Johson	Comment Sheet-Walk-In Centers	3/22/2014	Really enjoy the program. Has really improved my commute to work. Let's keep this going!	Support
Andrew Wang	Comment Sheet-Walk-In Centers	3/22/2014	My suggestion will include an expansion of the account structural plans. My suggestive plans include adding different plans such as a convenience plan for minimal usage, a moderate usage plan for those who just sometimes use the expresslanes with a lower monthly maintenance fee that only requires 2 usages rather than 4 times, and have the frequent usage plan for those who use the expresslanes frequently where requirement is to use 4 times to waive teh monthly maintenance fee. Also have the currently existing equity plan to be renamed the "special access plan" where the qualification requirements remain the same. My other suggestion would also include converting the existing carpool lanes on the I-105 into ExpressLanes. Also, at the connectivity points where the ExpressLanes connect from the I-110, a good idea would be that for both directions to modify the lane structure from a traffic merge into a continuous split, and have it be 2 lanes instead of 1 lane. Illustration of my suggestive thoughts are on the back. Note that to modify the approach of hte I-110 to the I-105 be widened, having a continuous inner lane for both directions. Thank you Metro ExpressLanes! My suggestive structural plan accounts in details: Convenience Plan (for infrequent users): initial account opening: \$75 transponder deposit, \$35 prepaid tolls. Initial account opening (cards): \$40 prepaid tolls, no transponder deposit. Replenishment threshold: \$25, apply a \$50 replenishment amount. Replenishment threshold (cards): \$40 card charge when prepaid toll amount is less than \$10. Monthly maintenance fee: none. Moderate usage plan (for those who uses it only sometimes): initial account opening: \$50 transponder deposit, \$50 prepaid tolls. Initial account opening (cards): \$40 prepaid tolls, no transponder deposit. Replenishment threshold: \$50 when prepaid toll balance drops below \$25. Replenishment threshold (cards): Apply \$40 charge to card on file when the prepaid toll amount becomes less than \$10. Monthly maintenance fee: \$2, waived if the expresslanes and qualifying transit service is used 2 times during a statement cycle. Frequent usage plan (currently existing standard plan): Initial account opening: \$25 transponder deposit, \$50 prepaid tolls. Initial account opening (cards): \$40 prepaid tolls, no transponder fee. Replenishment threshold: \$50 when account balance drops below \$25. Replanishment threshold (card): \$40 charge applied when account balance drops below \$10. Monthly maintenance fee: \$3, waived if use the expresslanes and/or qualifying transit service is used 4 times during a statement period. The currently existing "equity plan" should be renamed "special access plan."	Support
Jody Glasser	Email	4/3/2014	I wanted to add my comment on the 110 and 10 Fastrak conversion. From my perspective, it did not seem to meet it's primary objective - to accommodate more cars, and speed up the flow of traffic. Also, as the driver of an electric car (Nissan Leaf), I did not appreciate losing access to the lanes, and I avoided the 110 in favor of the 405 whenever possible. I believe other drivers did the same, worsening traffic on the 405, where the HOV lanes often slow to a crawl. When I did use the 110 (not the Fastrak lanes), it seemed the balance of traffic between the regular lanes and Fastrak was worse than before the change. Perhaps allowing white and green stickered vehicles into the Fastrak lanes for free would have improved the balance and thus the flow of traffic.	Oppose
Mike E. Spitz	Email	4/3/2014	Metro Fast Trak Express Lanes works very well - please continue with this program and these lanes. They are effective and have reduced traffic in the regular lanes. If you go back to making those car pool lanes where people don't have to pay and has to be more than one person in the car to use those lanes, we will be back where we were before this program took effect - terrible traffic, longer commutes home, regular lanes congested, and the 110 will be just like the 405 and 101 and other freeways that do not have the fast trak lane. Fast Trak is effective on 110 freeway - and it would also be effective on 405, 101 and other freeways in the city - so please extend it to these other freeways and keep this program going. It's working and worth it - I'd rather pay what I'd pay for a cup of coffee to get home quicker than sit in traffic for an hour and a half or more to get home. One suggestion - extend the fast trak ALL THEY WAY THROUGH DOWNTOWN LA, - don't end it at Adams Street because it is that stretch of freeway from the south side to the north side of downtown that really needs it - that is where the traffic gets all congested and it takes so long to get thru downtown. Thank you	Support
Matt Bernard	Email	4/3/2014	I currently use the silver line (910) to commute to work (Metropolitan Water District bldg) and so far it has been pretty decent. Although I recently learned that this was originally designed to support light rail. If this is still an option i would much rather prefer it to become rail and go back to a free HOV lane next to it (without use of a transponder). I usually ride the red line from union station to 7th and metro. The red line is consistently able to arrive and leave according to its schedule. The bus on the other hand is consistently off its schedule during the peak hours on my trip home (morning schedule is pretty decent). The other concern I have and feel would be much more convenient on a rail, is the number of people that fill up the bus. Although it gets crowded on the rail as well, it just doesn't seem as dangerous. People are always falling down when they are standing up in the middle isle of the buses. I've seen plenty actually fall. There have been trips where the entire bus is filled and the driver would have to deny people from getting on. I personally would like to have a several more light rail options into union station and/or 7th and metro and then small shuttle buses like those dash lines around downtown. Just my thoughts,	Support
Christine Hofert	Email	4/3/2014	I use the express lanes everyday, on the I-10, to work and home. I live in Rancho Cucamonga and work in downtown LA. It has helped my commute tremendously. I hope that Metro and Cal Trans keeps the express lanes and maybe can continue the express lanes on the I-10 between the 605 and 57 freeways.	Support
Leila Menzies	Email	4/3/2014	I love the HOT access into HOV. Both my husband and I have the Fast Trak transponders in our cars. When we cannot carpool, at least we have the option of paying more to get faster access/travel time.	Support

Bruce Durbin	Email	4/2/2014	<p>Dear Metro: I would like to express how disappointed and outraged I am by this experiment. I'm unaware of how you measure success, but I would hope that it isn't only factored on workday commuting hours, because the impacts of this policy have largely rested on its clear failure during weekends and holidays. I live in the NoHo Arts District, approximately a 6 minute walk from the Metro Red Line Station. Both my spouse and I have vehicles, but we choose to keep them in the garage anywhere from 4-5 days a week and primarily commute to/fro work via the Red Line. I think we are probably the exact demographic that you are trying to attract - those that can afford other means of transportation, but choose to live in a high-density neighborhood and the convenience and stress-free mode that Metro offers. In addition to commuting by rail, we also walk to the local market and ride our bikes around the NoHo village on weekends, when it's convenient. I say this because I want to establish that I am not transit-averse and I really do think of it as "doing my part to be part of the solution" when it comes to traffic, congestion and air pollution in the LA Basin. I also have extended family in San Pedro and the South Bay. Periodically, we'll have dinner or make holiday plans which require that I drive to the area. The shortest and quickest route has historically been the 101/110 corridors. Yes, I'm aware of weekend congestion and expect there to be some, having lived in the LA Basin for nearly 30 years now. However, I've noticed a complete and abrupt shift in congestion on the Harbor Freeway in the area of the so-called Express Lanes - I think you must refer to them as "Express" because you've completely saddled the multi-purpose (free) lanes with multi-occupant vehicles that would otherwise be in the "Carpool" lanes if they still existed. Nearly every weekend, and on Thanksgiving, Christmas and Easter of the last year, I noticed nearly nobody in the "Express Lanes," but nearly everyone trying to squeeze into the multi-purpose/free lanes. Meanwhile a glance over into the Express Lanes shows that they are nearly empty with folks doing 80+ in those lanes. Is this what you had in mind? It seems clear to me that Metro has failed to recognize that maybe folks don't want an electronic transponder in their vehicles. This could be for many reasons, but I think it comes down to two or three: immigrants unaware of the requirement or untrusting of its purpose and intent, anti-government/anti-regulation "ists", or simply folks who don't want to participate for personal reasons. I would fall into that 3rd category. As stated, I drive my vehicle minimally during the week, and I have no need to use the carpool lanes on a regular basis. My use of the carpool lanes usually happens only when my spouse and I are traveling somewhere together - like say a family holiday dinner or a weekend picnic at the beach. Before this policy was implemented, travel between NoHo and San Pedro was never great, but I could always rely on those carpool lanes opening up between USC and the 91 Fwy, thereby easing the chore of getting there. But Metro has taken the carpool lanes away. Now they are "Express Lanes" and I'm told I must purchase - okay, so you reneged on that, but it's still indicative of how I think this policy was poorly executed- or keep a transponder in my vehicle in order to use the lanes that I previously had free, unregulated access to. Simply put - I don't want this transponder in my vehicle. I don't see why I should be forced to when I only use the lanes during periodic weekends and holidays. It seems like a lot to me to have to "carry" your furniture around for 100% of my trips, when I only need the device for maybe 3% of my trips. It seems to me that Metro has not factored in how averse folks would be to this. I know I'm not the only one because I see many folks like myself in the traffic in the multi-purpose lanes, when they have enough passengers that they would likely be in in carpool lane - had it still existed. Furthermore, I recall when the 110 Freeway was reconstructed. That was taxpayer-funded. I recall being a student at USC living through the dust and detours for years during the late-80s/early 90s. I recall thinking what a disaster the area was, but thinking "it sure will be nice when it's done and my future-family and I can use those lanes." Little did I know that Metro had other plans. I feel like you "sold" us on one idea, but then in a "bait &amp; switch" manner, are now trying to "con" us into this new idea. I, in-part paid for those lanes! I expected to benefit from those policy decisions of the 80s, only to be completely disenchanting with the current outcome. This is a lesson-learned, and I will consider this on all future Metro-sponsored tax measures. I'm not going to support your future endeavors, because I can no longer trust that what you say you will do, will actually be the outcome. These lanes were promised as carpool lanes: that's what you "sold" to the voters in the 1980s, that is what this key-piece of infrastructure should be today. Therefore, Metro can expect no support from me or my family on future ballot measures. I simply can't if I know that you may change your minds in the future again.</p>	Oppose
Crisztina Deam	Email	4/2/2014	<p>I am writing this email to express my opinion regarding the Fastrak lanes. It is the best investment I made in that there are times I travel to a job site via the 10 and 110 freeways in the morning, often during rush hour traffic. Coming from the Palos Verdes area once I pass the 110 / 405 intersection which is <u>always congested</u> and merge into the first set of Fastrak lanes towards downtown, my trip time is cut down considerably and vice versa if I am out at the site all day. I hope some day the 405 will open a Fastrak lane, as I am noticing more people are apparently opting to use surface streets instead of the 405 to travel to the Westside from the South Bay resulting in traffic jams on those routes. Sorry some people feel these are the "Lexus Lanes" but it makes me mad every time I see someone who could be carpooling clogging up the non-carpool lanes on the freeways that currently do not have Fastrak.</p>	Support
Benjamin Kuo	Email	4/4/2014	<p>I'm writing to submit comments for the Congestion Reduction Demonstration and ExpressLanes.</p> <p>I live in Arcadia and commute to Downtown LA. This project has given me significant time savings since my work hours are unpredictable and often require me to stay late. Coming to work used to be a guessing game and now it is a smooth ride and fairly predictable.</p> <p>One side effect of the Lanes is that since it saves me so much more time, it has caused me to drive more as opposed to taking transit. The few times I have been on the Silver Line, I've found that the trip now takes noticeably longer since there is regular vehicular traffic to contend with in the Lanes.</p> <p>One suggestion I have is to rework the terminus of the I-10 ExpressLanes at Alameda Street. The traffic during the evening commute in that area is very bad and is a deterrent to using the Lanes in the evening.</p> <p>Another suggestion is to raise the toll of the I-10 lanes Westbound from 710 to Alameda St. This section gets really crowded since two lanes merge into one and traffic slows significantly during the peak morning commute. Since the point of real-time congestion demonstration is to use rates to control traffic flow, such control should be exercised more aggressively. This can also preserve the priority and timeliness of buses in Lanes.</p> <p>Thanks for your attention.</p>	Neutral
Eneida M. Talleda	Email	4/7/2014	<p>Can you confirm that tonight's public hearing at the Ahmanson Senior Center is still on?</p>	Neutral
Jacki Bacharach	Email	4/7/2014	<p>Metro is about mobility. A maintenance fee for LA County residents to have a transponder is a way to make money but it does nothing to enhance mobility. These transponders have also been requested by occasional users who may take part in regional attractions such as LA Live, the Music Center, Dodger Stadium, etc. on an irregular basis and otherwise may not need to use the freeway. That should be encouraged. Instead, a fee on transponders of any type discourages use and causes more congestion in the through lanes than is necessary. The South Bay Cities Council of Governments has written at least three times to protest any suggestion of a maintenance fee for transponder use for LA County residents - occasional or for everyone. Not only is the facility making more money than anticipated but the South Bay is paying disproportionately to use the facility. Even more egregious is that with a maintenance fee, these are the only facilities in LA County where the county residents have to pay to use the carpool lanes. It is bad enough that those who decide that they want to try carpooling can't try the ExpressLanes without a transponder. Let's make this facility consistent with Metro's policy of promoting carpools and ExpressLanes because they improve freeway throughput. We urge you not to make it just a cash cow for Metro.</p>	Oppose

Jeremy Simmons	Email	4/7/2014	The Metro ExpressLanes are a disaster. Depending on the time of day and direction of travel, they are either just as jam packed as the regular lanes, falling well below the 45mph minimum, or they are ghost lanes with barely a car in them. Your statistics may show positive results, but the real world says they are not working! People buying-in to the lane are skipping carpooling, creating more single-occupant drivers on the road. Plus, during the congested times, carpoolers no longer get to their destination as quickly as before so they don't have much incentive to carpool. But the biggest complaint is during congested times, the ExpressLanes are just as stopped as the regular lanes, and this is in violation of the 45mph federal requirement. During off-hours, the lanes are almost not used. The transponder requirement, even for eligible free carpoolers, prevents the casual motorist from accessing the lanes. People going to LA Live, for example, may only visit a couple times a year and would otherwise have no use for a transponder. They are no longer able to use the high occupancy lanes which makes the regular lanes even more congested than before. Not to mention visitors to LA, and we have a lot of visitors, are turned off by having to sit in traffic when they should be able to use the carpool lanes. And frankly, taxpayers paid for these lanes and should be able to use them unconditionally (without the need for a tracking device (transponder) when they are an eligible HOV). This program is ALL BAD! Please abolish it immediately.	Oppose
Brissa Sotelo-Vargas	Email	4/7/2014	To The Metro Board: As a member of BizFed - the LA County Business Federation - representing more than 120 business organizations with nearly 260,000 businesses across our region, I urge you to support re-authorization of the Metro ExpressLanes Program from its current demonstration status to a permanent program for the I-110 and I-10 freeways, with the option to create a region-wide network of lanes. As a user of this pilot project, I have been able to get to and from my office to downtown meetings in a safely and timely manner. I spend half of my time in Downtown LA and my other time in the Southbay so having access to the lanes is important for our business. Getting employees, goods, and customers to our businesses is crucial to keeping our economy strong. The results from the ExpressLanes. Thank you for your time and consideration.	Support
D. Malcom Carson, Community Health Councils, Inc.	Letter	4/7/2014	Dear Sir or Madam, Community Health Councils (CHC) commends the Los Angeles County Metropolitan Transportation Authority ("Metro") for pursuing an innovative effort to reduce freeway traffic congestion and build a funding source for public and active transportation options for the region through the ExpressLanes project. This demonstration project is especially appreciated given the initial risk that it might be unpopular. Further, as a non-profit, community-based health education and policy organization with a mission to promote social justice and achieve equity for underserved populations, CHC highly supports the Equity Plan component of the ExpressLanes project. It is exciting to learn of net estimated toll revenue of approximately \$16-19M from the inaugural year. The dedicated 40% of net revenue (after set-aside funds have been addressed) towards active transportation projects along the ExpressLanes corridor is another step forward in improving healthful and accessible transportation options for many low-income communities. CHC supports the continuation and extension of the ExpressLanes Congestion Reduction Demonstration Project, particularly retaining the Equity Plan and 40% net revenue allocation towards active transportation projects. CGC also supports retaining the waiver of the \$3 monthly account maintenance fee for L.A. County residents and workers. As the October 2013 Metro staff report on the topic noted, the fee waiver has increased the number of ExpressLanes account holders and also encourages the occasional ExpressLanes user to open an account. We look forward to continued efforts from Metro to decrease traffic congestion and improve equitable and accessible active transportation options for the residents and workers of Los Angeles.	Support
Tina Houy	Email	4/7/2014	Love the lanes! We have two transponders in our household. Keep up the great work.	Support
Tony Napolitano	Email	4/7/2014	I have been using the carpool lanes on the I-110 freeway since September 2000 (almost 14 years now) on a daily basis. I unequivocally can say that the implementation of the toll lanes has adversely affected my commute in the mornings. I routinely commute to work between the hours of 8am and 9:30 a.m. each workday. Since September 2013 my average commute time from Hermosa Beach to Downtown Los Angeles has gone from around 35 minutes to 45 to 50 minutes resulting in an average commuting increase of 10 to 15 minutes. Prior to September 2013, I was able to drive in the carpool lanes at 70+ MPH up to the Exposition off ramp. Now, the traffic starts backing up at around Gage and Manchester with average speeds of less than 35 MPH. Oftentimes, the average speed is around 15 to 20 MPH. With respect to my evening commute, I typically use the I-110 southbound carpool lanes between 5:30 p.m. and 6:30 p.m. My average commute time has increased by approximately 5 minutes for this evening commute. Now that the demonstration program has concluded, I fully support changing these lanes back from HOT lanes to HOV lanes. In my opinion, the program is a complete failure with respect to carpools and public transit commuters.	Oppose
Bob Smith	Email	4/7/2014	As a member of BizFed - the LA County Business Federation - representing more than 120 business organizations with nearly 260,000 businesses across our region, I urge you to support re-authorization of the Metro ExpressLanes Program from its current demonstration status to a permanent program for the I-110 and I-10 freeways, with the option to create a region-wide network of lanes. Getting employees, goods, and customers to our businesses is crucial to keeping our economy strong. The results from the ExpressLanes' first year of operations demonstrate that the ExpressLanes are a crucial tool for increasing our region's mobility options, reducing travel time getting employees and customers to businesses, increasing tourism and goods movement opportunities, and improving our air quality. Congratulations on the success of this innovative, win-win-win regional program, and please keep it moving forward.	Support
Daniel Clewley	Email	4/7/2014	Please continue the FasTrack program. Traffic congestion has improved greatly over the past year on the 10 corridor. The program has exceeded its use and income projections. The people that opine that the program is unfair to low income people need a math refresher course. I average \$35 in toll charges a week, but I save 12 gallons of gas every week. So at \$4 a gallon, I save about \$15 a week in gas by paying the toll.	Support
David Grannis	Email	4/7/2014	As a member of BizFed - the LA County Business Federation - representing more than 120 business organizations with nearly 260,000 businesses across our region, I urge you to support re-authorization of the Metro ExpressLanes Program from its current demonstration status to a permanent program for the I-110 and I-10 freeways, with the option to create a region-wide network of lanes. Getting employees, goods, and customers to our businesses is crucial to keeping our economy strong. The results from the ExpressLanes' first year of operations demonstrate that the ExpressLanes are a crucial tool for increasing our region's mobility options, reducing travel time getting employees and customers to businesses, increasing tourism and goods movement opportunities, and improving our air quality. Congratulations on the success of this innovative, win-win-win regional program, and please keep it moving forward.	Support
Emma Garnica	Email	4/6/2014	In your email you state to send feed back. Well I purchased your monitor for the fast track for the 10 fwy, I don't work, I needed it get to UCLA for a study on Fetal Alcohol Syndrom that they invited my 3 yr. old daughter to attended. I did not want to have to be stuck in the traffic that there is all the time. I don't think it is fare for the people that work and car pool or try to share there drive with others have to pay for the car pool, I do think that if you do drive by your self you should have that option to pay or go in traffic. I would think that that is why we pay taxes & pay alot on registration of our cars	Oppose
Karen Nakatsu	Email	4/6/2014	I would like to see the Metro express lane program continue. I think having the option to take the car pool lane as a solo driver is a great improvement for commuters. I hope the program becomes permanent.	Support

Bret Covey	Email	4/6/2014	I'm one of the Torrance residents that ended up buying the transponder — not by choice. For most of the first year, I did not buy the transponder in protest of the Metro Express Lane. My wife bought a transponder for me just after Christmas, not for work but so we can travel in the carpool lane on the weekends with our family of 6 or during the weekday evenings when we might attend a Lakers, Clippers or Dodger game. Some of my concerns: (1) <b>It's not FREE for carpoolers!</b> We had to buy the transponder (\$40) and if we don't use it in a given month, we have to pay a \$3 fee just to have the transponder. It's costing me money this month since I didn't use the Metro Lane in March. (2) <b>On the weekends, the freeway jams up while the Metro Lanes are empty.</b> That's one of the main reason, I was so frustrated with the Metro Lane. Even-though I had six people in my vehicle heading to our relatives living in Pasadena, I was stuck in traffic. This was even true on Christmas morning, where I was in traffic moving at 30 MPG while the Metro Lanes had all of maybe 10 vehicles drive past me along the whole 11 miles of the 110 Freeway. (3) <b>As I'm carpooling to sporting events like Lakers, Clipper, USC Football, Dodgers etc and I'm stuck in the traffic.</b> Since I can't use the Carpool Lane which I watched them build many years ago with my tax money, it makes it harder for me to enjoy the events in downtown LA like sporting events, downtown restaurants, Hollywood, etc. (4) <b>It's just building the gap between the HAVE's and HAVE NOTS.</b> For the first year, I sat in the traffic (with multiple people in my car) watching the Metro Lanes filled with high end vehicles. Along with me, there were many vehicles sitting in traffic with multiple people in the vehicles which would also be the carpool lanes. Since they couldn't afford the transponder or would only use it occasionally like me, they didn't want to pay for it. <b>It's NOT FREE.</b> (yes, I'm sure there are programs for the poor but that doesn't help the majority of the people who are struggling to get by) (5) It might be great for the 7am to 10 am and the 3pm to 6 pm commuters, but it's useless the rest of the time for the average carpooler. Thanks for listening,	Oppose
Carol Lopez	Email	4/6/2014	I am opposed to the toll road. My biggest issue is that the transponder requires a monthly maintenance fee for the occasional user. If we happen to be on the freeway at a busy time, we are not able to use the express lane because we do not have a transponder. Please eliminate the monthly fee.	Oppose
Mark Bodziak	Email	4/6/2014	On the subject of FasTrak and whether it's working or not, I agree with the woman who stated in the Daily Breeze article on March 28, "Initially, I thought the FasTrak was actually kind of a good thing," she said. "Now I've noticed that with the additional drivers in the FasTrak lanes it takes much longer to get downtown. It takes an additional 20 minutes to get to work. That's my biggest complaint; it takes much longer to get to work because the lanes are so much more congested." This is a very good summary of the situation, since I notice the FasTrak lanes usually MORE congested than the regular freeway lanes. Although I do appreciate the FasTrak system and hope it remains, I think something must be done to relieve all of the traffic congestion in the FasTrak lane on the 110 Freeway heading toward downtown L.A. Thank you for the opportunity to provide comments.	Support
Joz Wang	Email	4/5/2014	I am unable to attend your Public Hearings but I am a frequent user of the Express Lanes on the 10. I have a few comments and suggestions to improve the ExpressLanes. I typically enter/exit at Fremont and observe several problems with the location of this entrance/exit. I believe it would be more beneficial (more users) and safer if the entrance/exit was located closer to Atlantic (as the carpool lane entrance was, prior to the installation of the ExpressLane) instead of being right at Fremont for several reasons. On the Westbound 10, the signage of the ExpressLane (with toll rates) is located right before the entrance, which happens to be located just past a curve in the highway. I have noticed that it is extremely difficult to read the sign safely while navigating the curve, while also checking traffic to merge in. In the afternoon, when you are driving into the sunset, this is downright dangerous and I have seen a number of cars nearly collide with this combination of driving distractions. At the very least, the signage needs to be moved to before the curve, but having all the merging happen before the curve would be a much safer situation. Also, with the exit/entrance right so close to Fremont, drivers accessing to/from the 710 are not safely able to utilize ExpressLane. If you are going Westbound on the 10 and exit the ExpressLane "at Fremont," you have to cross 4-5 lanes of traffic in a very short span to make it to the 710 on ramp. I have seen people do this and I think it is extremely hazardous. If you are trying to take the 710 from 10W, you really can't use the ExpressLane if you want to safely make the freeway offramp. If you are coming off the 710 to go Eastbound, you would likewise have to merge 4-5 lanes in a short span to make it into the Express Lane. The next opportunity to enter is not until Rosemead Boulevard, mitigating the effectiveness of people using the ExpressLane for several miles. Additionally, if you observe the eastbound traffic of the 10E to the west of the 710-- that is if you are trying to get on the 10 from the City Terrace area, it is extremely difficult to enter the 10E and cross 5-6 lanes of highway (including crossing 2 lanes of traffic trying to merge on to the 710) to be in position to enter at Fremont safely. In essence, your only realistic entry point is if you had departed from Downtown Los Angeles-- in which case you should have entered at Alameda. By simply moving the entrance/exit of the ExpressLane from Fremont to Atlantic (or closer to Atlantic), I believe you will see increased usage of the ExpressLanes from: --People who are entering the 10E between Downtown and the 710--People who are entering the 10E from the 710 (both North and South)--People who are exiting the 10W to access the 710 (both North and South) More importantly, particularly on the 10W, the adjusted placement of the Fremont entrance/exit would result in increased safety for drivers to read the signage/toll rates and to merge in/out of the ExpressLanes. On a separate note but related note, I also want to comment that there needs to be an additional ExpressLanes exit on the 10W, somewhere between Santa Anita and Fremont (perhaps at Rosemead or Del Mar or New Ave). Santa Anita is not a reasonable exit because it is very close to where the Express Lane starts. To have an exit at Fremont means that people going Westbound can not effectively exit in Rosemead, San Gabriel, or Alhambra (the vast span of this portion of the 10W)... meaning that if you take the ExpressLane 10W from the entrance, your only two realistic exit options are at the end (Downtown LA) or at Fremont (which means West of the 710, due to the reasons explained above). I am not speaking from the point of view of my own personal convenience, but rather as an observer of the traffic in the area and a frequent user of my FasTrak. I really believe that the Fremont Entrance/Exit on both the 10E and 10W are simply placed too far to the West and should be shifted to be closer to Atlantic Blvd-- where the old carpool lane exit/entrance was-- to increase the safe use of the ExpressLane. Thank you for the consideration.	Neutral
John Ibanez	Email	4/5/2014	I enjoy using the 10 express lane when I head into LA. I really wish there were cones setup like on the 91 express lanes. The few people that hop in and out of the lanes illegally are a bit worrisome when I'm going 65 MPH and they're coming in from an almost a dead stop. Please get the express lanes on the 210 soon (at least from the 134 to the 57), as that freeway needs some help. The carpool lane is just as bad as the others and saves riders no time at all.	Support
Yvonne Reyes	Email	4/5/2014	Trying to enter via the Alameda Street entrance is a NIGHTMARE! The signals are not regulated correctly! Spend one evening commute there and you will know exactly what I mean. Buses traveling along the street that runs adjacent to the freeway are not using the correct left turn lane. they pull up to the intersection and force themselves in to make that left onto Alameda.	Neutral
Marianne Jackson	Email	4/4/2014	I would like to comment on the continuation of the Fastrack, particularly on the 10 freeway. I have been using the Fastrack for a year now and find the convenience unbelievable. I travel into LA from Covina 4 days a week for work and this has cut my commuting time enormously as well as my gasoline consumption. I think it would be a shame to discontinue it not to mention the loss of the revenue it generates. I would like to suggest that the newly designed diamond lane that precedes the fastrack on the westbound 10 and follows the 10 on the eastbound side be incorporated into the fastrack. It is difficult for the carpoolers to exit if they do not have a transponder- why not include it, require the transponder and use it for additional revenue??	Support
Karen Brotter	Email	4/7/2014	I do not like the Fastrak program. It now costs me a significant amount of money to get home in the same amount of time it took before the program was implemented, because the non-Fastrak lanes seem significantly slower. If you choose to keep the program, please consider allowing single riders to pay while allowing carpools to enter free without a transponder.	Oppose
N/A	Email	4/7/2014	I just wanted to comment on what a huge time saver the express lanes have been for me, I've cut my drive time to and from work by 30mins. It has been such a life saver, I would love to see this program to continue to grow through out LA county.	Support
Di Liddle	Comment Sheet-Walk-In Centers	4/7/2014	The Metro express employee's at el monte station are doing a gret job. They are so nice and helpful.	Support
Rachelle Herrera	Comment Sheet-Walk-In Centers	4/7/2014	great job--enjoying my fastrak	Support

Lupie Ortiz	Comment Sheet-Walk-In Centers	4/7/2014	Needs more exits on 10 west freeway	Neutral
Lia Garnino	Comment Sheet-Walk-In Centers	4/7/2014	ExpressLanes is a great program, however, it needs to be one set price. The fact that the toll changes depending on traffic is unreasonable.	Support
Jose Kerch	Comment Sheet-Walk-In Centers	4/7/2014	Please keep the ExpressLanes! I cannot tell you how much easier it is for me to get home everyday without being stuck in traffic. Great Job!	Support
Alvilola Godfrey Bell	Comment Sheet-Walk-In Centers	4/7/2014	Trash Program	Oppose
Carlos R. Zuniga	Comment Sheet-Walk-In Centers	4/7/2014	Todo muy bien hasta hoy, felicidades!! Pero cada vez tenemos mas drivers en la linea ExpressLanes. Que va a pasar el dia que esten saturadas?	Support
Nicholas Ward	ExpressLanes Public Hearing	3/22/2014	Great to generate extra income/revenues for neighboring cities. Average speeds of 45mph are not being maintained throughout entire stretch of Fast Track. I strongly oppose any mandatory monthly fees for transponder holders.	Support
Irella Ruiz	ExpressLanes Public Hearing	3/22/2014	Why are express lanes so slow? We were promised 45 mph and now there's so much traffic that minimum speed is 20 mph just as slow as single lane drivers. Transparency- how much money has metro generated using this project.	Neutral
Jerome Ma	ExpressLanes Public Hearing	3/26/2014	10 West should have 1-2 exit between Santa Anita and 710 freeway like 10 eastbound have Del Mar and Baldwin Ave. Metro should consider having metro lane between El Monte and Cal State LA. They could add some station like metro gold line in 210 freeway. So people should use that instead of driving. I realize there's interchange between expresslanes and carpool lane in 10 freeway between 605 and Baldwin Park Blvd. How about make it expresslane as well. Lastly, is metro consider more expresslane in other freeway like 605 or 405? Some solo drivers are willing to pay for saving time.	Support
Alex Brideau III	ExpressLanes Public Hearing	3/31/2014	Can you please continue the maintenance fee waiver for LA County residents on an indefinite bases? Please consider this a normal of cost of doing business. Can you begin adding plastic bollards to the double white lines? Just like with carpool lanes, I see a good number of drivers illegally crossing over. Please make the Expresslanes program permanent and consider expanding it to all other LA area freeways. Please do not add any sort of fees to the program and instead cover all needed income requirements solely through the toll amounts. Please continue to use the double white lines instead of confusing yellow lines.	Support
Thomasena Ford	ExpressLanes Public Hearing	3/31/2014	I personally love using the Expresslanes. Usually, I am a single driver going to the downtown area. So, it is convenient for me to use my transponder in the carpool lanes. Thanks for offering that service. Additionally, my husband and I go to the Disney Center a few times a month, so we use the transponder and carpool lanes at that time also.	Support
Andrew Wang	ExpressLanes Public Hearing	3/31/2014	I hope the program is permanent and that we consider converting the carpool lanes on the I-105 to Expresslanes.	Support
John Crowe	ExpressLanes Public Hearing	4/7/2014	Pleased with customer service, both people and robots. All working smoothly. Like to see Lanes extended on 10, plus 210 & 57. Use Foothill 495 for most travel to Downtown. Like to see #480 connect to El Monte to allow after hours travel to San Dimas Park & Ride. Can't get home to San Dimas on bus after hours now, so have to drive car.	Support
Joanne Dallas	ExpressLanes Public Hearing	4/7/2014	Very informative meeting. Keep the program. I was glad to hear about the equity program subsidizing low income users. Also, glad to hear \$40 million used to improve other transit programs/facilities. We use FasTrak mainly for non-peak cultural events & really enjoy the speed & convenience and safety.	Support
Shannon Sedgwick	ExpressLanes Facebook	3/11/14	It's just about the best thing ever...significantly cut down my commute times!	Support
Sergio Owens	ExpressLanes Facebook	3/10/14	add it on 405	Support
Ryan Yeung	ExpressLanes Facebook	3/10/14	Keep it!	Support
Al Galagar	ExpressLanes Facebook	3/10/14	More toll roads please	Support
Emy Setiadi	ExpressLanes Facebook	3/10/14	I loveeeee it!!! Please keep it!!! Exactly carpool is free and you can earn chance to win giftcards by using carpools too. I loveeeee my transporter!!!	Support
Lori Santoyo	ExpressLanes Facebook	2014 and 3/4	Keep it!! Makes my daily commute to DTLA a breeze!	Support
Tanisha Bowen	ExpressLanes Facebook	3/4/14	I LOVE LOVE the express lanes! I have had a transponder since inception, went to AAA and received \$40 for \$32 (20% discount) and I have received a total of \$15 EXTRA in toll \$\$ because I completed 2 surveys, and I have yet to use a single dime of the original \$38 I put in there. I carpool about 99.5% of the time, but the other 0.5% I rode as a single person, and used part of the credits I earned.	Support
Richard Yaussi	ExpressLanes Facebook	3/7/14	Let no criticism of the system be reflected in the final evaluation. Instead, collect tidbits of praise to be inserted into the the report to counterbalance anger over increased commute times in the "general purpose lanes." Also, don't even consider limiting toll lane use to peak commuting hours.	Oppose
Gail Peter Wong	ExpressLanes Facebook	3/4/14	Turn big brother off, no need for a transponder when originally carpools were never tracked. #nsa	Oppose
Suzanne Haring	ExpressLanes Facebook	3/25/14	I don't like the monthly fee if you don't use it - that's not right!	Neutral
RxMink8tte	ExpressLanes Twitter	3/12/14	4 minutes away from exit for \$0.85 versus sitting 8 minutes in traffic = FasTrak @ExpressLanes It's a GOOOOO!	Support
Jen	ExpressLanes Twitter	3/5/14	Yay, recieved my @ExpressLanes transponder in the mail today <3 woohoo !! Traffic free now YESS !!	Support
jessica_meaney	ExpressLanes Twitter	3/5/14	really impressed w/ @ExpressLanes program - listening to data on users at metro tac mtg - great info! pic.twitter.com/3F5R1fqUEA	Support
Sherrie Segovia Ty Kopp	ExpressLanes Facebook	3/5/14	Yes, that is exactly what I am saying and sometimes traffic is moving faster in the regular lanes but I have already paid to enter the metro lanes. This is typically near the intersection of the 110 and the 105. Some people pull out then jump back into the metro lane. I just discovered that I was charged over \$15 because apparently there was a sign that read HOV+ only and I was already in the metro lane and had been charged for the toll. It seems the slower the traffic in the metro, the higher the toll.	Neutral
Caroline Coward	ExpressLanes Facebook	3/27/14	I LOVE my FasTrak! You guys have saved my sanity! Please continue and expand the program.	Support
Salvador Ureña	ExpressLanes Facebook	3/26/14	I really like using the Metro ExpressLanes especially at rush hour, it allows me to get home quickly without the hassle of sitting bumper to bumper traffic. dealing with irrate drivers and other drivers who are in a hurry and ride your bumper for miles. I speak for both, a single driver and also a carpooler too. This program makes the stress less to handle and more time to be with family.... Thanks	Support
Nirav Shah	ExpressLanes Facebook	3/26/14	I like the express lanes so far BUT whts up with those flat bed trucks from metro travelling inside express lanes? Specially around 3 pm 6 of those trucks almost brings traffic to 45-50 mph speed, these trucks occupy both lanes and not allow cars to pass. Its very annoying and i hv seen drivers speeding just to get ahead of these trucks to not get stuck behind them. Its just ridiculous	Support
Partymstrc	ExpressLanes Twitter	3/28/14	Thank goodness for @ExpressLanes	Support
Michael J.T. Fisher Pastor of Greater Zion Church Family	ExpressLanes Twitter	4/4/14	With all that I had to do today it was made easy thanks to @ExpressLanes #FastTrack #ExpressLanes.	Support

Tricia Almiron	ExpressLanes twitter	4/3/14	@ExpressLanes thank you for making my drive home bearable! #HOT	Support
Michael J.T. Fisher	ExpressLanes Twitter	4/3/14	There is no way I will be late to mtgs with my #FastTrack it's easy to skip traffic by riding in the #ExpressLanes @ExpressLanes	Support
Myesha Chaney	ExpressLanes Twitter	4/2/14	Registered my Metro #ExpressLanes FasTrak today. Breezing through traffic! #savingtime	Support
Sheree Fletcher	ExpressLanes Twitter	4/1/14	Love #MetroSundays - Thanks to the Metro #ExpressLanes, I breezed through traffic on the way to church Sunday! It's the 110 fwy made easy!	Support
BizFed	ExpressLanes Twitter/Facebo	3/31/14	Metro's ExpressLanes Program on the 10 and 110 have been resounding successes - BizFed supports expansion and... <a href="http://fb.me/6sCuF5inJ">http://fb.me/6sCuF5inJ</a> Metro's ExpressLanes Program on the 10 and 110 have been resounding successes - BizFed supports expansion and extension of the program...so make YOUR support heard at Metro hearings today - and next week. Read all the details at <a href="http://www.bizfed.org">www.bizfed.org</a>	Support