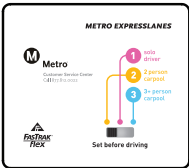


## Program Statistics

These statistics are based on the following sources:

- 1) Metro ExpressLanes 2018 Annual Customer Survey
- 2) Metro ExpressLanes 2018 Annual Operations Performance Report

### From November 2012 to July 2018



**872,966** transponders have been issued

**195,331,723** trips have been taken on ExpressLanes

**13,709** people daily use buses that run on ExpressLanes during weekday peak hours

ExpressLanes vehicle occupancies on average:

**44%** solo drivers   **26%** HOV 2   **30%** HOV 3+

### Benefits and Incentives

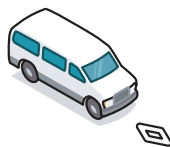
Low-Income Assistance Plan: **17,049** accounts have been opened



Transit Rewards: **\$179,960** in credits have been disbursed to bus patrons

Carpool Loyalty Program: **\$45,000**

in credits have been disbursed to carpoolers and vanpoolers



Users Pay on average



**10** **\$6.21** during am peak   **\$3.61** during pm peak   **\$0.94** during off-peak

**0.60%** of users have paid a maximum of **\$22.50**

**110** **\$6.86** during am peak   **\$4.43** during pm peak   **\$1.52** during off-peak

**2.45%** of users have paid a maximum of **\$26.50**

### Safety and Enforcement

**92.8%** of survey respondents are satisfied with safety while driving on ExpressLanes

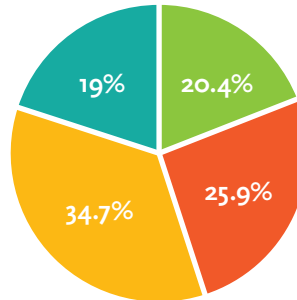
The California Highway Patrol (CHP) issued **7,437** citations and verbal warnings in FY18



**84.1%** of survey respondents support adding more ExpressLanes on other roadways

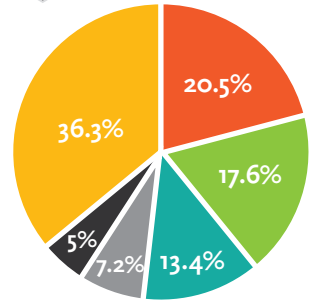
### Demographics of Survey Respondents

Household Income



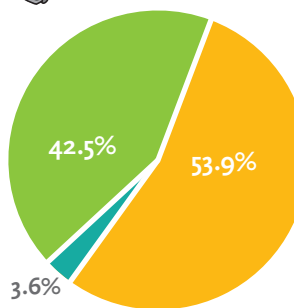
- Less than \$50,000
- \$50,000 - \$100,000
- More than \$100,000
- Preferred not to answer

Place of Residence



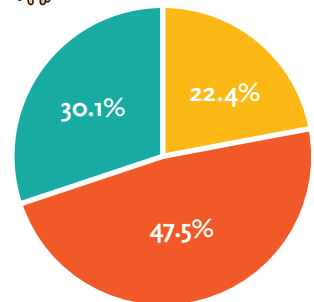
- South Bay Cities
- San Gabriel Valley
- Central Los Angeles
- Gateway Cities
- San Bernardino County
- Other location

Reasons for Use



- For work
- For leisure
- Professional driving

Age



- Younger than 35
- 35-55
- Older than 55

### Users Go Faster & Get There Quicker

Compared to General Purpose Lanes

Average Peak Speed  
**10** **53.2 mph** westbound  
**58.9 mph** eastbound

Average Time Savings  
**13.7 minutes** am peak  
**8.2 minutes** pm peak

**110** **51.6 mph** northbound  
**56.1 mph** southbound

**12.6 minutes** am peak  
**3.0 minutes** pm peak

**88.7%** of survey respondents are satisfied with maintained speed

**90.1%** of survey respondents are satisfied with time saved

# METRO EXPRESSLANES

## Contact Us



### ONLINE

[metroexpresslanes.net](http://metroexpresslanes.net)



### VOICE

877.812.0022



### CUSTOMER SERVICE CENTERS

500 W 190th St  
Gardena, CA 90248

3501 Santa Anita Av  
El Monte, CA 91731

Hours of Operation:

Monday through Friday 8 am–6 pm

Saturday 9 am–1 pm



### MAIL

Metro ExpressLanes  
PO Box 3878  
Gardena, CA 90247

### RETAILERS

AAA, Costco, Albertsons  
(visit [metroexpresslanes.net](http://metroexpresslanes.net) for locations)

## Follow Us



### TWITTER

[@expresslanes](https://twitter.com/expresslanes)



### FACEBOOK

[expresslanes](https://www.facebook.com/expresslanes)



**Metro**<sup>®</sup>