

Metro and Metrolink Ticket Vending Machine (TVM) Upgrade Efforts

System Safety, Security and Operations Committee

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Support for Metrolink's TVM Procurement



- TAP Staff working with Metrolink to ensure TAP integration
- Metrolink considering the following options:
 - Competitive procurement
 - Utilize Metro's vendor contract
 - Metrolink may choose to lease

Metrolink Researching Other Options



- Building a retail network
- Hosting online sales
- Cross training Metro staff to sell Metrolink fare media at East Portal, Union Station

Metrolink Mobile App



- Metrolink Board directed staff to work with Metro to ensure mobile app customers could access Metro Rail gates
- Metro working with Metrolink to ensure integration
- Metrolink considering two possible options
 - Linking customer TAP card to Metrolink Mobile App account
 - Quick Response (QR) Code Reader system.

Next Steps

- Metrolink Staff to provide update on TVM Request for Proposal (RFP)
- Metrolink to provide cost for TAP card integration with their mobile app
- Changes in Metrolink's mobile app will be included in Metro's mobile app