



# Metro™

**Los Angeles County  
Metropolitan Transportation Authority**

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.922.2000 Tel  
metro.net

**OPPOSE  
AB 620 (Hernandez)  
Metro ExpressLanes**

AB 620 (Hernandez) would require Metro to grant hardship exemptions, from tolls, to low income commuters in our ExpressLanes program. These exemptions are counter to the desires of those communities and would jeopardize funding for public transit services which is the priority for low income communities. Metro's ExpressLanes program is the only program in the state and nation that has developed and implemented a Low-Income Assistance Plan to address equity concerns.

**How did Metro Develop the Low-Income Assistance Program?**

- Conducted over 700 outreach meetings and briefings since 2008.
- Implemented a peer review process that included the University of Southern California, the University of California at Los Angeles, the Environmental Defense Fund and the Corridor Advisory Groups.

**Low Income Commuters Identified Enhanced Transit Service as a High Priority**

The ExpressLanes program is designed to direct toll revenues into primarily public transit in the corridors. To date over \$150 million has been invested in transit services and millions more will be invested in the future. Below are examples of what has been funded.

- New Transit Center at the El Monte Station
- Safety improvements to the Harbor Transitway such as new lighting, improved signage,
- Increased bus service and 59 new buses for Metro, Foothill Transit, Gardena and Torrance Transit
- Signal priority for transit through downtown Los Angeles speeding travel times from the corridor to patrons' final destination.

**What do the Experts Say?**

Metro's program was also reviewed by experts at the United States Department of Transportation, Research and Innovative Technology Administration. These findings were included in the report submitted to the Legislature pursuant to the legislation that authorized this program.

- "The equity analysis showed that Metro's re-investment of net toll revenues promotes equity."
- "Equity Plan users felt that the credit provided was important in making the decision to get a FasTrak account to use the ExpressLanes."
- "Metro's policy for reinvestment of the ExpressLanes net toll revenues for diverse and multimodal projects promotes a positive, equitable impact."

**What has Metro done in the last year?**

- Expanded our website to expand upon the benefits of the Low-Income Assistance Program.
- Expanded advertising on buses operating in the ExpressLanes corridors.
- Distributed brochures to social service agencies including all WIC offices, YMCA centers and many other community locations.
- Targeted billboard and bus shelter advertising in the I-10 and I-110 corridors.
- Targeted radio advertising on stations that reach the target audiences.
- Mall based advertising in food courts and common space areas.
- Initiated a new Low-Income Assistance Plan customer survey in October of 2015.

### **Additional Info on Metro's ExpressLanes Program**

Year over year growth for the Metro Silver Line, (both on the 10 and 110), has shown a 17% average annual ridership growth for the last four fiscal years.

In addition to the 2 Metro ExpressLanes customer service centers there are a total of 160 retail locations (AAA, Albertsons and Costco) where customers can pay cash or credit/debit to obtain a transponder and 8 of these retail locations are contained within the 48<sup>th</sup> Assembly District. Approximately 94% of all accounts opened used the retail stores or the website while the remaining 6% used the phone, customer service center, mail and our mobile van combined.

Of the total 454,490 accounts that have been opened, including 8,877 Low Income Assistance Plan accounts, 99.9 % use credit/debit card to open their accounts and only 0.1% use cash/check. Also, in San Diego they no longer accept cash to open or replenish an account.

Finally, close to half of all trips on the ExpressLanes are toll-free trips, with users opting to carpool in-lieu of travelling in the lanes alone for a fee. For the I-110, 50% of the trips are toll-free and for the I-10, 47% of all trips are toll-free.

A majority of FastTrak account holders have a median household income below \$75,000.

Please feel free to contact Michael Turner at (213) 922-2122 should you have any questions.