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**OPERATIONS COMMITTEE
FEBRUARY 15, 2009**

SUBJECT: TRANSIT ACCESS PASS (TAP) & RAIL FARE GATE STATUS

ACTION: RECEIVE AND FILE

RECOMMENDATION:

Receive and file the implementation status of Transit Access Pass (TAP) and the Metro Rail Fare Gate project.

ISSUE

TAP staff was directed to provide a regular status update of project milestones and deployment activities on the Transit Access Pass (TAP®) regional smart card. Also, with the inception of the Metro Rail Fare Gate project, staff was directed to report monthly on the progress of this project. This report serves to fulfill these requests.

DISCUSSION

There has been significant progress on TAP regional implementation:

- Culver CityBus and Santa Clarita Transit successfully migrated their UFS system with full TAP capabilities last month (January 2009)
- TAP rolled out with Board Chair Villaraigosa attending press event at Union Station
- LA Live co-branded “grand opening card” launched on Metro Weekly passes
- I-TAP Los Angeles Community College District passes launched with Chair Villaraigosa at LACC campus
- Annual EZ Transit Pass on TAP launched
- 400+ vendor outlet sales device installation completed
- TAP Senior & Disabled passes launched
- Paper Day Pass transition to TAP begun

Specific topics related to regional TAP implementation are detailed in the attached TAP Operation Monthly Report (December 2008):

1. TAP Implementation Schedules
2. TAP Usage Data
3. TAP Sales Activity
4. Municipal Operator and Metrolink Update
5. Regional TAP Service Center Update

6. Gating Project Update

Each of these activities is summarized below:

1. Status of Implementation Schedules

The implementation schedules provide detailed timelines for transition to the TAP regional smart card based fare system. The attached TAP Operation monthly report provides high level schedules of the Regional Computer and Municipal Operator Schedule, Metro's TAP Fare Products Rollout Schedule, and Metro Rail Gating Schedule. A summary of current activities is shown below:

1.a. Cubic's Regional Computer & Municipal Operator Schedule

- After migration of the Regional Central Data Computer System (RCDCS) in August, TAP staff initiated extensive testing to validate the transferred data and the processing of current data by the regional central computer.
- On December 1, 2008, Santa Clarita migrated their live data to achieve "interoperability" on the regional computer. Culver City is scheduled to migrate in January 2009.
- A settling period will allow for continued validation before subsequent Municipal Operators (Munis) begin integration on the regional "back office" system.

1.b. Metro's TAP Roll-Out Schedule

- Plans for conversion of reduced fare riders (Seniors, Los Angeles County Transit Operators Association ((LACTOA/Disabled), Students) are currently under way.
- Newly qualifying reduced fare riders will convert to TAP in January 2009, and all pre-existing reduced fare pass holders will convert during the following four to six months.
- This critical campaign needs to be completed before the installation of pilot rail gates starting in June 2009.

1.c. Metro Rail Gating Schedule

- Design requirement work and technical specification development is continuing with Booz Allen Hamilton providing technical oversight.
- Development is underway for the Eastside Extension underground stations at Soto and Mariachi to install the first gates in time for Revenue Operation.
- Civil Work including development of the "concept of operations" for the Closed Circuit Television (CCTV) and public telephones to assist patrons at gates is under development with Rail Operations, Metro Security, and Revenue. Procurement for the CCTV equipment will be initiated in the coming months.

2. TAP Usage Data

A critical performance indicator of TAP reliability is monitoring the use of TAP cards in Metro's bus and rail system. From January to December 2008, more than 25 million TAPs have been recorded systemwide on Metro's bus and rail system.

The most significant milestones are noted below:

- Over 4.5 million "taps" were recorded in December, even with major holidays.
- The Monthly pass "taps" increased to about 1.7 million in December.
- The Weekly pass "taps" increased to over 2.3 million in December.

As more retail merchant pass sales locations are converted from paper to TAP sales in the coming months, there will continue to be an increase in the total “taps” captured on the Metro bus and rail systems.

3. TAP Sales Activity

Currently, TAP cards are sold to the general public for two pass types – adult Metro Monthly and Weekly passes. The locations selling “regular fare” monthly and weekly passes increased to 305 outlets in all Metro service areas by late December.

The most significant issues regarding TAP sales activity are noted below:

- TAP monthly pass sales increased from 24,317 to 24,966 in December.
- TAP weekly pass sales increased from a high of 27,779 during the 3rd week of November to 29,608 during the 1st week of December.
- Sales of monthly TAP passes from Metro Ticket Vending Machines increased by 12.5% in December.

4. Municipal Operator and Metrolink Update

Santa Clarita data was successfully migrated to the Regional RCDCS on December 1, 2008, and Culver City data is scheduled for migration to the RCDCS in January. The preliminary stages for conversion of other municipal operators to TAP are currently underway. Due to municipal operator requests for technical support, TAP Operation will be recommending technical oversight from Booz, Allen, and Hamilton on behalf of the municipal operators and local transit system subcommittee (LTSS). The following is the status of current, significant Metrolink and Municipal Operator TAP transition activities:

- Metrolink – In August, the Metrolink Board approved proceeding with fare strategies development for TAP implementation. A Memorandum of Understanding (MOU) is currently in development between Metrolink and us. A recommendation for Booz, Allen, and Hamilton consultant oversight services will be presented at a future Metro Board meeting to support this integration effort.
- Culver City Bus - Culver City Bus was the first Municipal Operator to “cut over” their system to full TAP functionality earlier this year. In January 2009, Culver City Bus data will migrate from the Metro Central Computer to the Regional Central Computer system.
- Santa Clarita - Santa Clarita completed their fare box installation in August 2007 and migrated to the RCDCS on December 1, 2008. TAP functionality will be added to their fare options in coming months.
- LADOT – LADOT and TAP Operation are working with Metro Capital Planning Department to ensure funding requests are submitted for additional equipment requirements.
- Norwalk Transit – Meetings have occurred since early September to begin the process of transitioning Norwalk Transit to TAP in Spring 2009. Bi-weekly meetings are scheduled to discuss implementation tasks for migration to TAP.
- Montebello Bus Lines – TAP Operation staff met with Montebello to discuss their new fare structure and to develop strategies for transition of TAP in early 2009.
- Foothill Transit - TAP Operation staff met with Foothill to identify and resolve issues related to transition of TAP in mid- 2009. Bi-weekly meetings are scheduled to discuss implementation tasks for migration to TAP.

- Gardena Municipal Bus Lines - TAP Operation staff met with Gardena Municipal Bus Lines to begin planning for transition of TAP in mid- 2009.
- Torrance Transit - TAP Operation staff met with Torrance Transit to begin planning for transition of TAP in mid- 2009. Additional planning meetings are anticipated to review existing fare policies.
- AVTA – TAP Operation staff are developing changes to their original contract to support new fare boxes instead of the “stand beside” units that were originally planned. TAP staff will provide coordination effort with Booz Allen to ensure contractual changes reflect an architecture to support regional TAP acceptance in their system.

5. Regional TAP Service Center Status

Since 2007, the TAP service center has been supporting TAP customers using I-TAP, A/B-TAP, TAP card holders with Metro monthly/weekly passes and third party retail merchant locations. The deployment of the 1.866.TAPTOGO number and TAPTOGO.net website has also facilitated customers seeking assistance to register for “balance protection” for lost or stolen cards. A summary high call volume issues from cardholders is shown below:

- The preponderance of calls (927) continue to be for cardholders seeking assistance with user questions to better understand TAP fare rules and fare policies.
- The second highest call volume was customers trying to find out how to get a TAP card.
- Balance protection inquiries were the third highest area with 363 calls.

Bus car cards, rail advertising inserts, “Take Ones”, and other marketing campaigns will assist customers; however, calls are expected to increase with continued TAP expansion then decrease as marketing efforts train customers on use of the new system.

6. Metro Rail Gating Status

The gating project is divided into four separate and inter-connected teams. The details on the status of each of the teams is shown below:

Team 1 – Technical Integration

- System testing of the RCDCS is underway.
- Conditional approval of the gating functional requirements has been achieved.
- Metrolink gating reviews are in development and integration design discussions are continuing.

Team 2. Civil Work

- Equipment layout drawings for Green Line have been reviewed.
- Equipment layout drawings for the Red Line have been submitted.
- Meetings were held to review design criteria.

Team 3. Maintenance

- Contractor presented their proposed services agreement to Metro.
- Metro conducted a series of reviews of the proposed services agreement to determine the best service options.

Team 4. Lease

- The lease agreement was approved and signed in December.
- Metro consultants are continuing to work with County Counsel in structuring a master agreement that includes the Eastside Extension and Exposition Line.

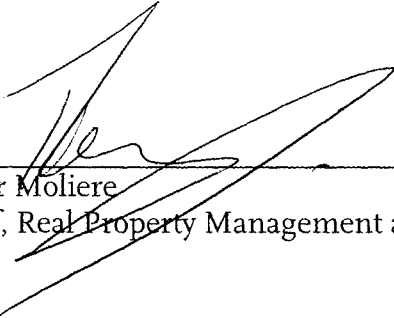
NEXT STEPS

- Initiate the rollout of reduced fare products in January 2009.
- Deploy marketing campaigns to improve public awareness, including websites for Internet/Intranet.
- Continue plans for the transition of the paper day pass to TAP in March 2009.

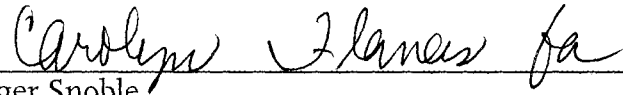
ATTACHMENT(S)

A. TAP Operation Monthly Report (December 2008)

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Roger Snoble
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TAP Operation

Monthly Report

December 2008

TAP Operation



Table of Contents

Major Accomplishments & Challenges.....	1
Cubic's Proposed Regional Central & Municipal Operator Installation Schedule.....	2
Metro TAP Products Rollout Schedule.....	3
Metro Rail Gating Schedule	4
TAP Usage Summary	5
TAPs by Type.....	6
Metro Monthly TAP Pass Sales Trends.....	7
Metro Weekly TAP Pass Sales.....	8
Municipal Operator Updates	9
Metrolink Update.....	12
866.TAPTOGO Calls	13
Gating Project Status	14

Major Accomplishments & Challenges December 2008

Accomplishments

- With the conversion of additional vendors in Gateway Cities and the South Bay in December for January pass sales, a total of 301 third party vendor locations are now selling TAP monthly and weekly passes.
- Regional software upgrades were implemented at all Metro Bus divisions and Metro Rail lines, and Santa Clarita Transit migrated to the regional computer system in December.
- TAP Operation staff continues to meet with Municipal Operators to begin planning work for their TAP conversion in 2009. In addition to weekly teleconferences with Norwalk Transit and Foothill Transit, TAP Operation staff met with the City of Glendale to begin TAP conversion discussions.
- TAP Operation staff continued refinement of plans for transitioning senior, disabled, student, and college/vocational reduced fare passes to TAP. Migration of reduced fare passes is scheduled to continue through May 2008.
- A card procurement for TAP cards to support regular, reduced fare, and day pass rollouts was finalized. Delivery of the first cards is expected in late January/early February.

Challenges

- Metrolink continues to work on identifying business rules and tariff regulations to support their interfaces to TAP. Technical assistance and expertise from Metro's oversight consultant is required.
- Municipal Operators have expressed need to get technical assistance for TAP conversion. A regional bench contract will be proposed.
- TAP Operation continue to work with TPVs to have analog phone lines installed for the TAP sales device, and to achieve full conversion to TAP in early 2009.
- Marketing information needs to be developed and distributed for reduced fare and day pass campaigns.
- TAP Operation staff continues to seek opportunities to reach out to Metro's reduced fare patrons to notify them of their TAP conversion:
 - ✓ Working with LADOT's Cityride program to send outreach material to the 120,000+ seniors and disabled in the Cityride database.
 - ✓ Obtain existing database on LACTOA disabled cardholders from Metro Reduced Fares to send new TAP cards directly to LACTOA cardholders.
- Metro TAP Operation is preparing for the transition of paper Day Passes to TAP in March, working with Operations Central Instruction on bus operator training, Operations on the logistics of TAP card distribution on buses, and with Marketing on public education materials.

Cubic's Proposed Regional Computer & Municipal Operator Installation

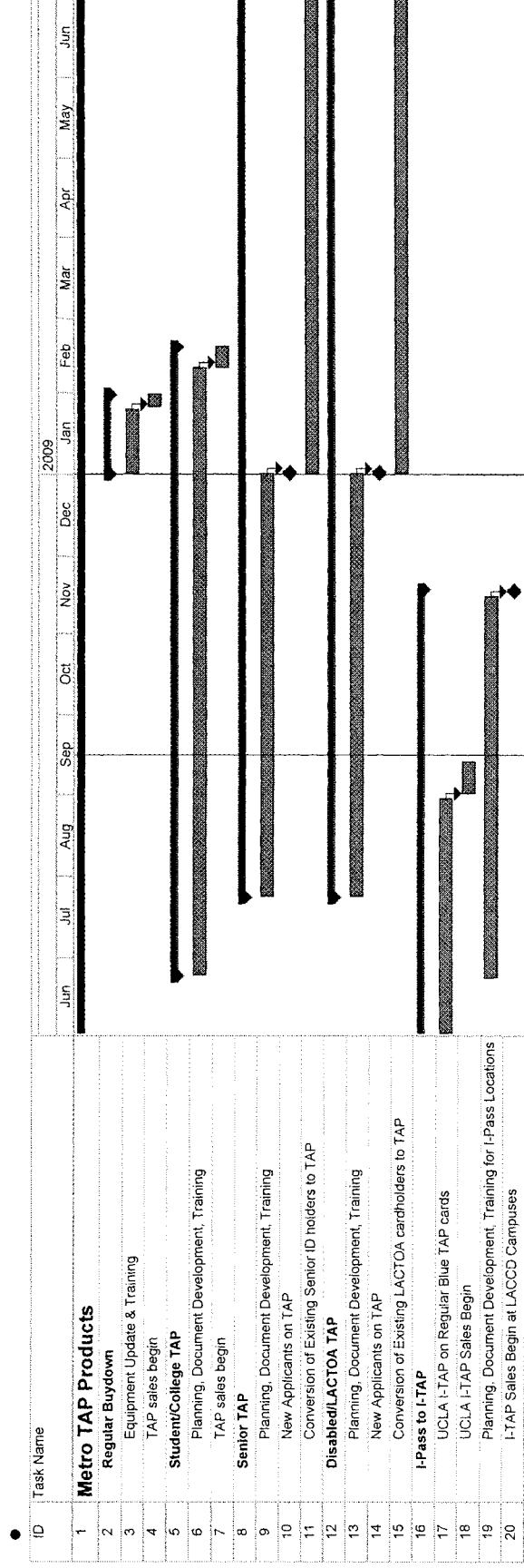
Metro TAP Operation and Regional TAP Service Center staff have completed system integration testing and training for the regional central computer. System migration was completed in December, with the remaining fareboxes and rail equipment receiving software upgrades this month. Santa Clarita Transit migrated to the regional computer system in early December. Culver City is scheduled to migrate in January. Once the regional central is in final acceptance testing, installation preparation will begin for the next two municipal operators for installation in early 2009.



Metro TAP Fare Products Rollout Schedule

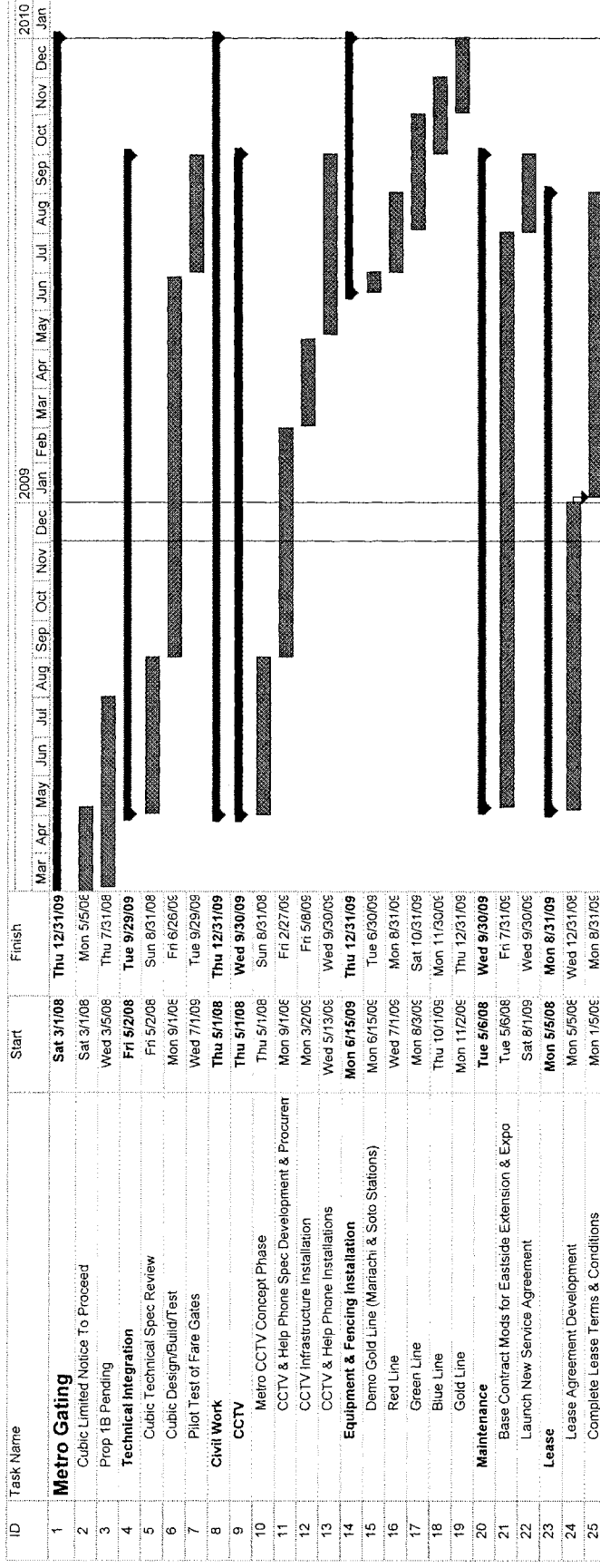
Metro has successfully implemented regular Metro Monthly and Weekly passes on TAP cards, with the number of sales outlets providing TAP Monthly and Weekly passes increasing every month. As the number of sales locations are increasing, work has begun on planning for the rollout of other Metro TAP products including the County Buydown Monthly pass, as well as reduced fare passes for students, college/vocational students, seniors, and the disabled. The schedule shown below identifies the products as follows:

- Conversion of Senior and Disabled/LACTOA customers to TAP officially began in late December with the release of the new TAP reduced fare applications.
- The Buydown program has been pushed back to early 2009, after the conversion of Metro's entire third party vendor network to TAP.
- The Los Angeles Community College District I-Pass program, begun as a pilot TAP program in August, rolled out to all nine LACCD campuses with sales for the Spring 2009 semester beginning in December. Additionally, TAP conversion at Foothill Transit, Montebello Bus Lines, and Norwalk Transit in 2009 is a critical component of the Rio Hondo I-Pass program conversion to I-TAP (tentative for Fall 2009).



Metro Rail Gating Schedule

The Gating project is scheduled for pilot operation at the Soto and Mariachi Plaza Stations of the new Eastside Extension in July 2009.



TAP USAGE SUMMARY Prior 12 months

The number of taps made in December increased from November but didn't achieve the high to date of 4.6 million taps in October. The reduction in the number of taps is not unexpected due to lower ridership during the holidays. TAP ridership is expected to increase in January 2009.

Month	ITAP	Emp Pass	ATAP & BTAP	Monthly	Weekly	Ret/Dep	TOTAL
Jan-08	31,628	16,381	153,041	13,883	54	18,495	233,482
Feb-08	36,290	20,105	191,891	206,936	40,260	29,177	524,659
Mar-08	31,567	21,591	230,173	241,014	56,379	34,930	615,654
Apr-08	40,163	23,061	251,815	279,959	127,185	38,842	761,025
May-08	40,435	26,511	262,506	288,173	137,582	39,172	794,379
Jun-08	33,429	27,726	278,490	275,889	132,456	38,685	786,675
Jul-08	44,066	30,372	316,426	464,541	378,174	43,746	1,277,325
Aug-08	39,066	29,306	328,691	947,174	1,321,715	40,127	2,706,079
Sep-08	138,714	29,720	351,215	1,223,740	1,770,856	47,865	3,562,110
Oct-08	192,441	30,467	396,335	1,639,144	2,294,327	52,942	4,605,656
Nov-08	153,170	24,981	360,542	1,600,382	2,268,831	43,608	4,451,514
Dec-08	124,622	24,918	350,624	1,679,548	2,322,392	41,356	4,543,460
TOTAL	925,432	319,173	3,616,440	8,882,754	10,850,211	477,293	25,071,303

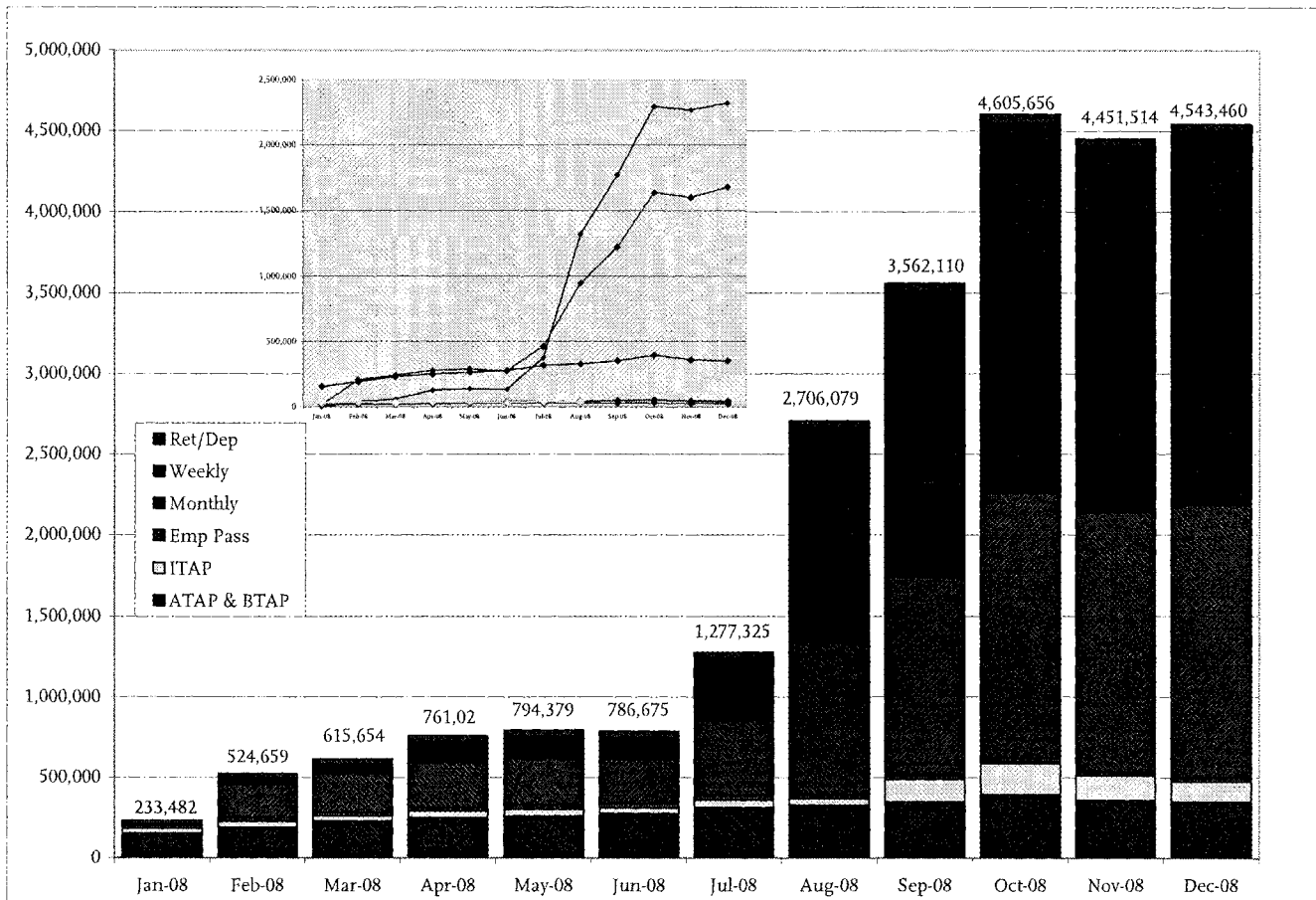
Calendar Year-To-Date Comparison

	Weekly	Monthly	Retiree/ Dependent	Employee
2007 YTD (12 months)	0	87,588	8,585	219,031
2008 YTD (12 months)	10,850,211	8,860,383	468,945	305,139

The number of taps of Weekly TAP passes continues to outpace all other pass types with more than 2.3 million in December, followed by 1.7 million taps of Monthly passes.

TAPs by Type Calendar Year 2008

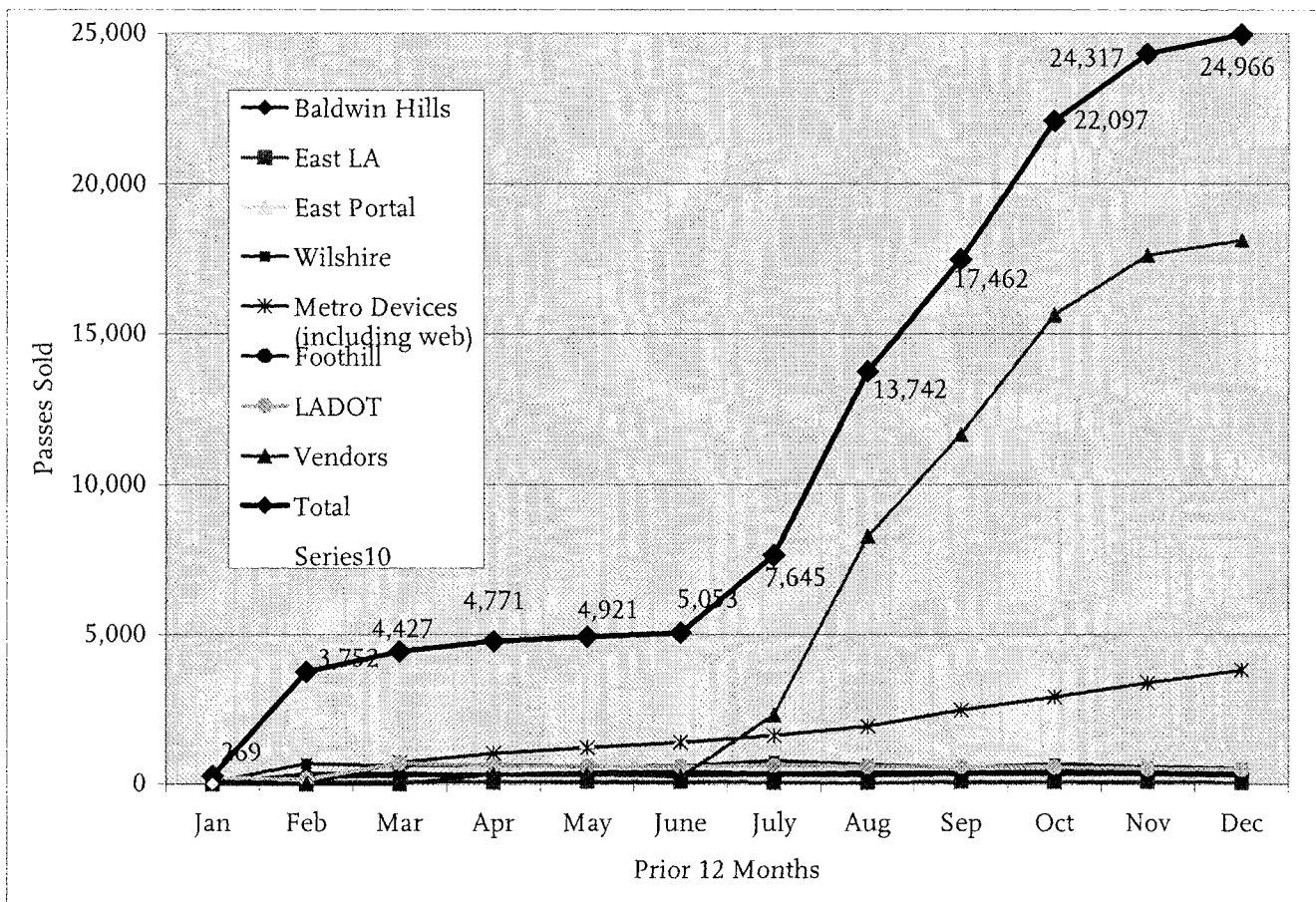
A total of six different pass types are now available on TAP cards. Four of these – I-TAP, A/B-TAP, Employee badges, and Retiree/Dependent passes – are available exclusively on TAP. The Monthly and Weekly passes are available on TAP at select locations including Metro Customer Centers, LADOT Transit Store, five Foothill Transit Stores, and a growing number of third party vendor locations.



As of November, TAP Monthly and Weekly taps exceed all other pass types with 1,679,548 and 2,322,392, respectively. The TAP employer pass programs, A-TAP and B-TAP, also continue to be a popular and growing segment of TAP users, now numbering approximately 14,500 passholders. Monthly and Weekly taps will continue to grow as these products are expanded to additional third party vendor regions.

Metro Monthly TAP Pass Sales Trends Calendar Year 2008

Since the general public launch of TAP monthly passes for February, sales locations showed relatively level sales from February through June with the exception of the East Portal Customer Center. Following the conversion of the Metro and Foothill sales locations in February, Metro's rail ticket vending machines (TVMs) were turned on to allow for the re-loading of monthly passes and the TAP Service Center began accepting autoloading applications which allow for the automatic renewal of a pass if a customer provides a valid credit card. In December, 2,904 customers purchased their monthly pass at a TVM with another 775 receiving autoloading monthly passes through either bus fareboxes or rail TVMs or TAP validators. The popularity of these purchase options is growing as 2,581 customers purchased their November monthly pass at a TVM, and another 685 customers purchased their pass via autoloading.

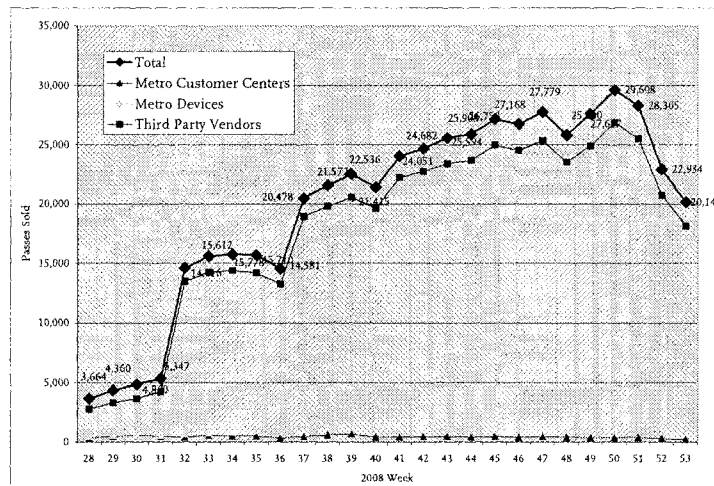


Metro Weekly TAP Pass Sales

Weekly passes were first sold to the general public on January 31, 2008 for the February sales period. LADOT was added as a TAP weekly pass sales location for March sales, followed by the first third party vendor location in April and another in May. Weekly pass sales have steadily increased since then with the exception of holiday weeks in November and December as additional regions of third party vendors have been converted to TAP sales.

	Validity Period	Week #	Metro Customer Centers	Metro Devices	Third Party Vendors	Total
July	7/6-7/12	28	368	501	2,795	3,664
	7/13-7/19	29	485	553	3,322	4,360
	7/20-7/26	30	570	623	3,667	4,860
	7/27-8/2	31	474	628	4,245	5,347
August	8/3-8/9	32	436	692	13,488	14,616
	8/10-8/16	33	559	777	14,276	15,612
	8/17-8/23	34	498	879	14,401	15,778
	8/24-8/30	35	513	995	14,202	15,710
	8/31-9/6	36	341	971	13,269	14,581
September	9/7-9/13	37	466	1,083	18,929	20,478
	9/14-9/20	38	598	1,182	19,792	21,572
	9/21-9/27	39	684	1,304	20,548	22,536
	9/28-10/4	40	412	1,366	19,637	21,415
October	10/5-10/11	41	423	1,380	22,248	24,051
	10/12-10/18	42	448	1,469	22,765	24,682
	10/19-10/25	43	480	1,694	23,420	25,594
	10/26-11/1	44	432	1,783	23,693	25,908
November	11/2-11/8	45	470	1,725	24,973	27,168
	11/9-11/15	46	408	1,810	24,532	26,750
	11/16-11/22	47	465	1,956	25,358	27,779
	11/23-11/29	48	405	1,882	23,543	25,830
	11/30-12/6	49	382	2,309	24,926	27,617
December	12/7-12/13	50	380	2,355	26,873	29,608
	12/14-12/20	51	405	2,364	25,536	28,305
	12/21-12/27	52	294	1,910	20,730	22,934
	12/28-1/3	53	214	1,788	18,146	20,148

Third party vendors continue and will likely remain the largest seller of weekly TAP passes. The gap will continue to widen as additional third party locations are installed throughout the year. Declines in weekly sales for weeks 52 and 53 are due to the year end holiday season. However, week 53 sales are expected to increase as late-reporting sales data is received.



Municipal Operator Updates

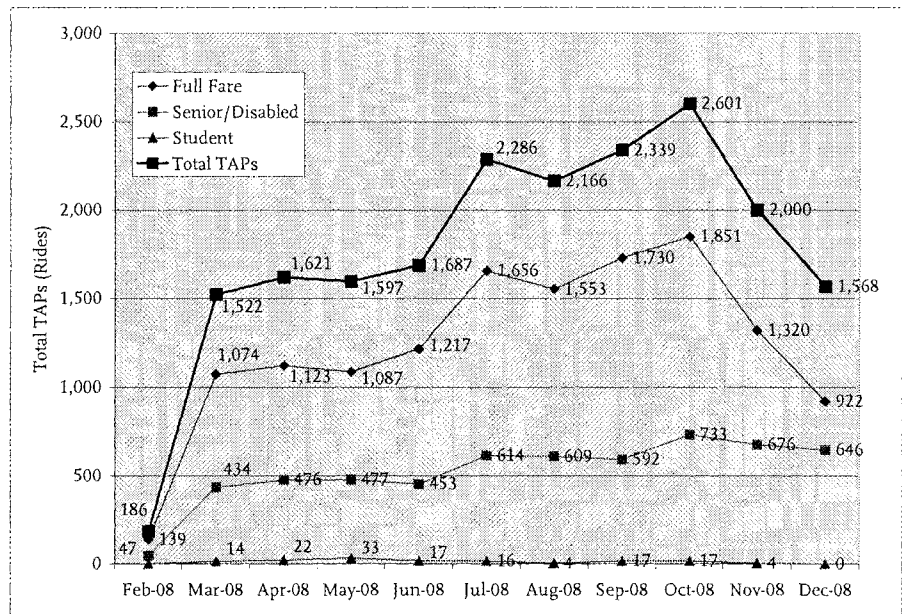
See Cubic’s proposed Regional TAP Implementation Schedule on page 6. The regional central computer (RCDCS) completed final Systems Integration Testing in San Diego and was moved to its permanent location in Orange County. Training of Metro and ACS staff was completed in June. Metro has begun the migration to the Regional Central Computer System. Santa Clarita and Culver City will begin migration of their systems onto the completed Regional Central computer in December and January, respectively.

Culver CityBus

Culver CityBus began TAP revenue service on Monday, February 25th. Culver CityBus is currently utilizing the stored value purse of the TAP card as a replacement for the stored value MetroCard which it jointly accepted with Foothill Transit, Montebello Bus Lines, Norwalk Transit, and Big Blue Bus. Culver CityBus began sales of TAP stored value cards on February 11, 2008, allowing customers to transfer unused MetroCard value to a TAP card. More than \$31,000 has been loaded onto 1,957 TAP cards since Culver CityBus began selling TAP cards in February. The average load per card is \$16.05.

	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	YTD Total	Average/ Month
Value Loaded	\$4,233	\$2,164	\$2,555	\$2,315	\$3,567	\$3,318	\$2,271	\$3,401	\$2,920	\$2,227	\$2,448	\$31,419	\$2,856
Number of Cards	317	145	170	153	209	228	112	188	175	117	143	1,957	178
Value per Card	\$13.35	\$14.92	\$15.03	\$15.13	\$17.07	\$14.55	\$20.28	\$18.09	\$16.69	\$19.03	\$17.12	--	\$16.05

The amount of TAP activity on Culver CityBus increased through October but declined in November and December with the holidays. There were 1,568 taps made on Culver CityBus December. Culver CityBus is tentatively scheduled for migration to the regional central computer from the Metro central computer in January to begin the settling and acceptance period for the regional system.



Foothill Transit

Foothill Transit continues to partner with Metro in supporting TAP sales of Metro's monthly passes at its five Transit Stores. Foothill Transit's El Monte Transit Store was one of three locations that sold the TAP monthly pass as part of the TAP customer pilot program in the Fall of 2008. Foothill Transit expanded sales of Metro TAP monthly passes to its four other Transit Stores in late January 2008 when Metro converted its Customer Centers to TAP sales.

Foothill Transit's Board approved their TAP conversion plan at their December meeting. Foothill Transit's TAP installation is tentatively scheduled for the April/May 2009 timeframe, but has begun pre-installation surveys and planning.

Santa Clarita Transit

Santa Clarita Transit completed installation of its TAP/UFS equipment in the Fall of 2007, but is not yet utilizing the TAP capability of the new fareboxes pending completion of the RCDCS build and go-live date. Santa Clarita Transit is considering an early Spring launch of their TAP program with conversion of their paper passes to TAP.

Together with Metro and Culver City, Santa Clarita Transit will be part of the test group during the implementation testing phase of the RCDCS installation. Santa Clarita Transit successfully migrated to the regional central computer on December 1 and is now testing TAP cards on their system.

Long Beach Transit

Long Beach Transit has been utilizing TAP/UFS fareboxes since 2006. Long Beach Transit accelerated their installation in order to replace failing fareboxes. Like Santa Clarita Transit, Long Beach Transit is not using the TAP functionality of their fareboxes. However, Long Beach Transit is not yet scheduled for migration to the Regional Central computer and conversion to TAP operation. They have implemented independent, non-TAP alternatives for issuance of Long Beach Day Passes and transfers on magnetic technology. Long Beach has confirmed that they will become TAP-enabled after the region has completed their implementation.

Montebello Bus Lines

TAP Operation staff met with Montebello Bus Lines in May to kick-off the installation process which is tentatively scheduled for the Summer 2009 timeframe. Prior to installation, Montebello Bus Lines will be provided with a training farebox to assess farebox functionality with respect to fare policies and business rules, and to allow adequate time for operator and mechanic training before revenue operations begin. Additionally, development of a viable replacement for magnetic IATs and Montebello's ability to fill key staff vacancies critical drivers to setting Montebello Bus Lines' TAP conversion date.

Norwalk Transit

TAP Operation staff has been meeting with Norwalk Transit and kicked-off the installation process. Norwalk Transit is grappling with failing fareboxes and is eagerly anticipating the new TAP/UFS fareboxes. Installation is tentatively scheduled for March/April 2009. Like all municipal operators, Norwalk Transit will be provided with a training farebox to assess farebox functionality with respect to fare policies and business rules, and to allow adequate time for operator and mechanic training before revenue operations begin. Norwalk Transit is beginning to plan for the conversion of former MetroCard holders to TAP.

Gardena Bus Lines

Gardena Bus Lines is tentatively schedule for TAP migration in the first half of 2009, and has indicated a need for additional fareboxes due to fleet expansion. The TAP cutover date will be timed to the extent possible to coincide with the delivery of the new expansion vehicles. TAP Operation staff visited the new bus facility to assess equipment needs and site readiness for TAP conversion. A kick-off meeting with Cubic will be scheduled for January.

Torrance Transit

Torrance Transit is not yet scheduled for TAP migration but is considering a Summer 2009 installation date. Like Gardena Bus Lines, Torrance Transit has indicated a need for additional fareboxes. TAP Operation staff last met with Torrance Transit in September to assess their cutover readiness. Filling key staff vacancies will be a critical driver to setting Torrance's TAP conversion date.

LADOT

LADOT is not yet scheduled for TAP migration due to the complexity of their installation with ten separate contractor owned operations facilities. Additionally, LADOT is a likely candidate for new TAP equipment, the DCU/Lite Validator, not yet deployed in the region, combined with TAP fareboxes on Commuter Express vehicles.

Antelope Valley Transit Authority

Antelope Valley Transit has expressed a desire to move forward with the cutover process and met with TAP Operation staff in October to discuss readiness. A revised cost estimate, based on AVTA's desire to now install fully functional TAP fareboxes was provided to AVTA in late November. AVTA staff will be taking the revision to their January Board meeting for final approval.

Metrolink Update

Metrolink has been working on business concepts to achieve regional connectivity between their riders and regional TAP participants. Of particular issue is completing their physical conversion from paper to TAP timed with the Metro Gating project so that their patrons transferring to Metro Rail are enabled with access into and out of the gated fare gates.

Over the last 6 months, staff from Metrolink and TAP Operation has met regularly on general technology concepts. In June 2008, Metrolink identified \$200,000 for use in FY09 to engage technical consultants required to help complete their concepts into a basis of design, and to write the specifications required to rehabilitate their equipment for TAP compatibility. Metrolink also committed an additional \$300,000 for use in FY10 to complete this process.

Monthly progress on the business rules they envision will be presented to Metro staff. Currently, Metrolink has presented the concept of associating a defined number of transfers for each ticket type issued to be used as "credits" for linked trips that are loaded onto TAP cards.

Booz Allen Hamilton has been engaged to explore the feasibility of vending such products from their ticket vending machines that will be accepted on TAP fare boxes and rail fare gates.

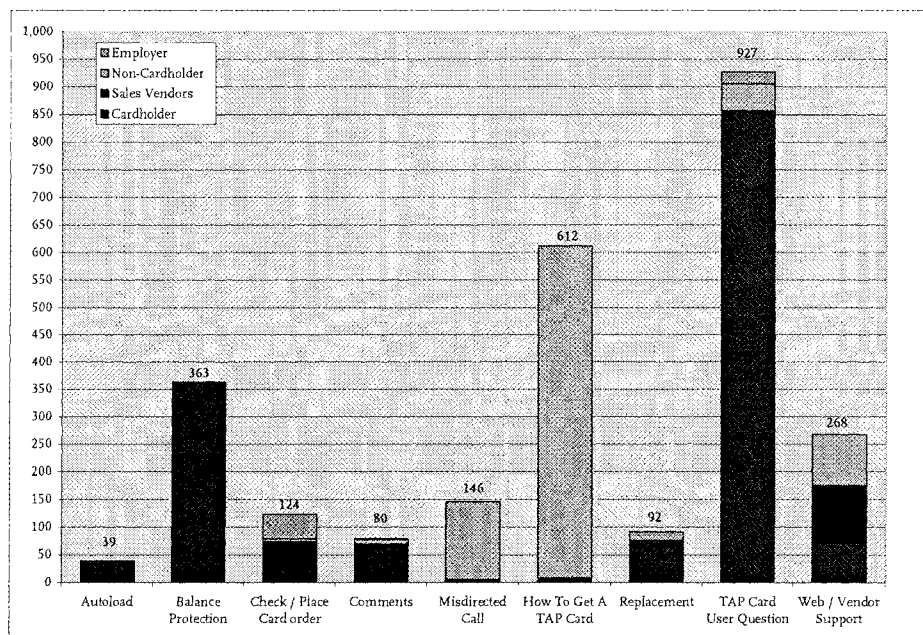
866.TAPTOGO Calls December 2008

The TAP Service Center has been operational since 2007. The data shown below is generated from card and patron activity resulting from sales at 4 Metro Customer Centers, five Foothill Transit Stores, the LADOT Transit Store, third party vendors, TVM sales, website sales plus other Metro pass programs (A/B/I-TAP). As additional vendor locations and municipal operators are installed with TAP equipment, the number of calls received by the Regional TAP Service Center is expected to increase. Additionally, expansion of the number of products available on TAP will also impact the call volume and type of calls received by the TAP Service Center. See pages 6, 7, 8 for the latest TAP implementation schedules.

	Employer	Cardholder	Non-Cardholder	Sales Vendors	TOTAL
Autoload		39			39
Balance Protection		363			363
Check / Place Card order	45	23	5	51	124
Comments	2	65	8	5	80
Misdirected Call		5	141		146
How To Get A TAP Card		8	604		612
Replacement	16	76			92
TAP Card User Question	21	857	49		927
Web / Vendor Support		71	93	104	268
<i>TOTAL</i>	<i>84</i>	<i>1,507</i>	<i>900</i>	<i>160</i>	<i>2,651</i>

There were 2,651 calls to the TAP Service Center in December, up slightly from the 2,219 calls in November. The largest number of December calls were generated by TAP cardholders, accounting for 57% of calls to the TAP Service Center. There were 612 calls (23%) asking how to obtain a TAP card.

The TAP Service Center continues to receive a fair number of misdirected calls, thought to be due to selection of the wrong IVR prompt through the 1-800-COMMUTE line.



Gating Project Status

See page 9 for the Gating Project schedule. Implementation of the gating project has been divided into four functional elements, overseen by four oversight teams whose December status is as follows:

Team 1: Technical Integration

- Migration activity to the regional central is complete. System Testing is underway.
- Conditional approval on the Gating functional requirements has been achieved.
- Metrolink integration design discussions are continuing.
- Design discussions continue with the contractor
- Configuration review meetings are continuing and submittals are under review.

Team 2a: Civil Work – Cubic

- Held meetings with Metro to review design criteria.
- Equipment layout drawings for the Green Line have been reviewed.
- Equipment layout drawings for the Red Line have been submitted.

Team 3: Maintenance

- Contractor presented their proposed services agreement to Metro.
- Review contractor's proposed Service Agreement to determine best options for Metro.

Team 4: Lease

- The lease agreement was signed in December.
- Continue working with the County Counsel and 3rd party support to assist in structuring the master agreement.