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Tap, Tap, Tap into Metro

- Distribution of new TAP badges for full-time and part-time employees begins May 1. New employee TAP badges will go into effect May 17.

By GAYLE ANDERSON

(May 1, 2008) The badges are coming! The badges are coming!

Coming soon to a cost center near you, the first bundles of raspberry-colored TAP badges left Human Resources May 1 en route to all full-time and part-time employees.

Those who don't receive the new TAP badges by May 13 are urged to call the Human Resources Employment Office at 922-7155, or go directly to the Employment Office, located on the Patsaouras Plaza at Metro Headquarters.

Branded with the Metro logo and Transit Access Pass TAP insignia, the new TAP badges provide access through security gates and transit fare.

Employees will need to TAP the new card for transit fare and entrance after May 17. That's when the original chip in the soon-to-be invalid employee badge are programmed to lose their 'tap' and access functions, said Human Resources DEO Stefan Chasnov.

Echoing CEO Roger Snoble's directive to successfully implement the Universal Fare System (UFS), Chasnov reminds employees to "tap" the card for transit fare.

"Let the new card serve as a reminder to tap, tap, tap," said Chasnov. "The cards provide a crucial statistic for ridership analysis and, most importantly, the cards are proof of fare for fare inspectors."

More do's and don'ts:

- Do wear your badge.
- Don't punch holes in your new badge or use pins. The badge comes outfitted in a vinyl sleeve attached to a handy clip.
- Do tap at all times when using transit, whether it's a Metro Rail or



Human Resources DEO Stefan Chasnov: Tap, tap, tap. Your new badge is proof of fare and required for access.

Metro Orange Line stand-alone validator, or a fare box aboard a Metro Bus. Tap, tap, tap.

Big incentive for taking care

If you lose or damage the new TAP badge, Human Resources Employment Office will replace it for a fee of \$15. Lose it again in the same year, and the replacement will cost you \$50.

Employees are reminded that if a new TAP badge is lost, it is extremely important to call HR immediately, said Jane Matsumoto of TAP Operations. HR works in coordination with TAP Operations to ensure that the TAP badge is “hot listed” to prevent fraudulent use for transit access other than the badge owner.

“In the future, this Metro TAP employee badge will be capable of carrying a separate cash purse or another transit product, and it is vital that staff starts to treat their badges no differently than they would their personal credit cards,” said Matsumoto.

Photos: Gayle Anderson



TAP Team: Employment Processing Specialists, from left, Imelda Castro, Leticia Felix Sanchez, Cinthya Lupian, Julie Flores, Lorraine Hernandez, Liza Alexander, and, foreground, Esmeralda Ledezma, hit the 10,000th mark in less than two weeks.

A hard-working team of Employment Processing Specialists initialized, printed, organized and packaged some 10,000 badges in less than two weeks, reported Janet Chu-Hooker, HR supervisor.

“It is a huge undertaking and a genuine team effort,” said Chasnov. The new cards came down the Human Resources chute in a coordinated effort with TAP Operations, ITS, General Services and Creative Services.

Metro Transportation Division management also has been integral to this TAP process, said Matsumoto. Bus operators are required to log on to their fare boxes on board their vehicles each day to begin their scheduled service. Each Transportation desk at all Metro operating divisions are capable of testing each operator’s badges on site to ensure that all operators have valid, working employee TAP badges.

“In all, it has been a large agency-wide effort to ensure that this technology is being utilized to promote efficiencies and conveniences for staff,” she said.

Call the TAP Hotline

A special internal TAP Hotline at (213) 922-4024 has been set up to respond to questions regarding the new TAP badges. And, HR and TAP Operations staff remain available to assist with any questions related to the new TAP card and how it works at Metro.