

Metro's Successful TAP-to-Exit Program Expands to E Line Downtown Santa Monica Station beginning Tuesday, Sept. 3

Jose Ubaldo August 28, 2024

The TAP-to-Exit program goal is to reduce fare evasion and increase safety on the Metro system

Building on the success of the Los Angeles County Metropolitan Transportation Authority's (Metro) TAP-to-Exit Pilot at its North Hollywood B Line station, Metro announced today that it is expanding the program to all 10 end-of-line stations, beginning with the E-Line's Downtown Santa Monica station on Tuesday, Sept. 3, 2024.

Due to its effectiveness in limiting unauthorized use, TAP-to-Exit is a common fare compliance practice around the world and in major transit systems across the nation, including Bay Area Rapid Transit (BART), Washington Metropolitan Area Transit Authority (WMATA) and Metropolitan-Atlanta Regional Transit Authority (MARTA).

Data from Metro's three contracted law enforcement partners revealed that up to 94 percent of individuals arrested on the system for violent crime do not possess valid fare or even a TAP card, which is required to ride on Metro trains and buses. By expanding the Tap-to-Exit program, Metro aims to prevent unauthorized use and maintain a safe environment for everyone.

The TAP-to-Exit pilot received very positive feedback from Metro riders. In less than two months, the North Hollywood station pilot transformed behavior along the 14 B-Line stations with reported crime and other issues (fights, drug use and graffiti) having dropped by more than 40 percent on the Transit Watch app. In an ongoing survey of North Hollywood riders, 91 percent stated that this pilot made the station feel cleaner and 86 percent stated that this pilot has made them feel safer.

The expanded TAP-to-Exit program will be implemented with an emphasis on an education-first approach. Outreach began on Aug. 22, 2024, including distribution of 25,000 multilingual brochures, comprehensive coverage of Metro Ambassadors, TAP Blue Shirts to assist with loading fares, as well as representatives from Metro's Low-Income Fare is Easy (LIFE) program to enroll on the spot income-qualified riders. The education period will last until Tuesday, Sept. 10, after which citations could be issued for those who evade fare. Those who didn't tap to begin their trip will automatically have the fare taken from their TAP card when they tap out.

About Metro

The Los Angeles County Metropolitan Transportation Authority (Metro) is building the most ambitious transportation infrastructure program in the United States and is working to greatly improve mobility through its Vision 2028 Plan. Metro is the lead transportation planning and funding agency for L.A. County and carries nearly one million boardings daily on a fleet of 2,200 low-emission buses and seven rail lines.

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