

Ensuring Metrolink customers experience seamless transfers through Metro's latched gates

Receive and File

Item 64

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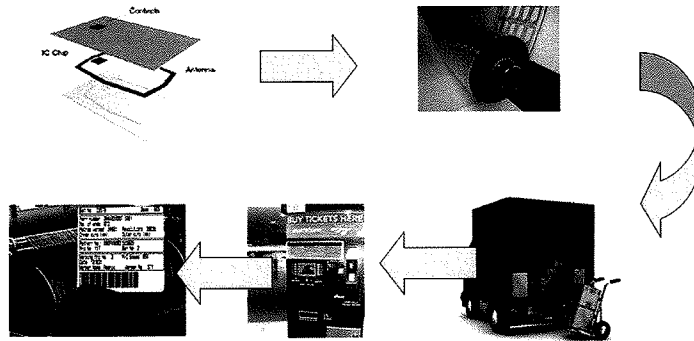


Background

- Continue to honor transfer agreements (that affect some 30% or 282,750 average monthly weekday boardings by Metrolink customers) after Metro latches gates in June 2013.
- Minimize exposure to any changes for Metrolink's customers.
- Research, develop, test and dispense paper rolled stock with TAP chips compatible with Metrolink's Ticket Vending Machines and Metro's gates.



Paper Metrolink/TAP Ticket Process



Metrolink Action Plan

Metrolink Action Items and Responsibilities:

- Develop, test and dispense paper rolled stock with TAP chip for all pass categories and dispense from select Metrolink TVMs.
- Prior to Metro's Feb. Board Meeting, Metrolink will report on pass testing success.
- By mid-May and prior to gate latching, Metrolink to begin dispensing new paper/TAP rolled stock in TVMs.
- Gate latching begins in early June; completion by end of August 2013.



Metrolink Action Plan

Shared Metro and Metrolink Action Items and Responsibilities:

- Metrolink and Metro staff will work together to implement agreed-upon transfer solution.
- Staff from both agencies will be present through initial gate latching process to assist customers.
- Between now and June 30, 2014, the current MOU and transfer policy will be maintained.
- As testing proceeds, other alternatives will be examined.



Metrolink Action Plan

Financial Considerations:

- Through June 2013, Metrolink's cost is estimated at \$750,000.
- No cost to Metro through June 2013.
- Annual ongoing costs to Metro will be about \$500,000 per year.



Metrolink Action Plan

Metrolink Board Action November 16, 2012:

- Directed staff to develop and test new TAP ticket and report back to Board.



Alternatives to be Considered

- Procure an alternative pass product or manufacturer
- Renegotiate terms of Transfer Agreement
- Replace Metrolink's Paper Ticket Vending Machines with new ones compatible with TAP
- Terminate Metrolink Transfer Agreement

