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Gate Latching Preparations Continue

Gate latching tests continued today with the latching of gates at Wilshire/Normandie and Wilshire/Western Stations. Staff has been reduced to a minimum to allow for the testing of the gate-help phone system. This system enables passengers to request entry assistance at latched turnstiles. Any gate can be opened remotely from the Rail Operations Center if a passenger that is disabled is unable to tap his/her TAP card. The gate-help phone has a special reader that detects when a person moves in close proximity to the phone so that person does not have to physically dial for help or push a button. Operations staff can view the person and speak with him or her about the issue. In addition, non-disabled customers with questions or concerns about tapping at the gate can also be assisted remotely. The multiple station testing was scheduled today, February 20, 2013, from 7:00 a.m. to 6:00 p.m. Union Station and other large stations will be scheduled for testing based on the results of tests today and in the near future. Metrolink ticket testing continues and preliminary results have been positive. Testing of latched gates and the gate-help phone system is a team effort made up of Los Angeles Sheriffs, Metrolink and many Metro departments. The latching of Red and Purple Line stations is still on schedule to begin in June.

Focus Groups Respond Positively to Redesigned TAP Screens

Last week Metro Research & Development held the third in a series of focus groups to gauge reaction to the redesigned TAP screens for Ticket Vending Machines (TVMs). The proposed designs impressed the group of 11 new and infrequent riders. The participants found the screens to be a vast improvement over the existing interface. As one participant noted, "I don't have to concentrate and look for the options. They are very clearly organized." One new addition is a more prominent language selection screen of 10 different languages, which will make purchases easier for limited English customers, as well as for tourists. Other improvements include simpler screens with fewer options and more intuitive selections. The new screens will help riders purchase and reload TAP cards more quickly and easily, a big help to both rail and bus riders. Bus riders are now using TAP cards more than ever. Results from the most recent bus survey conducted by Metro Research show that about 7 in 10 bus riders are now using TAP cards to pay for their fares. This is up from 5 in 10 last quarter. To view one of the new screen designs as posted to The Source, please click [here](#).

<http://thesource.metro.net/2013/02/15/focus-group-says-that-these-redesigned->

[screens-on-metro-ticket-machines-are-a-big-step-in-right-direction-what-do-you-think/](#)

Countdown to I-10 Metro ExpressLanes: Tip #5 – Motorcycles No Longer Need Transponders

Three days remain before the 10 ExpressLanes open between Alameda Street and the 605, and we continue to make operational improvements to the toll system. A recent improvement to our tolling software now enables motorcycles with a standard issued license plate to travel on the Metro ExpressLanes toll-free without a transponder or FasTrak account, effective immediately. This is based upon the DMV issuing unique license plates for motorcycles, coupled with a software improvement that now allows us to positively identify a standard issued motorcycle plate. Approximately 155 of our existing customer accounts will be positively affected by this improvement. Motorcycle customers were notified today of this new feature and the process for receiving a refund of their pre-paid toll balance when they return the transponder and close their FasTrak account. Motorcycle trips are always toll-free on both the 110 and 10 ExpressLanes.

About Metro ExpressLanes

Metro ExpressLanes is an exciting new endeavor. But like all new undertakings, it will take some time to become familiar with how it works, and it will take time before we experience the full benefits and rewards of this new traffic flow improvement project. We expect to see traffic flow enhancements and congestion reduction as the project progresses over time along with some immediate advantages such as new and more frequent transit service. Participant-adoption, and on-going feedback as a vital partner in this program will ensure its success as well as an improved travel experience for all drivers between the 110 and 10 freeways to downtown Los Angeles.

The White House Endorses America Fast Forward Transportation Bonds

This morning, the White House released a [fact sheet](#) concerning President Obama's "Plan to Make America a Magnet for Jobs by Investing in Infrastructure." This fact sheet contains a 7-point plan, which includes a provision to enact America Fast Forward Bonds. The document also includes a provision to implement the newly expanded TIFIA program (part of our Board-approved Federal Legislative program), which was included last year in MAP-21's America Fast Forward section. Our Government Relations team will continue to work with the Obama Administration (both at the White House and USDOT) and both Republicans and Democrats in the U.S. Senate and U.S. House of Representatives to advance our Board-approved Federal Legislative Program. Please also find [here](#) a brochure on our America Fast Forward Transportation Bond initiative that was previously shared with all Board members.

<http://www.whitehouse.gov/the-press-office/2013/02/20/fact-sheet-president-s-plan-make-america-magnet-jobs-investing-infrastru>

http://libraryarchives.metro.net/DB Attachments/130220_ntc AmericaFF_r10_LO_sprds.pdf

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Los Angeles County Metropolitan Transportation Authority
1 Gateway Plaza
Los Angeles, California 90012-2952
Phone: 213-922-6888 Fax: 213-922-7447