

# Introducing Metro ExpressLanes

*The how-to guide for a faster commute on the 110 and 10 freeways*



# METRO EXPRESSLANES

Imagine spending less time on the freeway.

Welcome to Metro ExpressLanes – faster commutes and more transportation choices.

Starting this Saturday, November 10, the carpool lanes on the 110 Harbor Freeway – between the 91 freeway and Adams Boulevard in downtown Los Angeles – will become Metro ExpressLanes. For the first time, these lanes will be open to solo drivers for a toll. **All drivers will need a FasTrak® transponder to use the ExpressLanes.** Carpools with two or more people, vanpools and motorcycles with a FasTrak will continue to travel toll-free.

And early next year, commuters on the 10 El Monte Busway – between the 605 freeway and Alameda Street in downtown Los Angeles – will also have access to newly-converted ExpressLanes.

Our goal is to move more people – not more vehicles – by offering more transportation choices. The program features and benefits include:

- > 59 new clean-fuel buses
- > Carpool Loyalty Program for carpools, vanpools and motorcycles
- > New El Monte Station
- > Widened Adams Boulevard off-ramp and added a new lane on Adams Boulevard
- > New Patsaouras Plaza Station
- > Toll credits for frequent transit riders
- > New pedestrian bridge on Adams Boulevard providing direct connection to the new Metro Expo Line 23rd/Flower Station
- > Expanded platform and parking spaces at the Metrolink Pomona Station
- > Lighting and security improvements at the Harbor Transitway Stations
- > Nine miles of new lanes in each direction on the 10 freeway between the 605 and 710 freeways
- > New bus stops at the Manchester and Slauson Stations
- > 100 new vanpools
- > New bike lockers at Harbor Gateway Transit Center and new bike hub at El Monte Station
- > LA ExpressPark™ parking systems
- > More than 2,400 construction-related jobs and 50 operations and maintenance jobs
- > Reduced congestion and greenhouse gas emissions

It's easy...sign up and save time!



To access Metro ExpressLanes:

- 1 Sign up for a FasTrak account and receive your transponder.
- 2 Mount the FasTrak transponder in your vehicle.
- 3 Before each trip, set the FasTrak transponder to indicate how many people are in your vehicle.
- 4 Enter the ExpressLanes at designated FasTrak entry points.
- 5 Save time!

All vehicles will need a pre-paid FasTrak transponder to access the Metro ExpressLanes. This small radio-frequency device adheres to the inside of your car's windshield. Every time you drive, just indicate the number of occupants in the vehicle by setting the switch on the transponder to the appropriate setting (1, 2, 3+). As the vehicle enters the Metro ExpressLanes, an antenna reads the transponder.

Sign up today for FasTrak.

- > Online at [metroexpresslanes.net](http://metroexpresslanes.net)
- > By phone at 511 (say "ExpressLanes" and follow prompts)
- > In person at walk-in centers (500 W 190th St, Gardena 90248 and 3501 Santa Anita Ave, El Monte 91731)
- > By mail at PO Box 3878, Gardena 90247
- > Automobile Club members receive a one-time 20% discount at any AAA branch location in Southern California



You can also sign up for FasTrak with "Mel," the ExpressLanes van. Find out where at [twitter.com/ExLanesVan](https://twitter.com/ExLanesVan).

FasTrak EXPRESS LANES

It's about choice.

**Solo drivers save time in the ExpressLanes.**

For the first time, solo drivers with FasTrak® can choose to save time by accessing the ExpressLanes as a toll-paying customer for an average travel speed of at least 45 miles per hour.

**Solo drivers move faster in all lanes.**

By redistributing vehicles across all lanes of the freeway, the ExpressLanes will make traffic flow more freely, creating more reliable travel times for everyone on the freeway.

FasTrak EXPRESS LANES

It's about rewarding yourself.

**Carpools and motorcycles reap rewards twice.**

Eligible carpools and motorcyclists can use ExpressLanes toll-free with a FasTrak transponder. And these groups are automatically enrolled in the Carpool Loyalty Program with a chance to win free gas cards each month that they use Metro ExpressLanes.

**Carpools have more choices than ever.**

The 110 ExpressLanes add smart new lanes at Adams Boulevard for better traffic flow. The 10 ExpressLanes add nine new lane miles between the 605 and 710 freeways to improve travel times. Two-person carpools – who currently cannot access the 10 San Bernardino Freeway carpool lanes during peak hour (Mon-Fri 5am-9am, 4pm-7pm) – will now have the choice to use ExpressLanes for a toll.

**Guaranteed access, anytime.**

Eligible carpools and motorcyclists will always have access to the ExpressLanes. Only solo drivers will be prevented entry if the average speed in the ExpressLanes falls below 45 mph for more than 10 minutes. These temporary restrictions on solo drivers will help keep traffic moving by regulating the number of vehicles in the ExpressLanes.

For more information on how to join a carpool, visit [ridematch.info](http://ridematch.info).

FasTrak EXPRESS LANES

It's about sharing the ride.

**Metro Vanpools reap rewards twice.**

Vanpools will continue to share the ride on the ExpressLanes toll-free. And with our new loyalty program, vanpool drivers can now qualify for drawings to win free gas cards each month they use these lanes. They also can benefit from Metro's van lease subsidy.

**Metro Vanpools mean less congestion.**

Metro ExpressLanes is adding 100 new vanpools to the ExpressLanes routes along the 110 and 10, to improve traffic flow and reduce greenhouse gas emissions.

For more information on how to join a vanpool, visit [commutesmart.info](http://commutesmart.info).

FasTrak EXPRESS LANES

It's about more transit service.

**Transit riders receive fast, frequent service.**

Riders on select transit lines along the ExpressLanes corridors will enjoy more frequent service. Metro's Silver Line service has improved frequency – every 10 minutes during rush hour on the 110 Harbor Transitway. As a result, ridership is up more than 60% on this line. (That's a lot less cars on the road to slow everyone down.)

We've also purchased 59 brand new clean-fuel buses for the Metro Silver Line, Foothill Silver Streak, Foothill Route 699, Torrance Transit Line 4, and Gardena Municipal Bus Line 1X. More seats, less pollution!

**Transit riders will enjoy newer, safer stations.**

The Metro ExpressLanes project includes new lighting and security at Harbor Transitway stations, construction of the just-opened El Monte Station, expansion of the Pomona Metrolink Station and creation of a new station at Patsaouras Plaza. In addition, you'll find new bus stops at the Manchester and Slauson Stations and a new noise barrier at the 37th Street Station on the 110 freeway.

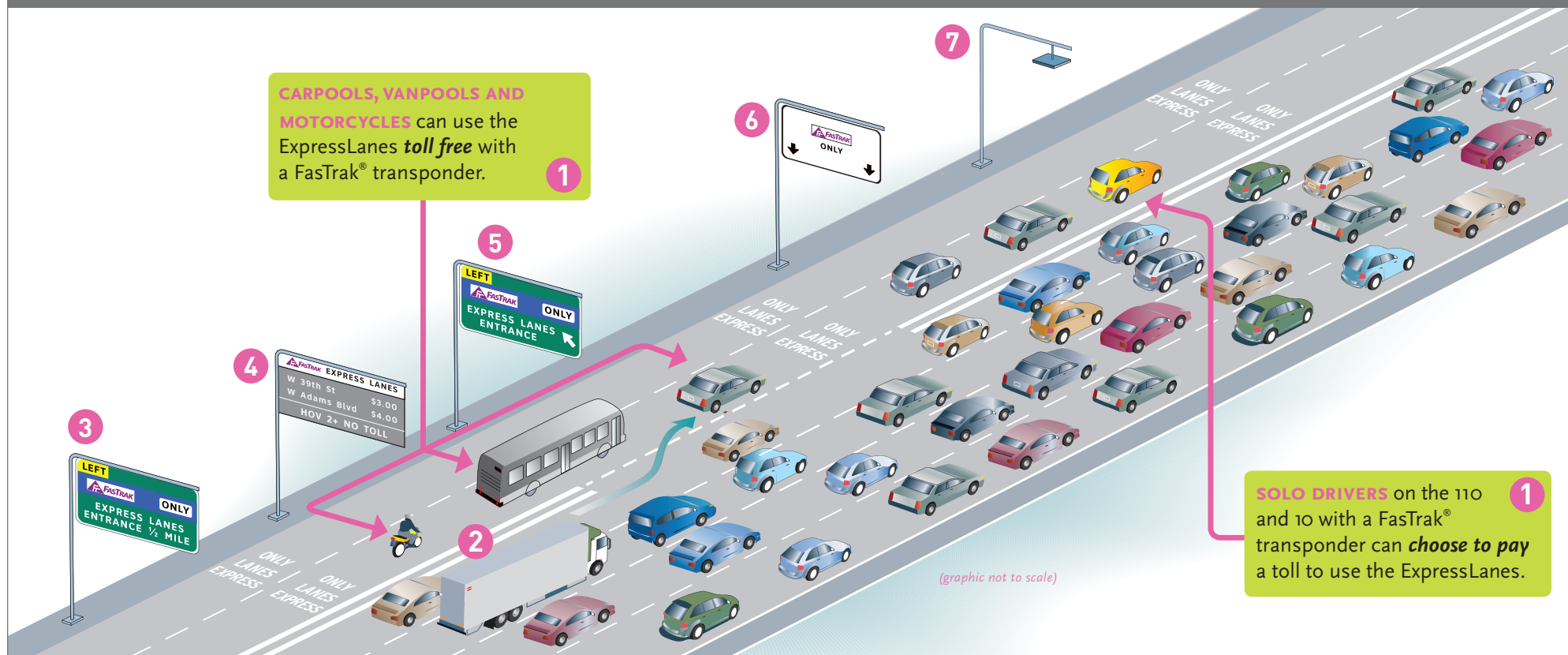
**Transit riders reap rewards for sharing the ride.**

Frequent transit riders on eligible transit routes\* earn toll credits that can be applied to their FasTrak account. Every 32 one-way trips during peak hours earn a \$5 toll credit, applied directly to the customer's FasTrak account. And just four one-way transit trips on these routes during the month waive the FasTrak account maintenance fee.

\*On the 110:  
Metro Lines 450, 550 and Metro Silver Line  
Gardena Line 1X  
Torrance Line 4  
LADOT Commuter Express 438 and 448

On the 10:  
Metro Lines 485, 487, 489 and Metro Silver Line  
Foothill Lines 481, 493, 497, 498, 499, 699 and Foothill Silver Streak

# METRO EXPRESSLANES

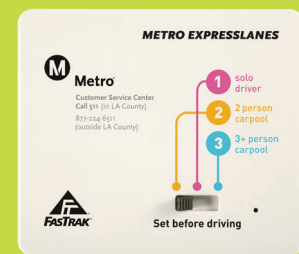


## How It Works

The 110 and 10 Metro ExpressLanes regulations will be enforced by the California Highway Patrol using visual and electronic means.

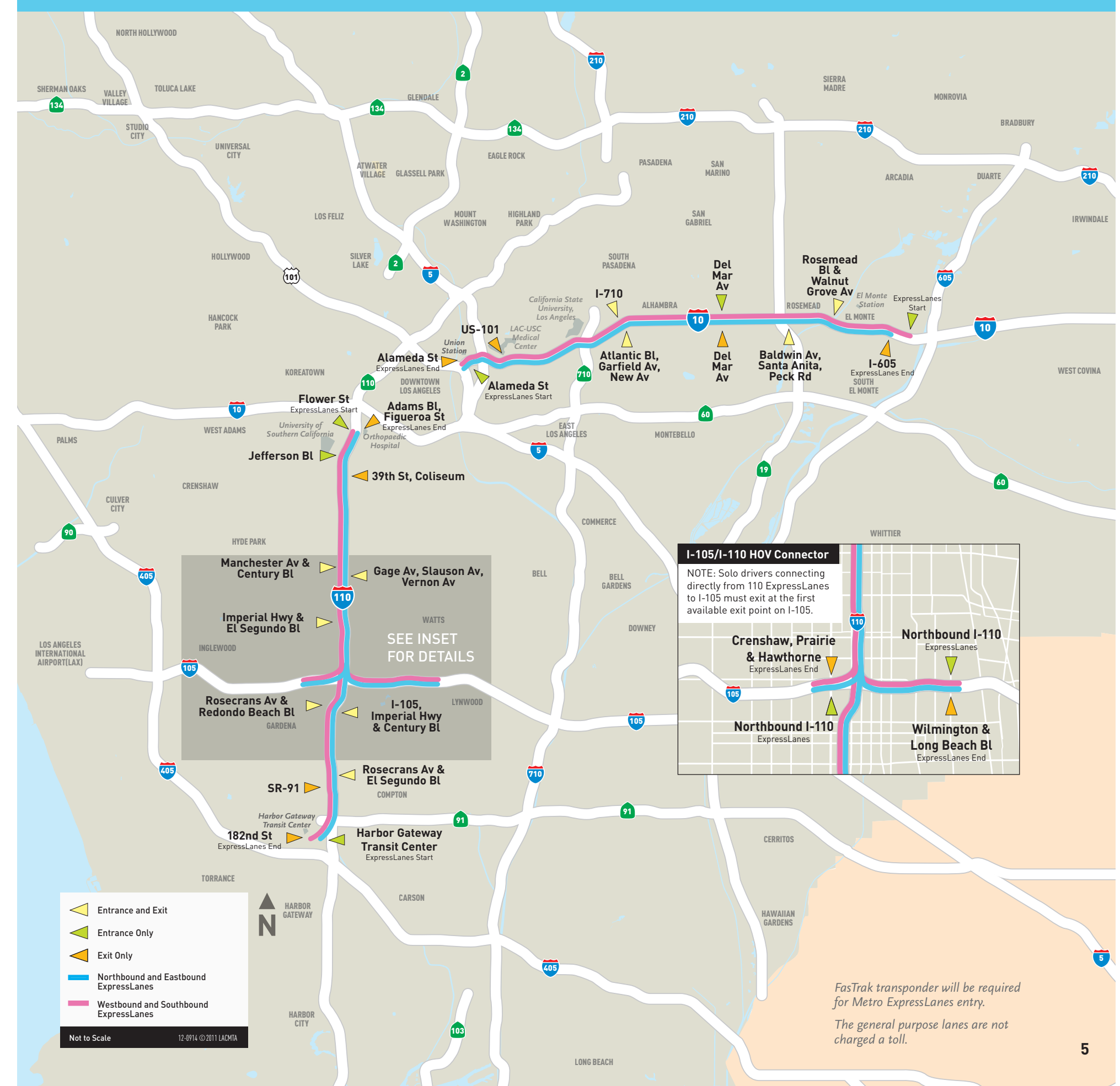
FasTrak transponders are portable and can be moved from one vehicle to another. The FasTrak can also be used on any toll facility in California. And if you already have a FasTrak transponder issued by another toll facility, it will work to pay a toll on the Metro ExpressLanes as well.

- 1 Prior to starting your trip, you will indicate the number of occupants in your vehicle by moving the switch on the transponder to the appropriate setting (1, 2, 3+).
- 2 The 110 and 10 Metro ExpressLanes will operate 24/7 and will be separated from the general purpose lanes by double solid white lines.
- 3 The first sign will be a FasTrak ONLY ExpressLanes sign approximately 1/2 mile away from the entrance to the ExpressLanes. Entry to and exit from the ExpressLanes will be indicated by a single dashed white line.
- 4 Tolls on the ExpressLanes are based on the current congestion level and the length of your trip. Approximately 1/4 mile away from the entrance to the ExpressLanes, the second overhead electronic sign displays two toll amounts:
  - 1) The current toll from this entrance to the next major exit; and
  - 2) The current toll from this entrance to the end of the ExpressLanes.
- 5 The third sign indicates the entry point to the ExpressLanes and informs drivers that FasTrak is required to use the ExpressLanes.
- 6 The fourth sign marks the start of the ExpressLanes toll segment and is the final reminder to the driver that FasTrak is required beyond this point.
- 7 Once you are beyond the ExpressLanes entry/exit point, where the dashed white line ends and the double solid white lines begin again, an overhead antenna will read the FasTrak transponder and, for solo drivers who choose to use the ExpressLanes, the correct toll amount will be automatically deducted from your FasTrak account based upon the toll amounts displayed to you on the second sign. Once a motorist enters at that point, his or her toll amount will not change. If a motorist exits in-between entry points displayed on the signage, the toll amount charged to the account will be in-between the two displayed rates. Those vehicles that are carpooling and meet the minimum occupancy requirements will not have a toll deducted from their account.



## Metro ExpressLanes FasTrak® Entry/Exit and Toll Point Locations

I-110 ExpressLanes open Nov. 10, 2012  
I-10 ExpressLanes open early 2013



FasTrak transponder will be required for Metro ExpressLanes entry. The general purpose lanes are not charged a toll.

# METRO EXPRESSLANES

 **EXPRESS LANES**

## Tips and Savings

- > An **existing FasTrak®** can be used, but will be charged the single occupancy toll.
- > **Prior to starting your trip**, set switchable FasTrak to indicate the number of people in your vehicle.
- > **Avoid a citation**; don't cross the double solid white lines.
- > Tolls range from **25 cents to \$1.40** per mile.
- > **Toll amount is locked** in at the moment you enter the ExpressLanes.
- > Motorcycles should **always** set FasTrak to "3."
- > ExpressLanes Equity Plan customers can open a FasTrak account at a **reduced rate**.
- > AAA members get a **20% discount** at any AAA branch location in Southern California or when signing up online at [AAA.com/metroexpresslanes](http://AAA.com/metroexpresslanes) for FasTrak.
- > Frequent transit riders **earn toll credits** with TAP.
- > Four one-way trips per month **waive the \$3 monthly account fee**.
- > FasTrak can be used on **all toll roads** in California.

For details, visit [metroexpresslanes.net](http://metroexpresslanes.net).

## Traffic conditions set the tolls.

The goal is to keep traffic moving at an average minimum speed of 45 mph in the Metro ExpressLanes. The minimum toll per mile is 25 cents; the maximum is \$1.40. The average toll should range between \$4 and \$7.

Sensors are deployed that measure congestion and adjust the tolls as the number of vehicles in the lanes increase. The more traffic in the ExpressLanes, the higher the toll amount. The less traffic in the ExpressLanes, the lower the toll amount. However, the toll amount is locked in once a vehicle is in the ExpressLanes.

If speeds fall below 45 mph for more than ten minutes, the ExpressLanes signs alert solo drivers not to enter the ExpressLanes until speeds climb back to 45 mph or faster. However, a solo driver already with a trip in progress in the ExpressLanes is allowed to complete their trip. This helps ensure smoother flowing traffic in the ExpressLanes for all who use them.

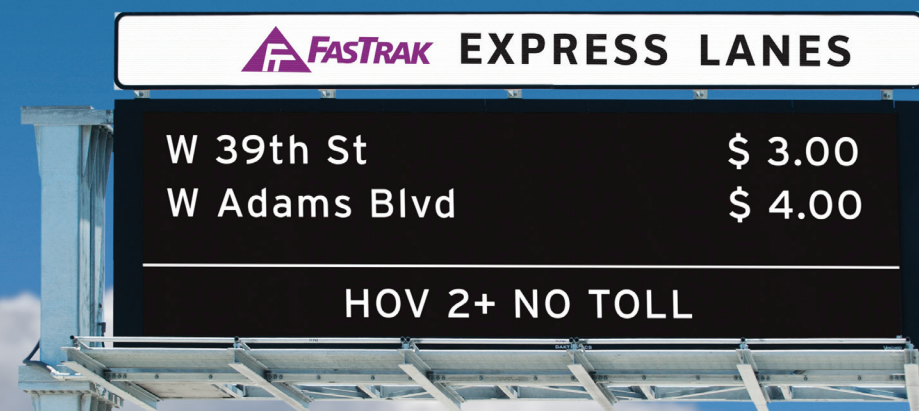
If a Sig-Alert occurs and the toll payer was not able to travel at the minimum average speed of 45 mph, the customer's FasTrak account is automatically credited the toll by the next business day.

In the case of a traffic incident in or near the ExpressLanes, toll amount signs may change the message displayed to one of the following:

**HOV Only** – ExpressLanes restricted to carpools to safely divert traffic around a blockage in the roadway up ahead or to allow traffic speeds to climb up above 45 miles per hour.

**Open to All** – ExpressLanes open to all vehicles, including those without a FasTrak. Message is displayed to safely divert traffic around a blockage in one or more of the general purpose lanes.

Net toll revenues will be reinvested into transit and other transportation improvements in the corridors where they are generated.



## Frequently Asked Questions

### Where do I get FasTrak®?

Customers will be able to establish their Metro ExpressLanes pre-paid FasTrak account online at [metroexpresslanes.net](http://metroexpresslanes.net); by calling 511 and saying "ExpressLanes;" by mail at P.O. Box 3878, Gardena, CA 90247; in person at our designated walk-in centers: 500 W 190th St, Gardena, and 3501 Santa Anita Ave, El Monte; or in person at any AAA branch office in Southern California.

### What does it cost to set up a pre-paid FasTrak account?

**Credit/Debit Card Accounts:** An initial pre-paid toll deposit of \$40 per transponder is required to open an account. The \$25 transponder deposit is waived. If the transponder is not returned in good working condition when the account is closed, a \$25 fee will be charged to the account.

**Cash/Check Accounts:** An initial pre-paid toll deposit of \$50 per transponder and a deposit of \$25 per transponder is required to open an account. When the account is closed and the transponder is returned in good working condition, the \$25 deposit is returned to the customer.

For those commuters who qualify for the Equity Plan, a one-time \$25 discount will be applied to their account. Enrollment in the Equity Plan can only occur in person at our designated walk-in centers or by mail. For AAA members, there is a 20% one-time discount if you sign up through AAA.

### How will the system distinguish between carpools and solo drivers in charging tolls?

Prior to starting a trip, the driver will indicate the number of occupants in the vehicle by moving the switch on the transponder to the appropriate setting (1, 2, 3+). The switchable FasTrak transponder will help enforce occupancy requirements aided by dedicated CHP officers who will provide visual verification.

### What are the carpool requirements for toll-free travel on the ExpressLanes?

All vehicles traveling on the Metro ExpressLanes must have a FasTrak transponder. The 110 and 10 have different occupancy requirements today, which will not change for the ExpressLanes. On the 110, vehicles with two or more occupants will travel toll-free at all hours. On the 10, vehicles with three or more occupants will be able to use Metro ExpressLanes toll-free at all hours. Vehicles with two occupants (on the 10 ExpressLanes only) will pay a toll during peak hours Monday through Friday (5 am-9 am; 4 pm-7 pm), but will have toll-free use during off-peak hours and on weekends.

### Are there any monthly fees associated with having a FasTrak account?

Yes. A \$3 monthly account maintenance fee is assessed. The fee can be waived with a minimum of four one-way trips on the Metro ExpressLanes in a month. The one-way trips can be any combination of paying a toll, carpooling toll-free, or eligible transit trips. The fee is automatically waived for customers enrolled in the Equity Plan. NOTE: The fee will not begin until AFTER the 10 ExpressLanes open early next year.

### I have an account with another toll agency. Can I use my FasTrak transponder on the Metro ExpressLanes?

Yes, your existing FasTrak transponder will work on the Metro ExpressLanes. You will be charged the single occupancy rate. If you would like to use the ExpressLanes as a carpooler and not be charged, you will need to obtain a Metro FasTrak transponder. You are not required to maintain two separate accounts. The Metro transponder will work on all toll facilities in California.

### I drive a CNG/Electric/Zero Emission vehicle. Do I have to pay a toll? Will I need FasTrak?

Yes, all vehicles will need a FasTrak to use the ExpressLanes. These vehicles will be charged a toll similar to all other solo drivers until March 1, 2014, at which time, these vehicles will not be charged a toll.

### I drive a motorcycle. Will I need FasTrak? Do I have to pay a toll?

Yes, motorcycles do need to have FasTrak but do not have to pay a toll. The FasTrak should always be set to 3+. The FasTrak can be placed in a secure location on the motorcycle such as a bag or purse.

For more FAQs, go to [metroexpresslanes.net](http://metroexpresslanes.net).

## About the Metro ExpressLanes Program

The Los Angeles County Metropolitan Transportation Authority (Metro) and Caltrans District 7, along with Foothill Transit Agency, Gardena Municipal Bus Lines, Los Angeles Department of Transportation, Southern California Regional Rail Authority (Metrolink) and Torrance Transit are partnering in the Metro ExpressLanes.

The Metro ExpressLanes Demonstration Program is primarily funded with a \$210 million congestion reduction demonstration grant from the U.S. Department of Transportation. Metro has held more than 300 community outreach meetings about the project, including eight public hearings.

The success of the Congestion Reduction Project will be measured and reported to the state legislature and federal government. Performance measurements will include:

- > Reduced travel times (maintaining free-flowing traffic at average speeds of 45 mph or faster)
- > Decrease in air pollution and greenhouse gas emissions
- > Increased use of transit, vanpools and carpools
- > Improved access to all travel choices, regardless of income

Success will be measured over the course of the year. Commuters will need time to learn how to take advantage of all of Metro ExpressLanes transportation options. Continuing education and operational changes, as appropriate, will help ensure the project meets its objectives and that travel times will improve on the 110 and 10 freeways.

# METRO EXPRESSLANES

## Help Make Metro ExpressLanes a Success

Metro ExpressLanes is an exciting new endeavor. But like all new ideas, it will take some time for drivers to become familiar with how it works. And over time we will experience the full benefits and rewards of this new traffic flow improvement project. Your participation 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 traveling on the 110 and 10 freeways to downtown Los Angeles.

This **Signature Program** is distinguished by:

- > First Express Lanes in Los Angeles County
- > First in California with Carpool Loyalty Program
- > First in California with FasTrak transponder occupancy switch
- > First in California on congested corridors
- > First in US to link transit use with Toll Credits
- > First in US with Equity Plan
- > One of six nationwide Federal Highway Administration demonstration projects

More choices for solo drivers.  
More rewards for carpoolers.  
More frequent transit service.

It's about time.



## Get Your FasTrak® Today!



### ONLINE

Sign up online at [metroexpresslanes.net](http://metroexpresslanes.net)



### VOICE

Call 511. Say "ExpressLanes."  
Outside of LA, Orange or Ventura Counties,  
call 877.224.6511



### WALK-IN CENTERS

500 W 190th St  
Gardena, CA 90248

3501 Santa Anita Av  
El Monte, CA 91731

Hours of Operation:  
Monday through Friday 8am-6pm;  
Saturday 9am-1pm



### MAIL

Download your application at  
[metroexpresslanes.net](http://metroexpresslanes.net), complete and mail to:

Metro ExpressLanes  
PO Box 3878  
Gardena, CA 90247

### ALL AAA BRANCH LOCATIONS IN SOUTHERN CALIFORNIA

Members receive a 20% discount

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