

# All-Door Boarding/Off-Board Fare Payment Status Report

Planning and Programming Committee  
System Safety, Security and Operations Committee

June 2015



# Transit Agency Survey

MUNI (San Francisco)



MTA (New York)



KC Metro (Seattle)



BC Transit (Vancouver)



# Consultant Study

## SCOPE OF WORK

- Dwell time impacts to passenger convenience, fare evasion, and pedestrian accessibility and circulation;
- Guidelines, criteria, and options for All-Door Boarding/Off-Board Fare Payment, including thresholds for ridership and/or boardings at stops that could benefit
- Cost/Benefit analysis
- Implementation options for bus stop locations with right-of-way characteristics that are highly constrained and those with more ample space
- Best practices regarding off-board fare payment at peer transit agencies

## SCHEDULE

- Summer 2015 – Develop Scope of Work and Issue Request for Proposals
- Fall 2015 – Award Contract and Notice to Proceed
- Spring 2015 – Final Report and Recommendations

# All-Door Boarding Pilot

## OBJECTIVE

Test all door boarding as a strategy for improving service reliability and travel time reduction by allowing customers with valid passes to enter from the rear. Cash and transfer customers must enter from front door.

## PROJECT DESCRIPTION

- Pilot at 2 stops along Line 720 (Wilshire Rapid)
  - Wilshire/Vermont WB during the AM (6:00 am-11:00 am) weekdays only
  - Wilshire/Westwood EB during the PM (2:00 pm – 7:00 pm) weekdays only
- Pilot test from May 18, 2015 to July 10, 2015
- Stand Alone TAP Validators (SAV) are placed on the sidewalk at the locations of the rear, middle, and front left doors to allow customers to “TAP and Board Any Door”
- Customers paying with cash, transfer, token, or needing assistance continue to enter through the front door

# All-Door Boarding Pilot



**Stand Alone  
Validator at  
each door**



**Vehicle Operations  
Supervisors manage  
bus flow and berthing**

**TAP “Blue Shirt”  
Ambassadors  
provide assistance**



# Marketing and Outreach



## Internet

- Web Site
- Social Media

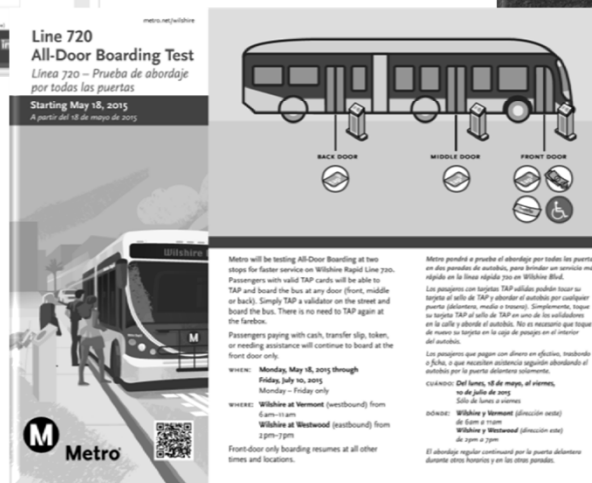


## Banner

- 6 foot banner marking pilot test location

## Take One

- English, Spanish, Korean
- Distributed prior to and during Pilot



## A-Frame

- Posters adjacent to SAVs



# Boarding Comparison



# Observations/Next Steps

## Initial Observations

- The concept is well received by customers and operators, but they are concerned about fare evasion;
- All-Door Boarding significantly reduces boarding times when large crowds occur;
- All-Door Boarding also helps to distribute customers evenly within the bus;
- Bus bunching greatly reduced with Vehicle Operations Supervisors support, resulting in more evenly spaced buses.

## Next Steps

- Final Evaluation of All-Door Boarding Pilot (Fall 2015)
- Summarize lessons learned and keys to success from peer agencies
- Issue RFP for consultant study (Summer 2015)