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**OPERATIONS COMMITTEE
JUNE 18, 2009**

SUBJECT: TRANSIT ACCESS PASS (TAP) & RAIL FARE GATE STATUS

ACTION: RECEIVE AND FILE

RECOMMENDATION:

Receive and file report on the Transit Access Pass (TAP) and Rail Fare Gate Status

ISSUE

TAP staff was directed to provide a regular status update of project milestones and deployment activities on the Transit Access Pass (TAP®) regional smart card. Also, with the inception of the Metro Rail Fare Gate project, staff was directed to report monthly on the progress of this project. This report serves to fulfill these requests.

DISCUSSION

There has been significant progress on TAP regional implementation:

- **Municipal Operators** – Norwalk Transit successfully converted to TAP operation on April 3 with stored value being loaded on TAP cards and used on Norwalk buses. Weekly teleconferences were held with Foothill Transit (May 14 installation), Gardena Municipal Bus Lines (June installation), Montebello Bus Lines (July installation), and a kick off meeting was held with Antelope Valley Transit (August/September installation).
- **Reduced Fare TAP** – Over 80,000 Senior, Disabled, and College/Vocational TAP cards have been produced and mailed to applicants. The backlog of TAP cards pending production subsided in May. Card turn-around time is now within the published 21 day cycle. At the April Operation Committee, staff announced the extension of the campaign for conversion of reduced fare passes through December.

Students K-12 are the next set of Reduced Fare pass holders to migrate to TAP. Staff has held several meetings with the Los Angeles Unified School District to plan for installation of Compact Sales Devices for sale of student passes on TAP. Understanding the sensitivities for seamless transition of students, this campaign set to begin in July will also be extended. It is important to note that any extension of paper passes in the system delays locking gates.

- **Day Pass** – More than 400,000 TAP cards were made available on bus for the Day Pass conversion to TAP from March 15 through April 11. New marketing materials have been provided on board buses and a video to educate riders and bus operators has been produced and is now being used at all bus divisions and on the website.
- **Metro Pass Sales Outlets** – With the conversion of additional vendors in March for April pass sales, over 400 third party vendor locations are now selling TAP monthly and weekly passes. During April/May, the Compact Point of Sale devices for these vendors will be upgraded to so that regional operations including the loading of multiple day passes, loading of stored value and loading Municipal operator products such as Foothill passes can be accommodated.
- **TAP Senior Center Program** – Approximately 39 City and Senior Center locations have been installed with sales devices to augment the 400-plus retail vendor network. An additional 40 locations have also begun the TAP conversion process which will increase the TAP sales locations to about 500 outlets for seniors. Community outreach and presentations in collaboration with the Metro Speakers Bureau and the ADA Compliance Officer responsible for the “Seniors on the Move” program have been on-going. Metro staff has gone to multiple senior centers issuing cards on the spot with portable devices so that seniors are not inconvenienced with travel, or turn around cycles.
- **TAP Regional Center** – There was an increase in calls to the TAP Regional Center in April as patrons continued to becoming familiar with the day pass transition and as card production delays affected the turn around of college/vocational, senior and LACTOA riders. The average call wait times decreased in May with additional staffing and improvements to the customer messaging system. To address increased call volumes as Municipal operators convert to TAP, other improvements to the permanent Interactive Voice Response system (IVR) will occur over the next several months. As the TAP Regional Center ramps up to support Municipal operator revenue operation, the ACS provided customer response management system will undergo full systems integration testing over the next several months.
- **Fare Inspections** - the number of inspections has continued to increase significantly over the last three months: 8,600 inspections were recorded in February; 30,085 in March; and 50,099 in April of this year. Staff continues to work with Rail Operations and Transit Security management over the use of hand-held validators. Rail Operations has indicated a need for additional equipment. Whereas issuance of hand held devices are currently limited primarily to civilian fare inspectors, TAP Operation staff have been instructed to get a cost and schedule proposal from the equipment supplier for up to 200 more devices, so that uniformed officers can also carry TAP validation equipment.

Specific schedules related to regional TAP implementation are detailed in Attachment A, with a summary of additional TAP status as follows:

1. TAP Usage Data

A critical performance indicator of TAP reliability is monitoring the use of TAP cards in Metro's bus and rail system. From May 2008 through April 2009, over 51 million TAPs have been recorded systemwide on Metro's bus and rail system.

The most significant milestones for the month of April are noted below:

- Nearly 11.0 million "taps" were recorded in April.
- Metro Monthly pass "taps" increased significantly during April with over 3.1 million transactions recorded (up from 2.1 million in March).
- Metro Weekly pass "taps" increased significantly during April with over 4.0 million transactions recorded (up from 3.2 million in March).
- Metro Day Pass transactions increased to 2.7 million taps during April (up from 1.6 million in March).

As more retail merchant pass sales locations and other pass types are converted from paper to TAP sales in the coming months, there will continue to be an increase in the total "taps" captured on the Metro bus and rail systems.

3. TAP Sales Activity

Eight Metro pass products are now sold on TAP cards. TAP versions of the monthly and weekly pass are available at Metro's four Customers Centers; Foothill Transit Stores; the LADOT Transit Store; TVMs; taptogo.net; autoload; and over 400 third party vendor locations. At these locations, the paper versions of the regular fare monthly and weekly passes are no longer available. Senior/Disabled Monthly, College/Vocational Monthly, regular Day Pass, and Senior/Disabled Day Pass were added to the product menus at TAP sales locations in March.

The most significant issues regarding TAP sales activity are noted below:

- TAP Full Fare monthly pass sales increased from 29,226 in March to 35,551 in April.
- Weekly pass sales have steadily increased as additional regions of third party vendors have been converted to TAP sales. The highest weekly sales occurred in the 4th week of April 2009 with more than 45,000 weekly passes sold.
- Sales of Metro Monthly TAP Passes increased at Rail TVMs from 879 passes in April 2008 to 4,405 in April 2009. Sales from March to April increased by 379, which was an increase of 9 percent.

4. Metro Rail Gating Status

The gating project is divided into four separate and inter-connected teams. The details on the status of each of the teams are shown below:

Team 1 – Technical Integration

- System testing of the Regional Central is continuing.
- Staff is developing use-cases for various media and ticketing options, including Interagency transfers, EZ Transit Passes and Metrolink transfers.
- Booz Allen and Metro are preparing technical requirements and schedule with Metrolink's fare system supplier.
- Gating software design discussions continue with the contractor especially as they relate to EZ Transit Pass and Interagency Transfers
- Configuration review meetings are continuing and submittals are under review.

Team 2. Civil Work

- Completed review and provided comments of equipment layout drawings for the Blue and Gold Line.
- Provided final comments to layout drawings for the Red and Green Lines.
- Reviewed passenger flow modeling based on Fire/Lift Safety changes.
- Revised Exit Calculations based on results of Fire Life Safety's review.

Team 3. Maintenance

- Booz Allen and TAP Operation staff continued negotiations with the Contractor on their proposed services agreement to Metro.
- County Counsel has been reviewing the contractual language of the consolidated agreement to define Metro requirements for additional services as Eastside Extension opens and Expo Line continues in construction.

Team 4. Lease

- The lease agreement was signed in December.
- Booz Allen and TAP Operation continue working with the County Counsel to structure the master agreement.

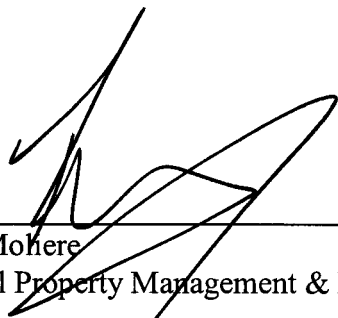
NEXT STEPS

- Return to the Board with response to Najarian-DuBois-Katz-Yaroslavsky Motion in July related to Regional EZ Transit Pass and Transfers on TAP
- Return to the Board with response to Yaroslavsky Motion in July on opportunities for TAP cost off-sets and revenue generation
- Return to the Board with TAP schedule impacts from Metrolink fare restructuring
- Continue processing reduced fare TAP cards and rollout of reduced fare products.
- Deploy marketing campaigns to improve public awareness, including websites for Internet/Intranet.
- Convert Foothill Transit to TAP in May 2009, Gardena in June, Montebello in July, and Antelope Valley Transit in August/September.
- Begin the installation of fare gates at the Mariachi/Soto station to meet Eastside Extension revenue operation date.
- Perform Systems Integration Test (SIT) for gating (Cubic).
- Perform Systems Integration Test (SIT) for Customer Response Management system (ACS)

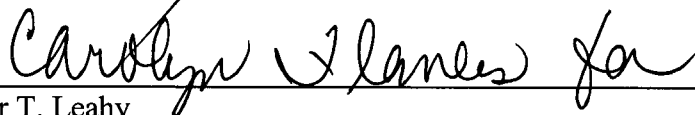
ATTACHMENT(S)

A. TAP Implementation Schedule

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TAP Operation

Monthly Report

April 2009

TAP Operation



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Major Accomplishments & Challenges

April 2009

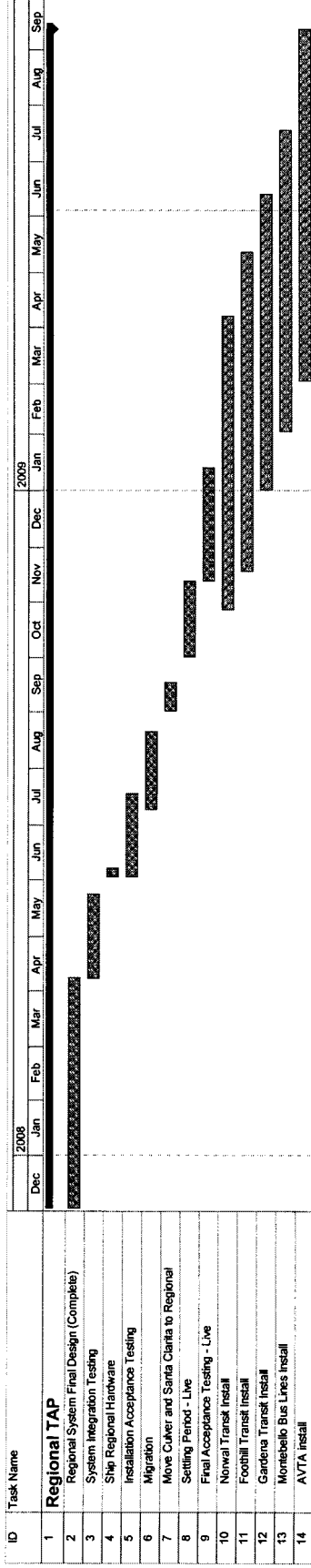
- A total of 405 Metro Sales outlets and 39 City/Senior Center locations are now selling TAP monthly and weekly passes. Migration planning for the conversion of the remaining third party vendor locations as well as other City and government sales locations for TAP sales in 2009 is underway.
- Norwalk Transit's fareboxes were replaced and they were converted to full TAP functionality in April. Weekly teleconferences were held with Foothill Transit (May installation), Gardena Transit (June installation), and Montebello Bus Lines (July installation), and a kick off meeting was held with Antelope Valley Transit Authority (Aug/Sept installation).
- As of late-April, over 80,000 senior, LACTOA, and college/vocational TAP cards had been printed and mailed. Due to the volume of cards being produced, the campaign to convert reduced fare patrons to TAP was extended to the end of 2009.
- Day Pass to TAP began on March 15th. TAP cards were made available on board buses through April 11th to facilitate customer transition to the new TAP Day Pass. During the 4 week campaign, over 400,000 TAP cards were distributed. After a short learning curve, operators and patrons became familiar with loading the day passes onto TAP cards.
- TAP Operation began the conversion of Metro Mail customers with the initiation of two pilot agencies being converted in May 2009. Development is currently underway for additional locations to be converted from Metro Mail to TAP in June 2009.

Challenges

- Metrolink continues to work on identifying business rules and tariff regulations to support their interfaces to TAP. Technical assistance and expertise from Metro's oversight consultant is required. Metrolink is scheduled to present their proposed plan for TAP integration in May 2009.
- TAP Operation staff continues to seek opportunities to reach out to Metro's reduced fare patrons to notify them of their TAP conversion:
 - ✓ Working with LADOT's Cityride program to send outreach material to the 120,000+ seniors and disabled in the Cityride database.
 - ✓ Letters are being mailed directly to customers who received LACTOA Disabled reduced fare cards from other municipal operators.
- A regional solution for converting EZ transit passes and Interagency Transfers (IATs) to TAP is needed.

Cubic's Proposed Regional Computer & Municipal Operator Installation

Metro TAP Operation and Regional TAP Service Center staff have completed system integration testing and training for the regional central computer. Metro, Culver CityBus, Santa Clarita, and Norwalk Transit have been successfully migrated to the regional central computer. Installation preparation has begun for the next four municipal operators – Foothill Transit, Gardena Municipal Bus Lines, Montebello Bus Lines, and Antelope Valley Transit Authority for installation in May, June, July, and Aug/Sept 2009.



Metro TAP Fare Products Rollout Schedule

Metro has successfully implemented regular Metro Monthly and Weekly passes on TAP cards. Rollout of other Metro TAP products including the County Buydown Monthly pass, as well as reduced fare passes for students, college/vocational students, seniors, and the disabled is continuing. The schedule shown below identifies the products as follows:

- Conversion of Senior and Disabled/LACTOA customers to TAP officially began in late December with the release of the new TAP reduced fare applications.
- The Buydown program was converted to TAP in January 2009.
- The Los Angeles Community College District I-Pass program rolled out to all nine LACCD campuses with sales for the Spring 2009 semester beginning in December. TAP conversion at Foothill Transit, Montebello Bus Lines, and Norwalk Transit in 2009 is a critical component of the Rio Hondo I-Pass program conversion to I-TAP (Fall 2009).
- Day Pass on TAP was converted from March 15 to April 11, 2009 with over 400,000 TAP cards distributed.

ID	Task Name	2009	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Metro TAP Products														
2	Regular Buydown														
3	Equipment Update & Training														
4	TAP sales begin														
5	College TAP														
6	Planning, Document Development, Training														
7	TAP sales begin														
8	Senior TAP														
9	Planning, Document Development, Training														
10	New Applicants on TAP														
11	Conversion of Existing Senior ID holders to TAP														
12	Disabled/LACTOA TAP														
13	Planning, Document Development, Training														
14	New Applicants on TAP														
15	Conversion of Existing LACTOA cardholders to TAP														
16	I-Pass to I-TAP														
17	UCLA I-TAP on Regular Blue TAP cards														
18	UCLA I-TAP Sales Begin														
19	Planning, Document Development, Training for I-Pass Locations														
20	I-TAP Sales Begin at LACCD Campuses														
21	Day Pass to TAP														
22	Operator Training														
23	TAP Cards Available on Bus														
24	Student TAP														
25	Planning, Document Development, Training														
26	TAP sales begin														

Metro Rail Gating Schedule

The Gating project is scheduled for pilot operation at the Soto and Mariachi Plaza Stations of the new Eastside Extension in July 2009.

ID	Task Name	Start	Finish	2009	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1	Metro Gating	Sat 3/1/08	Thu 12/31/09											
2	Cubic Limited Notice To Proceed	Mon 5/6/08	Thu 7/31/08											
3	Prop 18 Pending	Wed 3/5/08	Thu 7/31/08											
4	Technical Integration	Fri 5/2/08	Tue 9/29/09											
5	Cubic Technical Spec Review	Fri 5/2/08	Sun 8/31/08											
6	Cubic Design/Build/Test	Mon 8/1/08	Fri 6/26/09											
7	Pilot Test of Fare Gates	Wed 7/1/08	Tue 9/29/08											
8	Civil Work	Thu 5/1/08	Thu 12/31/09											
9	CCTV	Thu 5/1/08	Thu 12/31/09											
10	Metro CCTV Concept Phase	Thu 5/1/08	Sun 8/31/08											
11	CCTV & Help Phone Spec Development & Procurement	Mon 9/1/08	Fri 7/31/08											
12	CCTV Infrastructure Installation	Mon 8/3/08	Fri 11/27/08											
13	CCTV & Help Phone Installations	Fri 9/25/09	Thu 12/31/08											
14	Equipment & Fencing Installation	Mon 6/15/09	Thu 12/31/09											
15	Demo Gold Line (Mariachi & Soto Stations)	Mon 6/15/08	Tue 6/30/08											
16	Red Line	Wed 7/1/08	Mon 8/31/08											
17	Green Line	Mon 8/3/08	Sat 10/3/08											
18	Blue Line	Thu 10/1/08	Mon 11/30/08											
19	Gold Line	Mon 11/2/08	Thu 12/31/08											
20	Maintenance	Tue 5/6/08	Wed 9/30/09											
21	Base Contract Mods for Eastside Extension & Expo	Tue 5/6/08	Fri 7/31/08											
22	Launch New Service Agreement	Sat 8/1/09	Wed 9/30/09											
23	Lease	Mon 5/5/08	Mon 8/31/09											
24	Lease Agreement Development	Mon 5/5/08	Wed 12/31/08											
25	Complete Lease Terms & Conditions	Mon 1/5/09	Mon 8/31/09											

TAP USAGE SUMMARY Prior 12 Months

The number of taps increased from March to April, reaching a new one-month high of almost 11 million taps due largely to the conversion of paper Day Passes to TAP.

Month	ITAP	Emp Pass	ATAP & BTAP	Monthly	Weekly	Ret/Dep	Day Pass	TOTAL
May-08	40,435	26,511	262,506	288,173	137,582	39,172		794,379
Jun-08	33,429	27,726	278,490	275,889	132,456	38,685		786,675
Jul-08	44,066	30,372	316,426	464,541	378,174	43,746		1,277,325
Aug-08	39,066	29,306	328,691	947,174	1,321,715	40,127		2,706,079
Sep-08	138,714	29,720	351,215	1,223,740	1,770,856	47,865		3,562,110
Oct-08	192,441	30,467	396,335	1,639,144	2,294,327	52,942		4,605,656
Nov-08	153,170	24,981	360,542	1,600,382	2,268,831	43,608		4,451,514
Dec-08	124,622	24,918	350,624	1,679,548	2,322,392	41,356		4,543,460
Jan-09	168,835	25,551	249,358	1,741,966	2,520,361	44,435		4,750,506
Feb-09	402,436	23,625	318,238	1,651,750	2,566,492	43,348		5,005,889
Mar-09	605,451	27,344	381,516	2,131,205	3,234,675	52,015	1,682,662	8,114,868
Apr-09	592,278	31,275	397,689	3,112,294	4,034,747	50,489	2,692,986	10,911,758
TOTAL	2,534,943	331,796	3,991,630	16,755,806	22,982,608	537,788	4,375,648	51,510,219

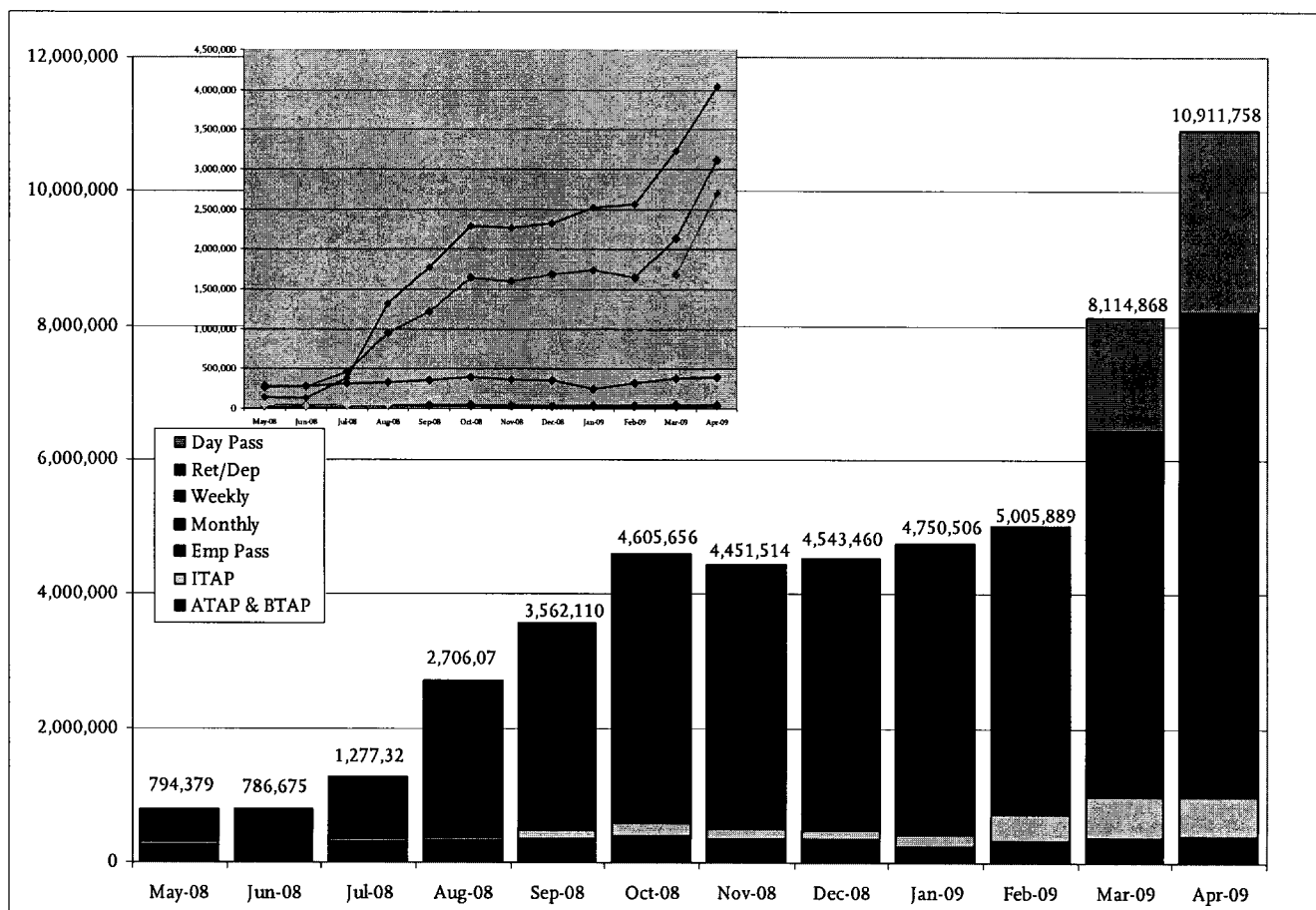
Calendar Year-To-Date Comparison

	Weekly	Monthly	Retiree/ Dependent	Employee
2008 YTD (4 months)	223,878	741,792	121,444	81,138
2009 YTD (4 months)	12,356,275	8,637,215	190,287	107,795

The number of taps of Weekly TAP passes continues to outpace all other pass types with more than 12 million taps year-to-date (Jan-Apr 2009).

TAPs by Type Prior 12 Months

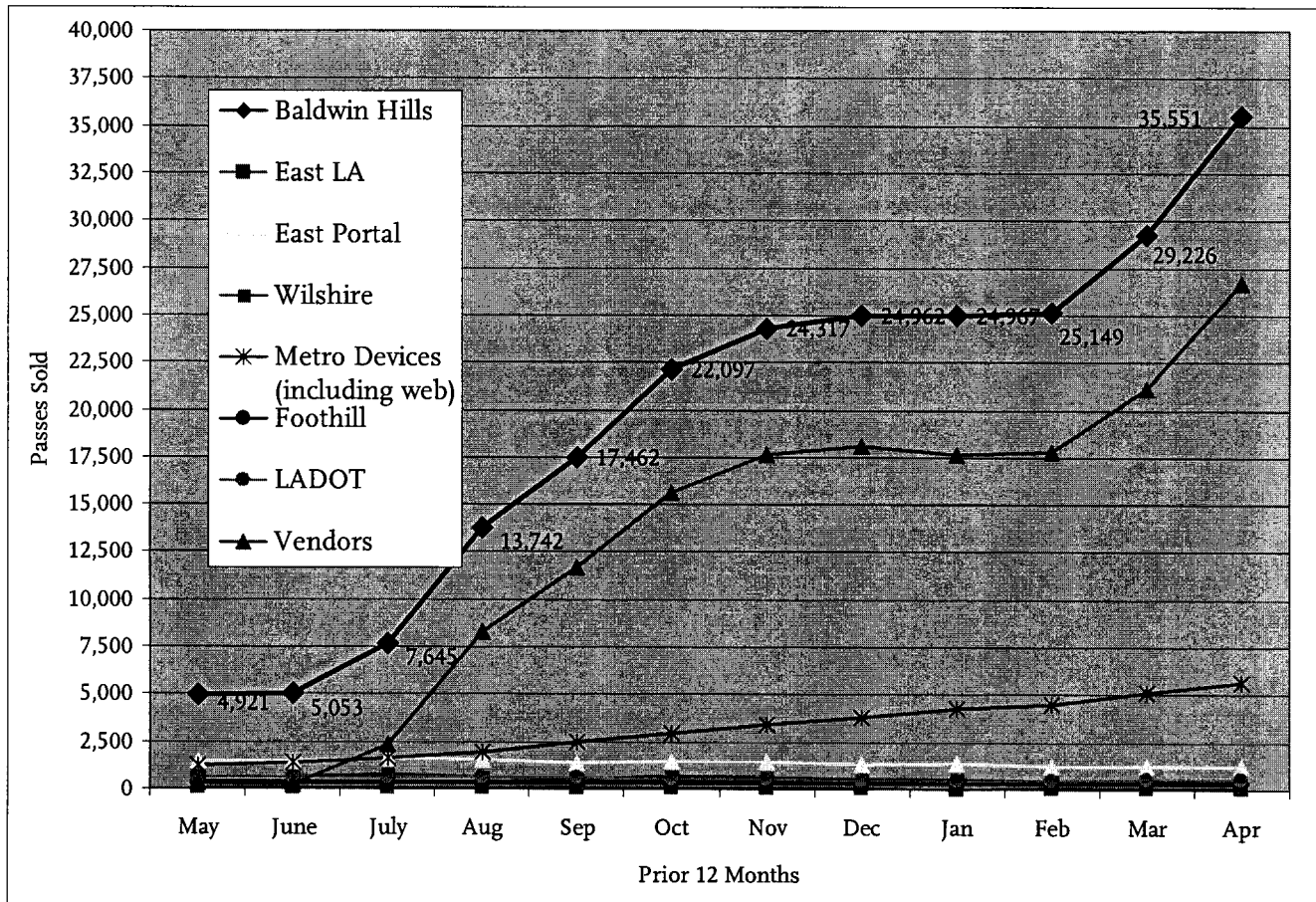
A total of ten different pass types are now available on TAP cards. Four of these – I-TAP, A/B-TAP, Employee badges, and Retiree/Dependent passes – are available exclusively on TAP. The Monthly (full fare, senior/disabled, and college/vocational), Weekly passes, and Day Passes (full fare and senior/disabled) are available on TAP at Metro Customer Centers, LADOT Transit Store, five Foothill Transit Stores, more than 400 third party vendor locations, and Metro Rail TVMs.



As of April, TAP Monthly and Weekly taps exceed all other pass types with 3,112,294 and 4,034,747, respectively. Monthly and Weekly taps will continue to grow as these products are expanded to Corporate TAP accounts.

Metro Monthly TAP Pass Sales Trends Prior 12 Months

Growth in monthly pass sales is occurring largely at third party vendor locations, along with loading at Metro TAP devices through TVM sales, web sales, and autoloads. There were 4,405 full fare monthly passes purchased at Metro Rail TVMs in April, up from 4,026 In March, and 3,438 in February.

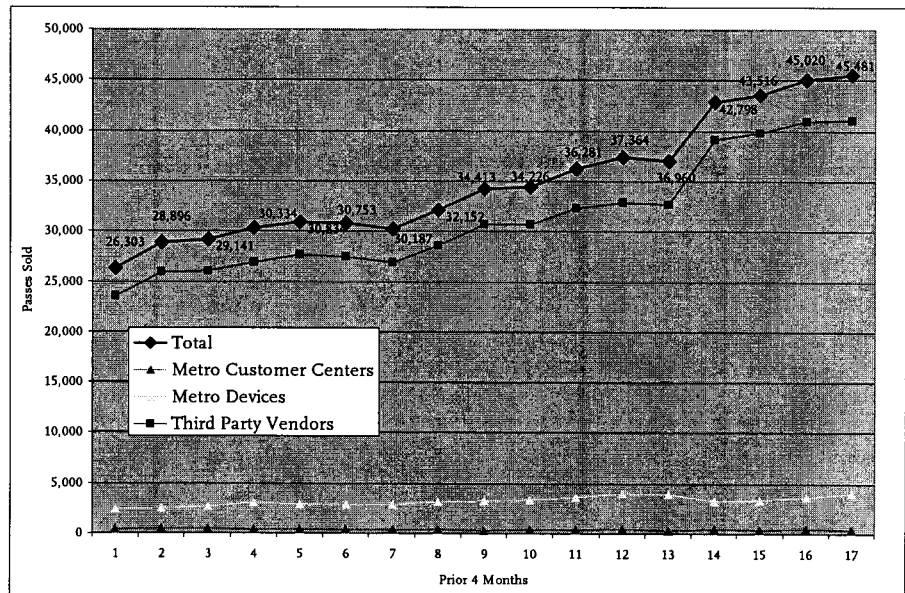


Metro Weekly TAP Pass Sales

Weekly pass sales have steadily increased as additional regions of third party vendors have been converted to TAP sales. The highest weekly sales occurred in the 4th week of April 2009 with more than 45,000 weekly passes sold.

	Validity Period	Week #	Metro Customer Centers	Metro Devices	Third Party Vendors	Total
January	1/4-1/10	1	339	2,400	23,564	26,303
	1/11-1/17	2	485	2,522	25,889	28,896
	1/18-1/24	3	486	2,653	26,002	29,141
	1/25-1/31	4	408	3,031	26,895	30,334
February	2/1-2/7	5	346	2,892	27,596	30,834
	2/8-2/14	6	410	2,905	27,438	30,753
	2/15-2/21	7	404	2,902	26,881	30,187
	2/22-2/28	8	396	3,188	28,568	32,152
March	3/1-3/7	9	302	3,232	30,692	34,226
	3/8-3/14	10	352	3,341	30,720	34,413
	3/15-3/21	11	364	3,621	32,296	36,281
	3/22-3/28	12	436	4,042	32,886	37,364
	3/29-4/4	13	325	3,949	32,686	36,960
April	4/5-4/11	14	441	3,228	39,129	42,798
	4/12-4/18	15	420	3,338	39,758	43,516
	4/19-4/25	16	445	3,622	40,953	45,020
	4/26-5/2	17	404	4,042	41,035	45,481

Third party vendors will continue to be the largest seller of weekly TAP passes.



Municipal Operator Updates

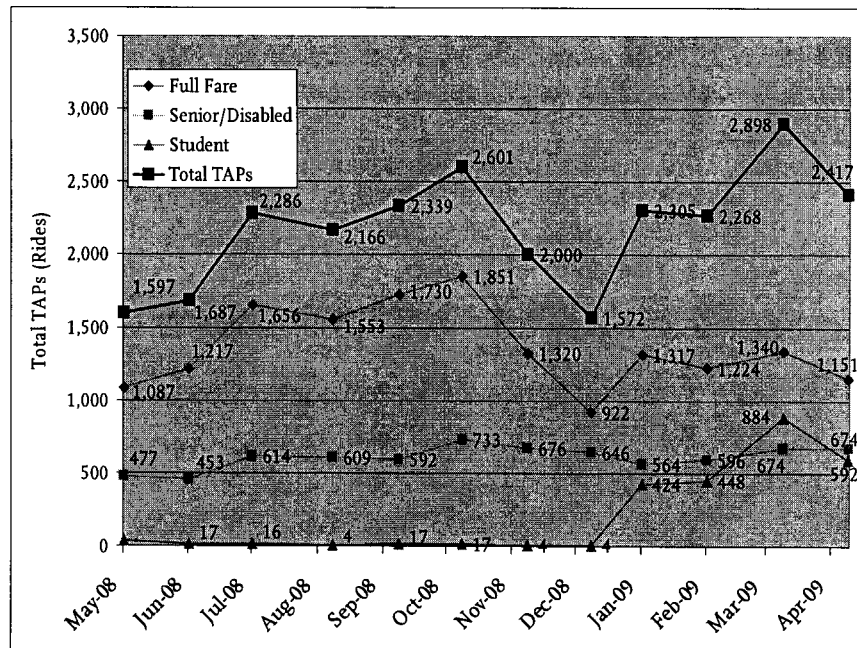
See Cubic's proposed Regional TAP Implementation Schedule on page 3. The regional central computer (RCDCS) completed final Systems Integration Testing in San Diego and was moved to its permanent location in Orange County. With Norwalk Transit's installation in early April, there are four operators utilizing the regional central computer. These four will be joined by Foothill Transit, Gardena Municipal Bus Lines, Montebello Bus Lines, and Antelope Valley Transit from May to September.

Culver CityBus

Culver CityBus is currently utilizing the stored value purse of the TAP card as a replacement for the stored value MetroCard which it jointly accepted with Foothill Transit, Montebello Bus Lines, and Big Blue Bus. (Norwalk no longer offers MetroCard with conversion to TAP). Over the last twelve months, Culver CityBus has loaded more than \$33,000 onto 1,923 TAP cards. The average load per card is \$17.37.

	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	Prior 12 Mo. Total	Prior 12 Mo. Avg.
Value Loaded	\$2,164	\$2,555	\$2,315	\$3,567	\$3,318	\$2,271	\$3,401	\$2,920	\$2,227	\$2,448	\$3,794	\$2,437	\$2,008	\$2,704	\$33,410	\$2,784
Number of Cards	145	170	153	209	228	112	188	175	117	143	169	130	121	178	\$1,923	160
Value per Card	\$14.92	\$15.03	\$15.13	\$17.07	\$14.55	\$20.28	\$18.09	\$16.69	\$19.03	\$17.12	\$22.45	\$18.75	\$16.60	\$15.19	--	\$17.37

TAP ridership is trending up in 2009. Ridership reporting has improved since Culver CityBus migrated to the regional central computer in January, providing more accurate counts of Student ridership. There were 2,417 taps made on Culver CityBus in April.



Foothill Transit

Foothill Transit is preparing for TAP installation beginning mid-May. Foothill will be converting MetroCard and their 31-day passes to TAP. Metro TAP Operation staff are assisting Foothill with farebox testing, third party vendor conversion, and preparation for TAP sales.

Foothill Transit continues to partner with Metro in supporting TAP sales of Metro's monthly passes at its five Transit Stores. Foothill Transit's El Monte Transit Store was one of three locations that sold the TAP monthly pass as part of the TAP customer pilot program in the Fall of 2008.

Santa Clarita Transit

Santa Clarita Transit completed installation of its TAP/UFS equipment in the Fall of 2007, but is not yet utilizing the TAP capability of the new fareboxes. Together with Metro and Culver City, Santa Clarita Transit will be part of the test group during the implementation testing phase of the RCDCS installation. Santa Clarita Transit successfully migrated to the regional central computer on December 1 and is now testing TAP cards on their system for a target launch date of June 2009 for TAP stored value.

Long Beach Transit

Long Beach Transit has been utilizing TAP/UFS fareboxes since 2006. Long Beach Transit accelerated their installation in order to replace failing fareboxes. Like Santa Clarita Transit, Long Beach Transit is not using the TAP functionality of their fareboxes. However, Long Beach Transit is not yet scheduled for migration to the Regional Central computer and conversion to TAP operation. They have implemented independent, non-TAP alternatives for issuance of Long Beach Day Passes and transfers on magnetic technology. Long Beach has confirmed that they will become TAP-enabled after the region has completed their implementation.

Montebello Bus Lines

TAP Operation staff held an initial business rules and fare table meeting with Montebello Bus Lines in March to prepare for TAP cutover this Summer. With the imminent movement of Metro Day Passes to TAP, Montebello is now confident that a TAP solution for their own day passes is now available. Their TAP installation is tentatively scheduled for the July 2009 timeframe. Prior to installation, Montebello Bus Lines will be provided with a training farebox to assess farebox functionality with respect to fare policies and business rules, and to allow adequate time for operator and mechanic training before revenue operations begin.

Norwalk Transit

Norwalk Transit fareboxes were installed in April. Norwalk began the conversion of MetroCards to TAP stored value in March and has begun to collect TAP Reduced Fare applications on behalf of their customers. Like Santa Clarita and Culver City, Norwalk is now fully converted to TAP functionality on the Regional Central computer.

Gardena Bus Lines

Gardena Bus Lines is tentatively scheduled for TAP migration in June 2009, and has indicated a need for additional fareboxes due to fleet expansion. The TAP cutover date will be timed to the extent possible to coincide with the delivery of the new expansion vehicles. A kick-off meeting with Cubic was held in January. Bi-weekly conference calls between TAP Operation, Cubic, and Gardena Bus Lines staff are now being held to plan the Gardena Bus Lines transition to TAP.

Torrance Transit

Torrance Transit is not yet scheduled for TAP migration but is considering a late Summer 2009 installation date. Like Gardena Bus Lines, Torrance Transit has indicated a need for additional fareboxes. TAP Operation has been in contact with Torrance Transit to assess their readiness to convert to TAP. Filling key staff vacancies will be a critical driver to setting Torrance's TAP conversion date.

LADOT

LADOT is not yet scheduled for TAP migration due to the complexity of their installation with ten separate contractor owned operations facilities. Additionally, LADOT is a likely candidate for new TAP equipment, the DCU/Lite Validator, not yet deployed in the region, combined with TAP fareboxes on Commuter Express vehicles. TAP Operation staff has initiated TAP migration discussions with LADOT.

Antelope Valley Transit Authority

Antelope Valley Transit has expressed a desire to move forward with the cutover process and met with TAP Operation staff. A formal kick-off meeting was held in April, with installation tentatively scheduled for the August/September time frame. Bi-weekly meetings are currently underway along with evaluation of business rules on development of the Operator Control Unit (OCU) layout.

Metrolink Update

Metrolink has been working on business concepts to achieve regional connectivity between their riders and regional TAP participants. Of particular issue is completing their physical conversion from paper to TAP timed with the Metro Gating project so that their patrons transferring to Metro Rail are enabled with access into and out of the gated fare gates.

Over the last few months, staff from Metrolink and TAP Operation has met regularly on general technology concepts. In June 2008, Metrolink identified \$200,000 for use in FY09 to engage technical consultants required to help complete their concepts into a basis of design, and to write the specifications required to rehabilitate their equipment for TAP compatibility. Metrolink also committed an additional \$300,000 for use in FY10 to complete this process.

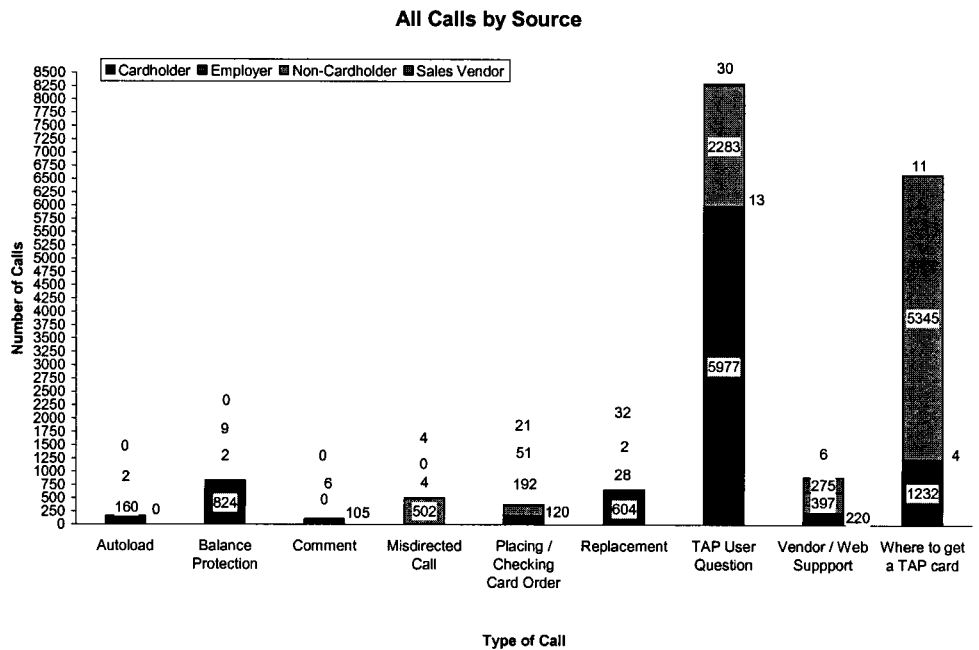
Monthly progress on the business rules they envision will be presented to Metro staff. Currently, Metrolink has presented the concept of associating a defined number of transfers for each ticket type issued to be used as "credits" for linked trips that are loaded onto TAP cards.

866.TAPTOGO Calls April 2009

The data shown below is generated from card and patron activity resulting from general public sales at 405 sales outlets, TVMs, website sales plus other Metro pass programs (A/B/I-TAP) including the Day Pass transition to TAP. As corporate accounts and municipal operators are installed with TAP equipment, the number of calls received by the Regional TAP Service Center is expected to increase. Additionally, expansion of the number of products available on TAP will also impact the call volume and type of calls received by the TAP Service Center. See pages 3, 4, 5 for the latest TAP implementation schedules.

	Cardholder	Employer	Non-Cardholder	Sales Vendor	Grand Total
Autoload	160	-	2	-	162
Balance Protection	824	2	9	-	835
Comment	105	-	6	-	111
Misdirected Call	4	-	502	4	510
Placing / Checking Card Order	120	51	192	21	384
Replacement	604	28	32	2	666
TAP User Question	5,977	13	2,283	30	8,302
Vendor / Web Support	220	6	397	275	899
Where to get a TAP card	1,232	4	5,345	11	6,592
Grand Total	9,246	105	8,768	344	18,462

There were 18,462 calls to the TAP Service Center in April. The largest number of calls was generated by cardholders, accounting for 50% of calls to the TAP Service Center. Of these, 65% (5,977) were calls asking how to use a TAP card. The TAP Service Center continues to receive a fair number of misdirected calls, thought to be due to selection of the wrong IVR prompt through the 1-800-COMMUTE line.



Gating Project Status

See page 5 for the Gating Project schedule. Implementation of the gating project has been divided into four functional elements, overseen by four oversight teams whose December status is as follows:

Team 1: Technical Integration

- System Testing of the Regional Central is continuing.
- Developing use-cases for various media and ticketing options.
- Presented Conceptual design for Metrolink integration with TAP.
- Continuing discussions with Metrolink's fare system supplier.
- Software design discussions continue with the contractor
- Configuration review meetings are continuing and submittals are under review.

Team 2a: Civil Work – Cubic

- Held meetings with Metro to review impacts of expected costs and budget limitations.
- Completed review and provided comments of Equipment layout drawings for the Blue and Gold Line.
- Provided final comments to layout drawings for the Red and Green Lines.
- Reviewed passenger flow modeling based on Fire/Life Safety changes.
- Revised Exit Calculations based on results of Fire Life Safety's review.
- Assisted in preparing Waiver requests for Fire/Life Safety

Team 3: Maintenance

- Continued negotiations with the Contractor on their proposed services agreement to Metro.
- Review contractor's proposed Service Level Agreement s (SLA) to determine best options for Metro.
- Revised Service Agreement requirements to better align with base contract.
- Develop contract language to define Metro requirements for additional services.

Team 4: Lease

- The lease agreement was signed in December.
- Continue working with the County Counsel and 3rd party support to assist in structuring the master agreement and finalizing all attachments.