

# **METRO EXPRESSLANES**

January 31, 2013

Board Staff Briefing



**Metro**<sup>®</sup>

# Agenda

Metro ExpressLanes



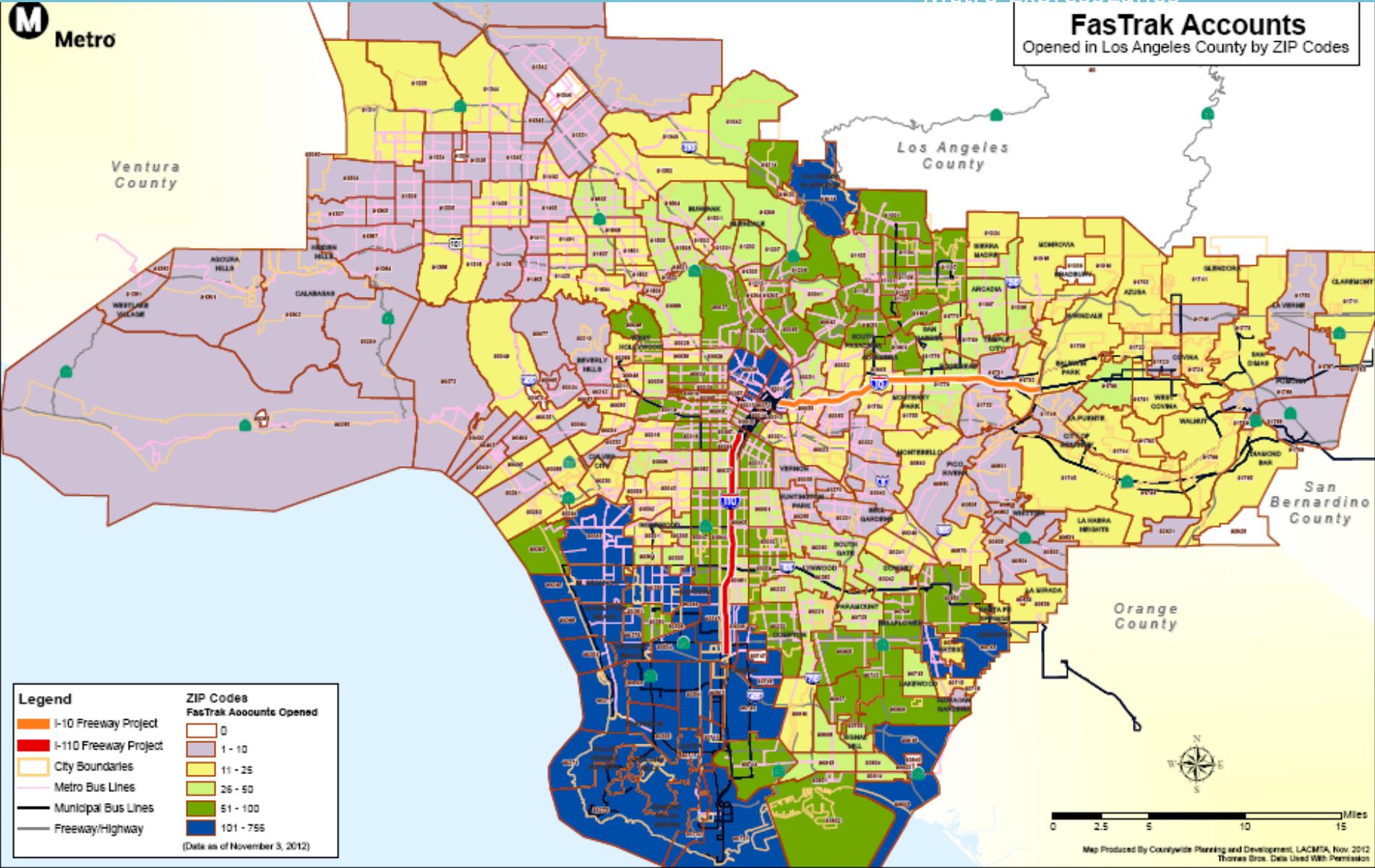
- > 110 ExpressLanes Update
  - > Traffic Performance
  - > System Operation
  - > Customer Experience
  - > Lessons Learned
- > I-10 ExpressLanes
- > Next Steps



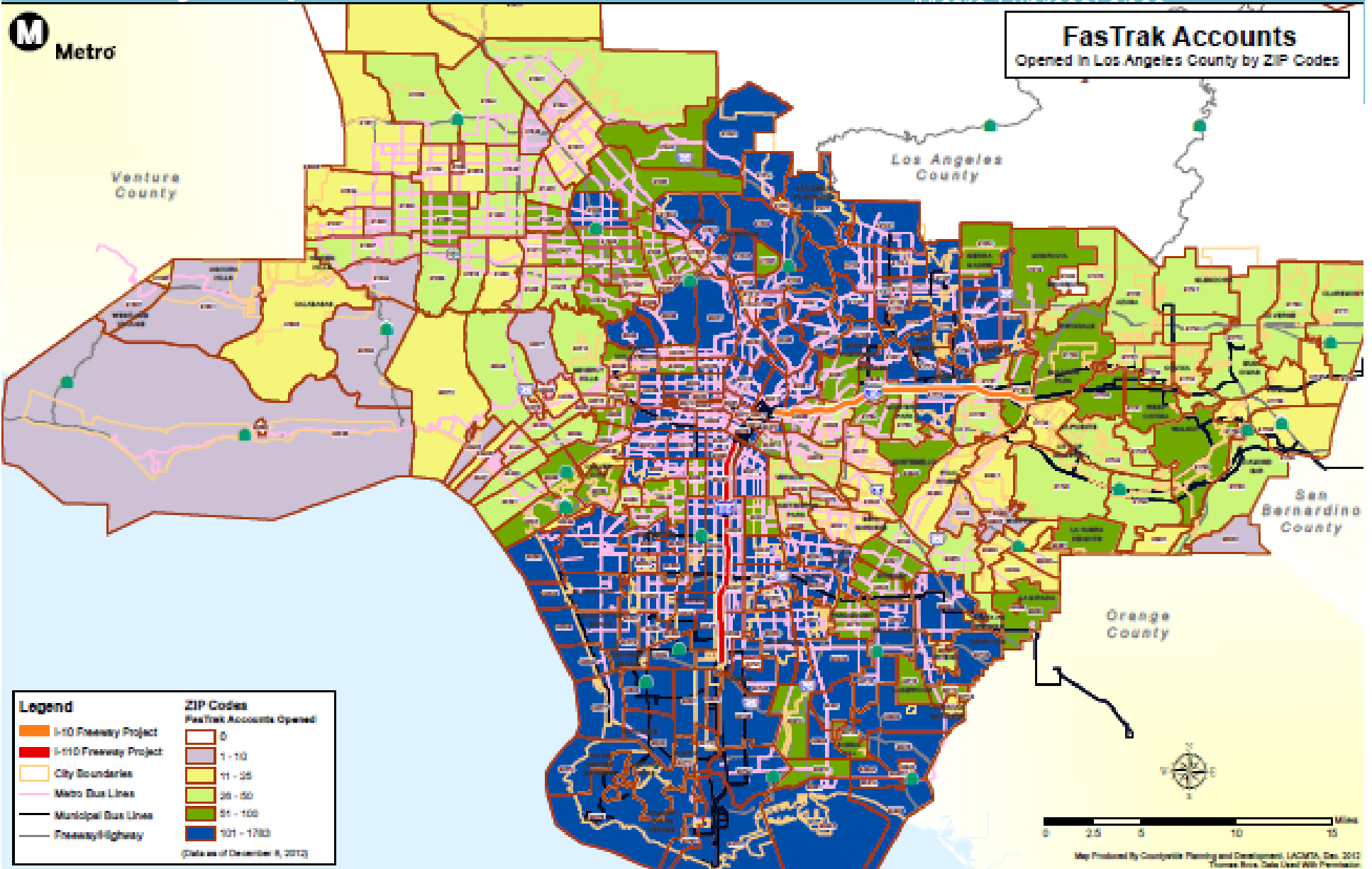
# By Zip Code – 11/3/12

Metro Express Lanes

**FasTrak Accounts**  
Opened in Los Angeles County by ZIP Codes



# By Zip Code – 12/8/12



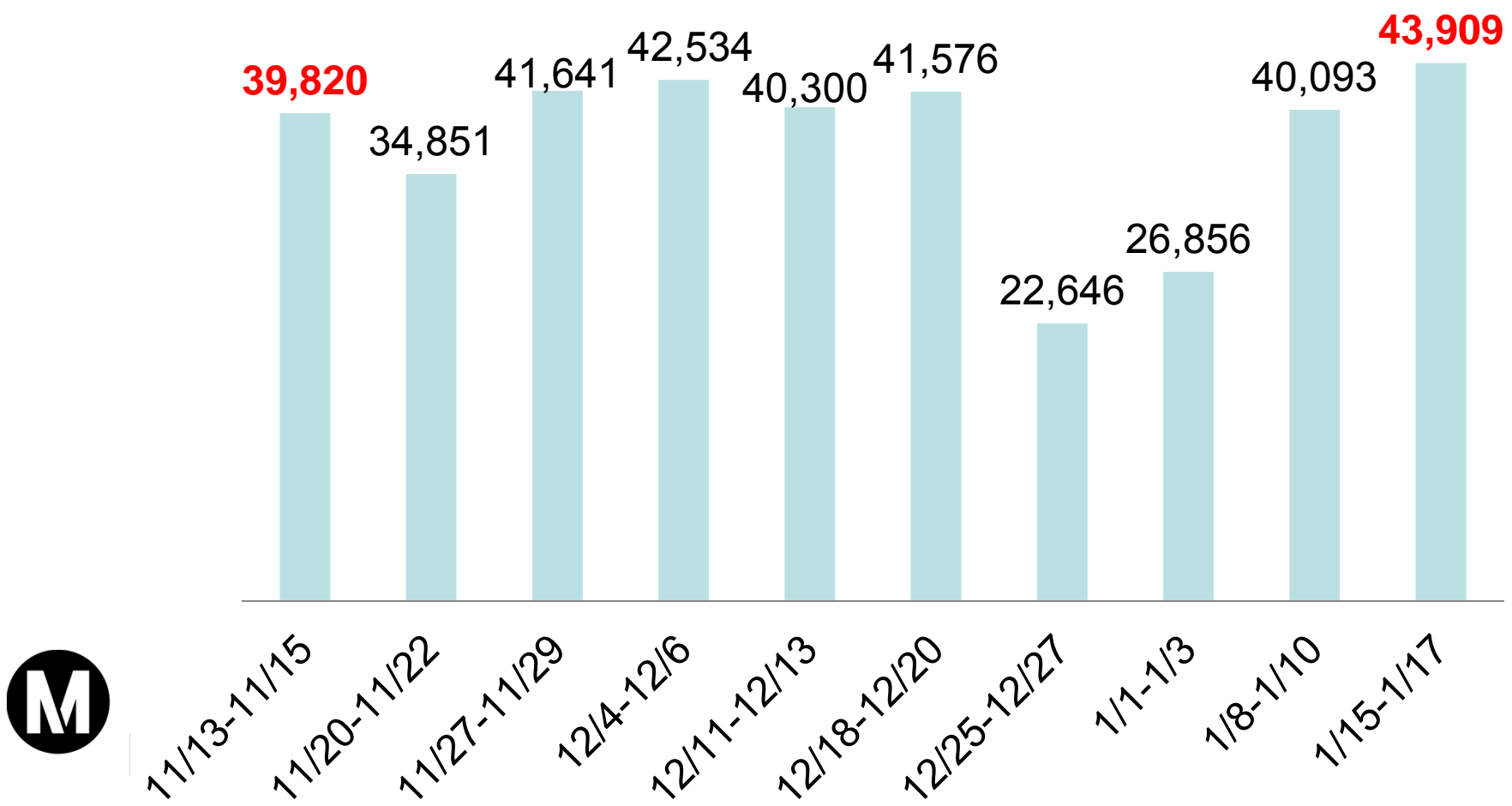


# Usage is Rising: ↑10%

Metro ExpressLanes



## 110 ExpressLanes Avg Daily Trips

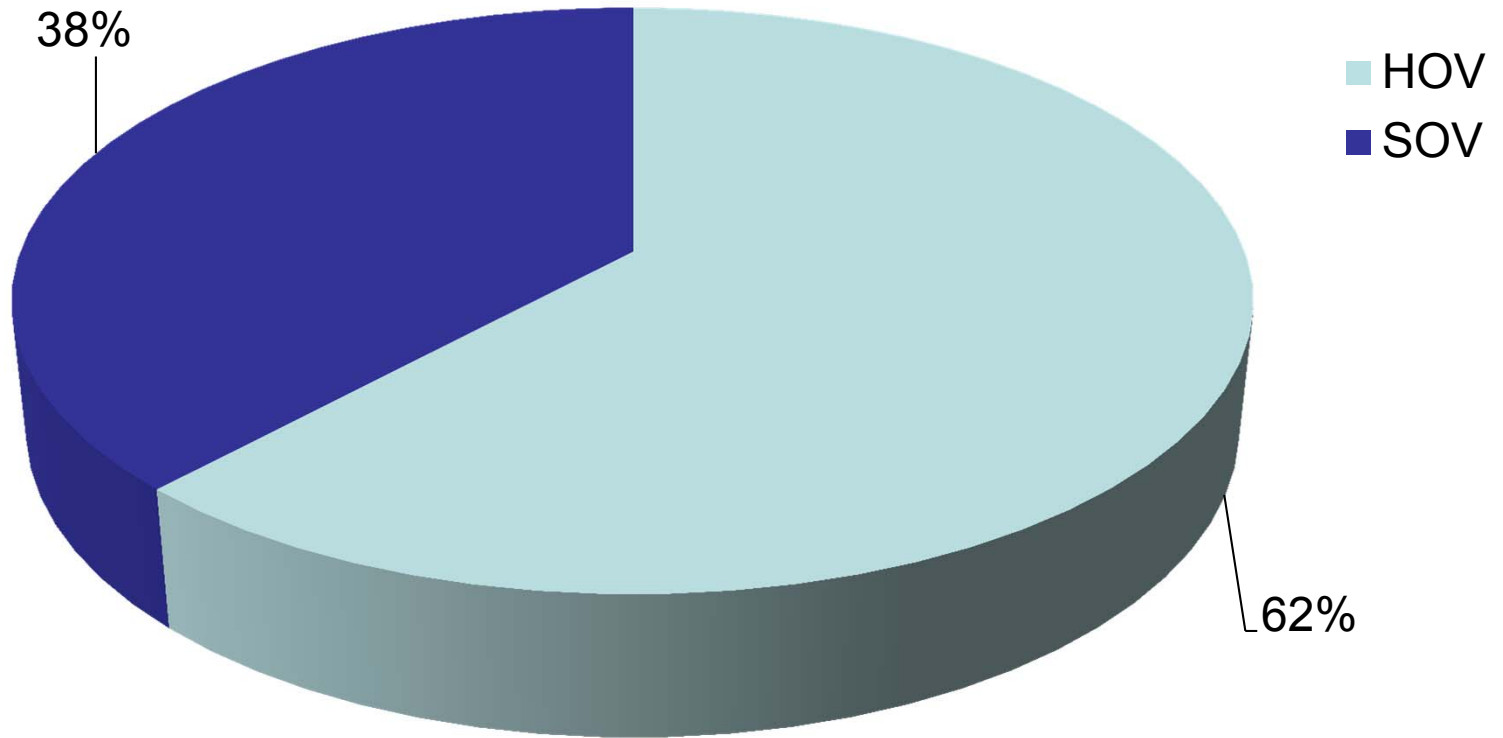


# Offers a Choice

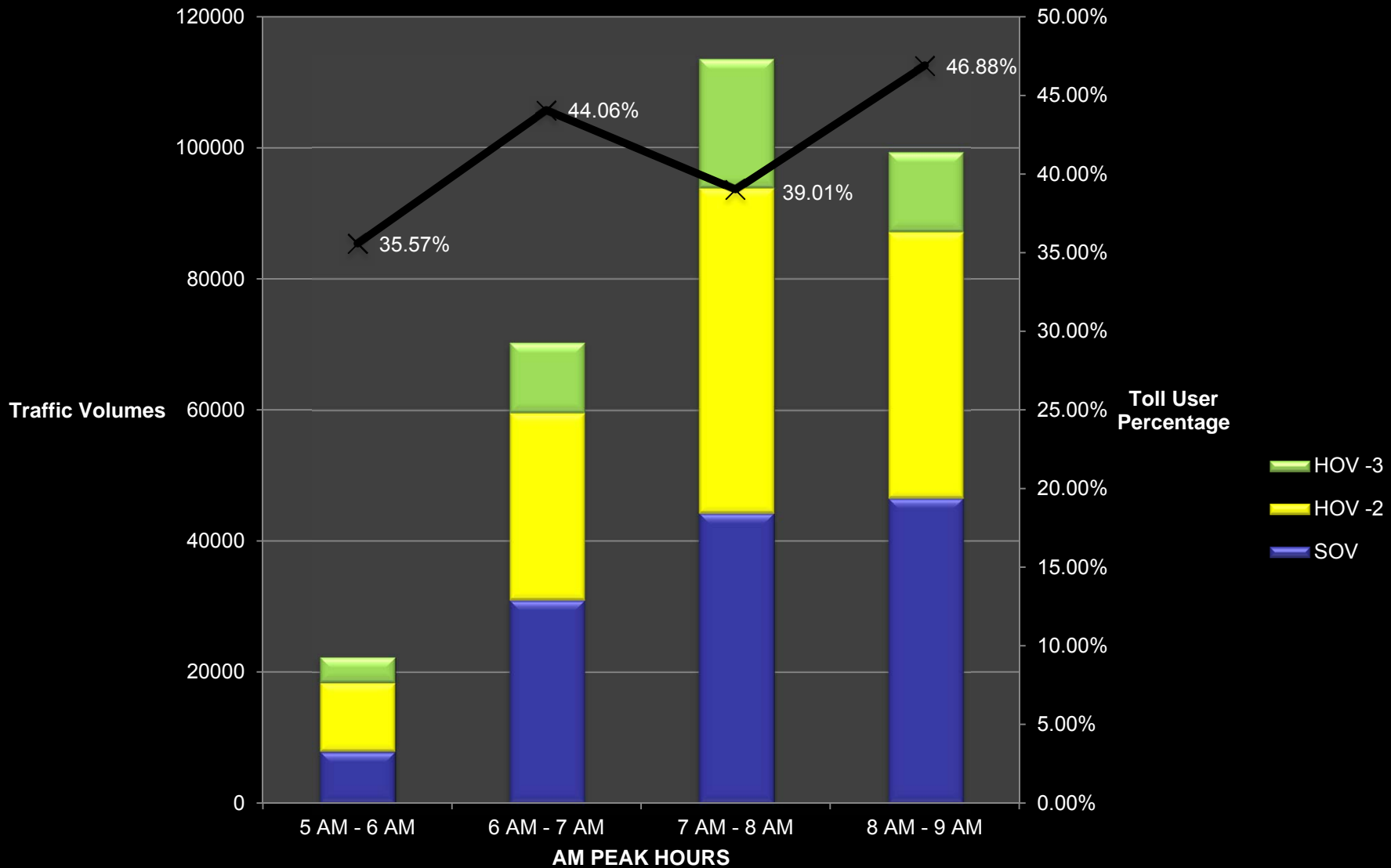
Metro ExpressLanes



## 110 ExpressLanes Traffic Usage



## Traffic Volumes and Percentage of Toll Users



**Metro**

Highest Toll-Free Usage is between **7am and 8am** and  
 Highest Toll Usage is between **8am and 9am**.



# System Operations



- > **Travel Speeds:** Above 45 mph 100% of the time
  - > Ramp up Period Continues but GP lanes improved 5 mph November 2012 to December 2012
- > **Safety:** Zero Accidents Attributed to ExpressLanes
- > **Average Posted Toll in the Peak** (11 mile trip):
  - November 2012 - \$5.70
  - December 2012 - \$5.60
  - January 1-17th - \$4.94
- > Estimated Toll Revenue (thru Dec 31): \$1,297,000
- > Est Toll Expenses (thru Dec 31): \$3,998,500
- > **CSC Activity:** 60,639 calls; 482,218 web visitors (10,137 sp)



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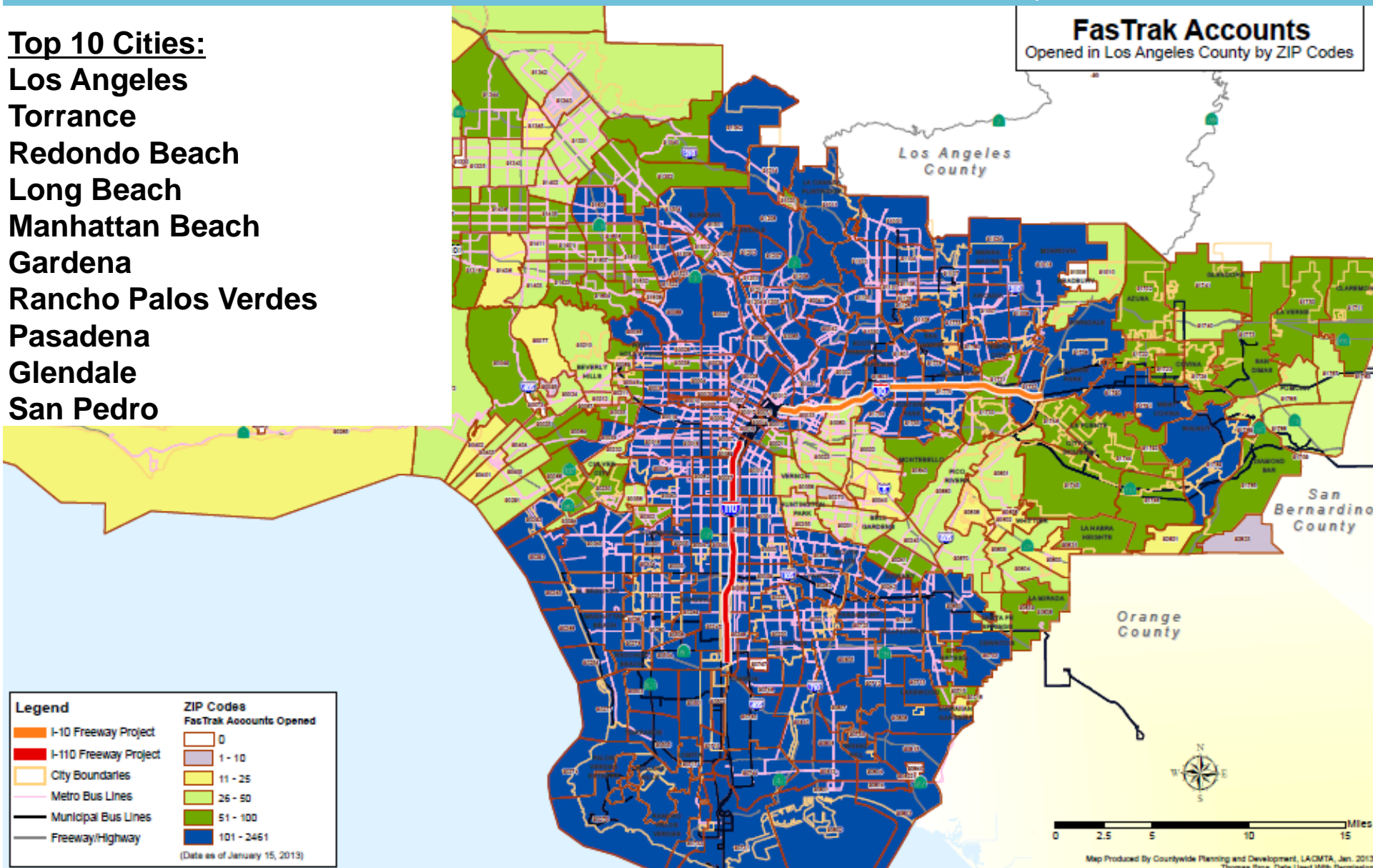
# Customer Experience

Metro ExpressLanes

## Top 10 Cities:

- Los Angeles
- Torrance
- Redondo Beach
- Long Beach
- Manhattan Beach
- Gardena
- Rancho Palos Verdes
- Pasadena
- Glendale
- San Pedro

**FasTrak Accounts**  
Opened in Los Angeles County by ZIP Codes



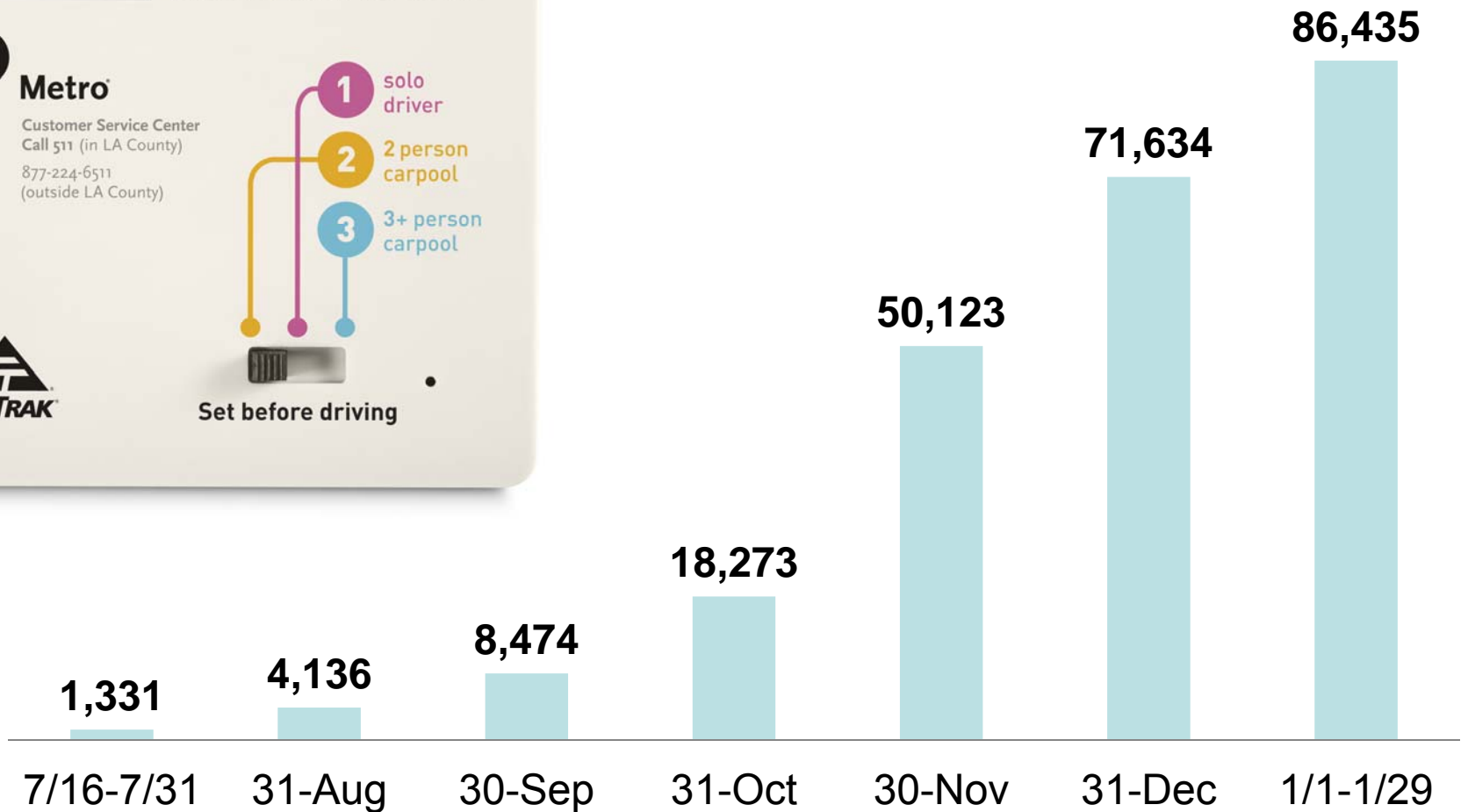
Map Produced By Countywide Planning and Development, LACMTA, Jan. 2013  
Thomas Box. Data Used With Permission

# Cumulative Issuance of FasTrak

Metro ExpressLanes



## Transponders



# Customer Profile

## Metro ExpressLanes



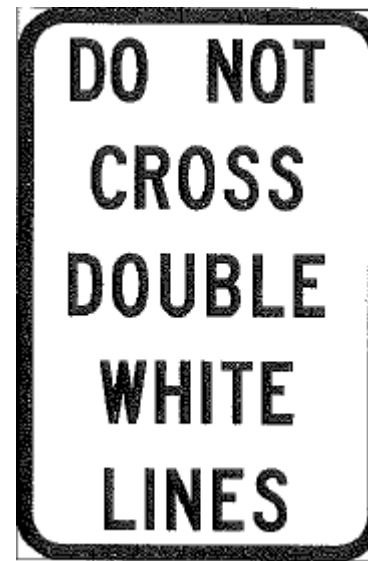
- > 62% carpool trips/38% SOV trips
- > Business: 1,763 accounts
  - > 64,622 trips (26% were SOV trips)
- > Alt Fuel Vehicles: 6,344 accounts
  - > 97,469 trips (42% were SOV trips)
- > Equity Plan: 1,616 accounts
  - > 32,065 trips (14% were SOV trips)
- > TAP Accounts: 1,442 accounts
- > 83% of customers would recommend FasTrak to family and friends



# Lessons Learned



- > Signage, Signage, Signage
  - > Additional Static Signage Installed This Week
  - > Lessons Learned will be applied to 10 ExpressLanes
- > Ongoing Marketing & Outreach
  - > Circulars to be distributed to 230 congregations along 110 corridor
  - > Pulpit presentations
  - > Equity Plan Outreach



# 10 ExpressLanes



- > 14 miles from Alameda Street to 605 Freeway
- > New Capacity Added for 2<sup>nd</sup> ExpressLane between the 605 and 710 (9 miles in each direction)
- > Advertising & Marketing Underway
- > Challenging Corridor for Incident Management
- > Challenging Corridor for Different Occupancy Requirements (3+ toll-free 24/7, 2+ toll-free during non rush hour)

## Save time on the 10 freeway.

All drivers, including carpools, need a FasTrak<sup>®</sup> transponder to use the ExpressLanes.

Order yours today at [metroexpresslanes.net](http://metroexpresslanes.net).

New Metro ExpressLanes  
open on February 23.



# Next Steps

Metro ExpressLanes



- > I-110 Continue Outreach & Marketing
- > I-110 Continue Performance Monitoring
- > I-10 Press Event, February 22<sup>nd</sup>  
9:30am (El Monte Station)
- > I-10 Continue Testing until  
February 23<sup>rd</sup> Opening

