



Metro

Los Angeles County
Metropolitan Transportation Authority

One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

FEBRUARY 14, 2014

TO: BOARD OF DIRECTORS

THROUGH: ARTHUR T. LEAHY *ATL*
CHIEF EXECUTIVE OFFICER

FROM: DUANE MARTIN *D. Martin*
DEPUTY EXECUTIVE DIRECTOR, PROJECT MGMT.

**SUBJECT: FARE EVASION AND USE OF TAP ON THE ORANGE
LINE**

ISSUE

On November 20, 2013, the Metro Board Finance, Budget and Audit Committee, on a motion from Director Yaroslavsky, requested a staff report on estimated fare evasion on the Orange Line.

DISCUSSION

The Orange Line Operates as a designated bus way and it spans across the San Fernando Valley from North Hollywood to Chatsworth Metrolink Station. Average weekday boardings are an estimated 29,475 during a 22-hour operating day. The bus system operates similar to that of a light rail line and the Orange Line does not have fare boxes. Passengers are required to tap their fare cards at Stand Alone Validators (SAV) when entering the system. Ticket vending machines are located on every platform; however, it is an open, non-gated system where passengers easily board buses without validating fare. SAVs are located on every platform entrance. After passengers have activated their rolling passes, such as Day Pass, 7-day, 30-day or annual fare media, misuse occurs when an activated card is not tapped at an SAV.

In an effort to provide an estimated fare evasion rate on the Orange Line, LASD conducted three 100 percent, 11-hour fare check operations on deboardings. The operations were conducted, Tuesday, December 3, 2013, Tuesday December 17, 2013 and Tuesday, February 11, 2014 during the hours of 5:30-11:30 a.m. and 2:00-8:00 p.m. The first operation focused on three stations; North Hollywood, Van Nuys and Sherman Way. The second and third operations focused on North Hollywood, Reseda and Canoga. North Hollywood was a uniformed operation and the others were plain clothes.

Fare checks were conducted using mobile-phone validators (MPV), which are phone devices that check TAP cards by placing the individual's card on the face of the phone reader. Currently, MPVs only record green checks...when a rider has made a valid tap before boarding. All other taps that are not valid will show on the screen display as red (fare evasion or misuse of an active pass). The charts below summarize the results of the audit.

ORANGE LINE FARE AUDIT OPERATION

RED CHECKS MISUSE

| | 12/3/13 | 12/17/13 | 2/11/2014 |
|----------------------|------------|------------|------------|
| DAY PASS | 152 | 17 | 121 |
| 7 DAY PASS | 144 | 126 | 131 |
| 30 DAY PASS | 257 | 216 | 185 |
| ANNUAL PASS | 42 | 24 | 25 |
| OTHER | 17 | 12 | 49 |
| TOTAL MISUSE: | 612 | 395 | 511 |

RED CHECKS

| | 12/3/13 | 12/17/13 | 2/11/2014 |
|--------------------------|-------------|-------------|------------|
| DAY PASS | 203 | 39 | 19 |
| 7 DAY PASS | 36 | 17 | 5 |
| 30 DAY PASS | 49 | 14 | 4 |
| STORED VALUE | 373 | 199 | 322 |
| NO VALUE | 429 | 297 | 152 |
| NO TAP CARD | 433 | 444 | 131 |
| OTHER | 43 | 15 | 10 |
| TOTAL RED CHECKS: | 1566 | 1025 | 643 |

| | | | |
|--------------------------------------|-------------|-------------|-------------|
| TOTAL RED CHECKS & MISUSE | 2178 | 1420 | 1154 |
|--------------------------------------|-------------|-------------|-------------|

| | | | |
|---------------------|-------------|-------------|-------------|
| GREEN CHECKS | 7128 | 6557 | 9668 |
|---------------------|-------------|-------------|-------------|

| | | | |
|--------------|-----|-----|----|
| FARE EVASION | 22% | 16% | 7% |
| MISUSE | 9% | 6% | 5% |

| | 12/3/13 | 12/17/13 | 2/11/2014 |
|--------------------------------|------------|------------|------------|
| TOTAL FARE EVASION RATE | 31% | 22% | 12% |

NEXT STEPS

A full report to the Board is being prepared for the March meeting. Among the options to be presented will be solutions that may involve engineering, enhanced communication strategies and law enforcement. In the meantime, LASD will continue to conduct roving and fixed post fare operations on a daily basis.

Prepared by: Duane Martin DEO, Project Management