



Metro

Metropolitan Transportation Authority

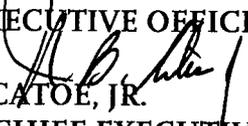
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JUNE 8, 2006

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

FROM: JOHN B. CATOE, JR. 
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: SACAGAWEA COIN COMPLAINT

ISSUE

Correspondence from a Metro Green Line patron was received by the Board of Directors indicating difficulty with the use and acceptance of the Sacagawea dollar coin in Metro's rail ticket vending machine. Staff was requested to provide a Board Box detailing the issues related to this complaint.

BACKGROUND

A permanent corrective action plan to address this "fleet defect" has been instituted with the manufacturer of the ticket vending machines, Cubic Transportation System, Inc. In the meantime, staff has replaced to the degree possible, Sacagawea coins with Susan B. Anthony coins which do not have this problem. There is a very minimal variance in the sizes of these two coin types which create this "jamming" and the manufacturer is testing several methods to remedy this problem. The urgency and importance of this is very much a priority to the manufacturer, as this coin is used nationally on most transit operators' ticket vending machines and presents a universal problem that must be addressed for all customers interacting with their equipment.

For Metro specifically, staff took action to address this customer service inconvenience immediately. Our Treasury department has been working with our commercial bank to assist Metro in keeping Susan B. Anthony coins in circulation on ticket vending machines until a permanent correction has been implemented and accepted by Metro. Metro manpower required to maintain such a campaign has further underscored to Cubic, the urgency for a permanent solution.

- A Cubic site visit was conducted June 2, 2006 with Metro staff

- Cubic confirmed the problem with their Mechanical Engineering department and has been in constant communication with the manufacturer of their coin handling unit, CoinCo.

The details of Cubic's corrective action steps are itemized below, under "Next Steps".

NEXT STEPS

The following corrective actions are being taken: CoinCo is re-tooling a component that is responsible for contributing to the Sacagawea coins jamming in the coin handling unit.

1. Testing of this new part is scheduled in Cubic's San Diego Test Lab, beginning June 12.
2. Testing will continue for 2 or 3 days. If successful, Cubic will then provide Metro with several parts to "field test" on our ticket vending machines.
3. If this field testing in "live service" is successful, then a campaign of all TVMs will subsequently follow.
4. If either the Cubic Lab Test or Metro "field test" fail to correct the problem, CoinCo and Cubic will be responsible for producing another remedy, to and including replacement of the entire coin handling unit.

In addition, Metro staff has started a working group with other peer transit agencies undergoing similar experiences on Cubic ticket vending machines to ensure that a consistent, permanent solution is achieved. Staff will inform the Board through our Monthly UFS Oral Reports at the Operations Committee as to the status and final resolution of this issue

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