

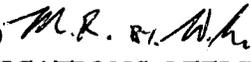


Metro

OCTOBER 19, 2004

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

FROM: MATT RAYMOND 
CHIEF COMMUNICATIONS OFFICER'S

SUBJECT: TARIFF REGULATIONS ON LINE 460

ISSUE

Metro is experiencing complaints regarding fares collected on Route 460, which runs between downtown Los Angeles and Disneyland in Anaheim. This tariff is the only one of its kind, is extremely complicated and is not in alignment with current tariff policies. Metro Staff is simplifying the tariff for line 460 and is eliminating the \$1.00 inter-county zone charge to make it consistent with the recently Board-approved fare restructuring and to improve customer satisfaction

BACKGROUND

Today, Metro offers only two lines into Orange County, the 460, which runs about 35 miles between downtown Los Angeles and Disneyland and the 684, a special services line that runs between Pomona and the Brea Mall. The 684 line requires payment of a base fare only, so there are no significant fare payment issues. The 460 line, however, involves payment of base fare, payment for up to two zones (at \$.50 each) on the I-110 and I-105 Freeways, a payment of a \$1.00 zone charge for entering and/or leaving Orange County, and sometimes a payment of OCTA's base fare for a transfer to an OCTA line.

When the Board-approved fare restructuring was implemented in January 2004, the agency reduced the maximum number of zones from four to two. However, the tariff for the 460 line charges patrons for up to two zones and also charges an inter-county zone payment of \$1.00 when traveling into Orange County. This is a remnant from years past which is now inconsistent with Metro's two-zone maximum.

To resolve these issues and to bring the tariff for line 460 into alignment with the recent Board-approved fare restructuring program, Staff is simplifying the tariff for express line 460 to include the base fare (\$1.25) and, if applicable, two zones (at \$.50 each) for a maximum one way fare of \$2.25. Metro is eliminating the \$1.00 inter-county charge which is

sometimes called the \$1.00 Orange County transfer (essentially the OCTA base fare). This should have no impact on providing seamless travel for passengers within the two counties; the customers who used to pay Metro \$1.00 for an Orange County transfer, will now just pay OCTA \$1.00 or their base fare to board their bus. In addition, Metro is designing new zone fare checks which will speed the process for the customers and make it easier for the operator as well.

A survey of the 460 line was conducted by Metro's Service Performance Analysis Department to see what financial impact the fare changes listed above might have, including eliminating the \$1.00 extra charge in Orange County. The determination was that the economic consequences of this fare simplification to the agency were negligible.

NEXT STEPS

The implementation of the simplification and alignment of the fares on the 460 will occur on November 15, 2004. To inform the customers of this change, Metro is preparing take-ones with the relevant information and will attempt to put a notification in the hands of all riders. Operations Central Instruction will coordinate training and related materials for the operators of this route.