



Metro™

Board of Directors
Los Angeles County Metropolitan Transportation Authority
One Gateway Plaza, 99-3-1
Los Angeles, CA 90012

December 12, 2014

Dear Metro Board of Directors:

Several members of the South Bay Service Council participated in a tour of Metro's TAP Laboratory on October 30, 2014. During that tour, TAP Technology Systems Director Robin O'Hara mentioned that their department would be bringing an item to the Board's January meeting for purchase and placement of additional Ticket Vending Machines (TVMs). Members of the South Bay Service Council expressed a strong preference that the Harbor Gateway Transit Center (HGTC) be named a priority for placement of new TVMs and were encouraged to share this preference with the Metro Board.

My fellow Council Members and I strongly urge you to consider making the HGTC a priority to receive new TVMs. HGTC is a major hub for our passengers. Approximately 5,000 transit patrons are served by the HGTC on a daily basis, of which nearly 2,200 are Metro Silver Line patrons. It is a hub for services provided not only by Metro's Silver Line, but also for nine other high-volume Metro bus lines, as well as services of Gardena Municipal Bus Lines and Torrance Transit. Boarding an empty bus can take two to three minutes partially due to the delay attributable to patrons purchasing TAP cards from the Bus Operator. Installation of TVMs at this location would help to speed the boarding of buses at this location, potentially improving on-time performance of Metro services, as well as expand the opportunities for Metro patrons to purchase and load their TAP cards, both of which will serve to improve the experience of Metro patrons.

Please note that the northern terminus of the Silver Line, El Monte Station, already has TVMs in place. Installation of TVMs at HGTC would help to provide geographic equity to the southern end of the Silver Line service and ExpressLanes transit enhancements. It could also further, installation of TVMs could help encourage ExpressLanes users shift to transit. Also note that the new Dodger Stadium Express shuttle service departs out of HGTC, and installation of TVMs at HGTC could help to attract and retain new transit riders waiting for Dodger shuttle who may not know about the benefits of public transportation.

Please consider acting to make the HGTC a priority to receive new TVMs in order to support the goals of improved service for our customers. The members of the South Bay Service Council respectfully request that the Board designate the Harbor Gateway Transit Center to be among the first locations to receive newly installed TVMs. Doing so will greatly improve Metro's service to its customers at this important hub. We look forward to continuing to work with you to provide quality service to our transit patrons.

Sincerely,
Ralph Franklin
Chair, South Bay Cities Service Council



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Please note that the northern terminus of the Silver Line, El Monte Station, already has TVMs in place. Installation of TVMs at HGTC would help to provide geographic equity to the southern end of the Silver Line service and ExpressLanes transit enhancements. Further, installation of the TVMs could help encourage ExpressLanes users shift to transit. Also note that the new Dodger Stadium Express shuttle service departs out of HGTC, and installation of TVMs at HGTC could help to attract and retain new transit riders waiting for Dodger shuttle who may not know about the benefits of public transportation.

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