

## CAC Presentation to Metro Board Committees; November 6, 2014 (Page 1 of 2)

### **Study for San Fernando Valley - San Gabriel Valley and Vermont Avenue BRT Corridors**

The CAC would like to give kudos for including these BRT corridors merit for future review. This study has the ability to provide pragmatic infrastructure improvements at modest cost to existing corridors. With Vermont, the County's second busiest bus corridor the improvements can be a welcome relief for passengers if designed appropriately to provide dedicated lanes in the most congested areas of the route predominately in the Mid-City and Koreatown areas between the 10 Freeway and Wilshire Blvd where on-time performance of the route drops.

With the SFV-SGV Express attention must be paid to analyze how the existing service Route 549 operated by Commuter Express can work to provide enhanced service between the North Hollywood Red Line and the Gold Line in Pasadena through Burbank and Glendale Central Business Districts. This can be a cost-effective option to maximize existing and available resources to provide a valuable alternative for new riders.

### **Opportunity for evaluation on Security.**

With the RFP for the security/enforcement contract enables a rare opportunity for Metro to assess what works, what doesn't and what needs to be improved. Questions such as;

- How effective are the security operations for the bus system in terms of fare evasion?
- What is the average response time of calls on Metro Rail vs. Metro Bus?
- How well coordinated are the Sheriffs with Transit Court?
- Is the current arrangement of enforcement the most efficient and productive use of scarce taxpayer resources?
- How effective is Metro at monitoring and checking the work of this contract to ensure that the statistical analysis provided by the Sheriffs on fare evasion and citations pass the snuff test?
- How flexible should this new contract be as we're expanding our rail system with two new lines in 2016?

The CAC recommends that the Metro Board and staff analyze these questions and consider how effective new contracts would be based on sub-regional dispatching and/or consider separate contracts for securing bus and rail to better improve response times and reduce fare evasion. These elements are critical as Metro is actively expanding the system into more areas increasing the opportunities to have a more active and positive influence to the safety and security of current and potential Metro customers.



# Metro Citizens' Advisory Council

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### What is Metro's fare evasion rate?

If you ask Metro, the LA Sheriff's Department or the LA Times; you will get three different answers, ranging from 5% to 40%. Have fare-paying passengers been undercounted or have ridership forecasts been over counted?

The inability to measure and characterize the system wide rate of fare evasion for bus and rail impairs Metro's goal of increasing fare box recovery ratios. Not knowing how much money Metro is leaving on the table due to fare evasion, and being unable to characterize non-paying passengers as either scofflaws or forgot-to-TAP, makes it almost impossible to perform effective cost-benefit analyses to budget for installation of gates and turnstiles, signage, passenger education and awareness, or fare validation and enforcement.

It is the recommendation of the CAC that the Metro Board devote appropriate resources to managing the issue of fare evasion by;

- 1) Creating the appropriate infrastructure to deal with the problem; e.g., a fare evasion "Czar", tiger team(s), outside consultants, ...
- 2) Select appropriate measurement methodology, not necessarily what is "government mandated."
- 3) Implement a comprehensive system wide measurement program, sufficiently fine-grained to capture fare evasion data on a station, line or regional basis.
- 4) Implement fare evasion countermeasures where appropriate and cost-effective on a data-driven basis, including post-implementation fare evasion measurements.

**Finally, this also affords a reminder to all Metro Board Directors** that each of you are allowed to appoint up to 4 members to the Citizens Advisory Council. We provide valuable input and consideration to the global workings of the agency and expanding our committee to provide more insight to advise the Metro Board on these matters not only help the Board as a whole but help all of us do our due diligence in serving our current and potential customers to 'Go Metro'.

Thank you for time and attention,  
Jerard Wright  
Chair, Citizens' Advisory Council



**Metro**