



Board Report

File #: 2015-1694, **File Type:** Motion / Motion Response

Agenda Number: 52.

**PLANNING AND PROGRAMMING COMMITTEE
NOVEMBER 18, 2015**

Motion by:

Director Antonovich

November 18, 2015

Metrolink Antelope Valley Line Fare Enforcement

The Metrolink Antelope Valley Line (AVL) provides a vital transit service for the communities of the Antelope, Santa Clarita, and the San Fernando Valleys.

In December 2014 the Metro Board approved Motion #14 (Antonovich) to initiate a 100% fare enforcement pilot program on the AVL through December 31, 2015.

This program has proven successful on many fronts, resulting in:

- A drop in fare evasion from 3.4% to 0.5%.
- A decrease of 16% in customer complaints from the prior year.
- A greater gain in customer satisfaction on the AVL than any other line, according to the recent 2015 on-board survey.
- An overall enhanced customer satisfaction for patrons of the AVL

Without approval of a six-month extension of the program by the Metro Board in December, this program will cease on January 1, 2016. Given the success of this program in enhancing customer satisfaction and quality of service on the AVL, it is vital that the program be continued through the remainder of Fiscal Year 2016 (June 30, 2016) and evaluated for inclusion as a baseline program in the FY2017 Metro budget for Metrolink.

MOTION by Antonovich that the Metro Board directs the CEO to provide Metrolink-eligible funding to continue the 100% fare enforcement pilot program for the Antelope Valley Line through the remainder of Fiscal Year 2016 (June 30, 2016).

DECEMBER 4, 2014

MTA BOARD MEETING

MOTION

DIRECTOR ANTONOVICH

Last month Metrolink launched a full fare enforcement pilot program on the Antelope Valley Line to curb fare evasion on the system, adding assistant conductors to trains to help check for tickets, instituting a “street-carrying” policy at Los Angeles Union Station to prevent people without a ticket from boarding the train, and providing aggressive fare inspections at the Glendale and Burbank stations to prevent passengers from making “short-buys”, where a passenger buys a ticket for a shorter (and less costly) trip than they intend to make.

So far, the results are promising for the Metrolink Antelope Valley Line. In the first two weeks of the program, Metrolink enforced fares on 328 trains serving the Antelope Valley Line, resulting in 507 people turned away from boarding the train due to “street-carrying” and 230 citations issued for fare evasion. Consequently, revenues collected in November are higher than expected and customer satisfaction is higher on the Antelope Valley Line now that fares are being checked more regularly and more security is present on the trains.

To maintain full fare enforcement coverage for the life of the fare enforcement pilot program through the remainder of Fiscal Year 2015, additional funding (\$1.7 million, according to Metrolink) is required to provide the staffing necessary to ensure the integrity and purpose of the program.

I THEREFORE MOVE that the MTA Board allocates an additional \$1.7 million from Metrolink-specific sources (Proposition C 10% and Measure R 3%) for the purpose of ensuring 100% fare enforcement coverage on all Antelope Valley Line trains through the June 30, 2015, conclusion of this Pilot Program.

I FURTHER MOVE that the MTA Board direct the CEO to work with the Metrolink CEO to make a presentation to the MTA Board by the June 2015 Board meeting that provides an evaluation of the program and its effectiveness in improving the quality and security of Metrolink’s Antelope Valley Line service.