



**Board Report**

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**File #:** 2017-0843, **File Type:** Oral Report / Presentation

**Agenda Number:** 13.

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**FINANCE, BUDGET AND AUDIT COMMITTEE  
PUBLIC HEARING - TRANSFER ON 2ND BOARDING READINESS  
JANUARY 17, 2018**

**SUBJECT: PUBLIC HEARING/ORAL REPORT ON TRANSFER  
ON 2<sup>ND</sup> BOARDING READINESS EFFORTS**

**ACTION: RECEIVE ORAL REPORT/PUBLIC COMMENTS**

**RECOMMENDATION**

RECEIVE:

- A. Statement of MTA Board Secretary;
- B. Oral report on Transfer on 2<sup>nd</sup> Boarding Readiness Efforts; and
- C. Public comments.

**DISCUSSION**

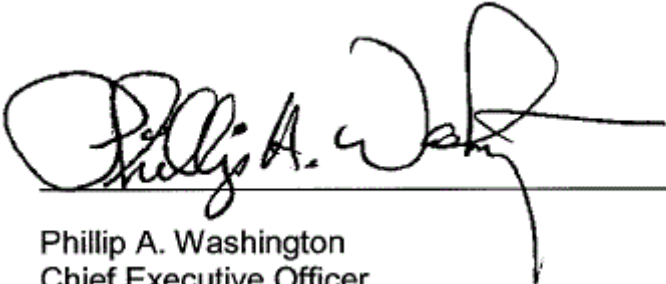
- Transfer on 2<sup>nd</sup> Boarding was approved by the Metro Board of Directors in June 2015
  - Transfers on TAP - Eliminates paper transfers
  - Transfer period extended from 2 hours to 2.5 hours
  - Transfers paid automatically with Stored Value on TAP
- Customer Readiness Recommendations
  - Replace Metro Day Pass sales onboard bus with Stored Value
  - Transition tokens to TAP
  - Increase the TAP card price from \$1 to \$2 on bus and TVMs to be consistent with all other TAP purchase touchpoints
- Outreach efforts to inform public about hearing included:
  - Public postings
  - Social Media
  - Brochure distribution on buses and trains (10 languages)

**ATTACHMENTS**

Attachment A - TAP Public Hearing Presentation

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Phillip A. Washington  
Chief Executive Officer

Item #13

# Transfer on 2<sup>nd</sup> Boarding: Readiness Efforts

Public Hearing

Finance, Budget & Audit Committee  
Robin O'Hara, Deputy Executive Officer, TAP  
January 17, 2018

tap 

# New IAT Policy-Transfer on 2<sup>nd</sup> Boarding



- Regional interagency transfer policy (from one transit agency to another)
- Board approved June 2015
- Transfers on TAP - Eliminates paper transfers
- Transfer period extended from 2 hours to 2.5 hours
- Transfers paid automatically with Stored Value on TAP

# Customer Readiness Recommendations

Item	Board Recommendation	Benefit
1	Remove Day Pass sales on bus and add ability to purchase Stored Value on bus	<ul style="list-style-type: none"><li>• Align operator efforts with fare sale trends</li><li>• Increase Stored Value purchase touch points</li></ul>
2	Transition tokens to TAP	<ul style="list-style-type: none"><li>• Replace obsolete tokens with TAP</li><li>• Balance protection, automatic transfers, faster boardings, etc.</li></ul>
3	Increase TAP card price from \$1 to \$2 on bus and at Metro TVMs	<ul style="list-style-type: none"><li>• Consistent &amp; equitable pricing for all customers</li></ul>