

# **METRO EXPRESSLANES**

August 19, 2014

Joint California & Washington State  
Transportation Commission Meeting



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# Why HOT Lanes?



- > As traditional revenues decline, agencies must find new ways to maximize efficiency from existing facilities and future investments
- > LA County has the most extensive system HOV facilities in the Country with over 485 lane miles
- > Federal government has notified Caltrans that some HOV facilities have become degraded. Without changes, Caltrans and local agencies risk loss of federal transportation funds.



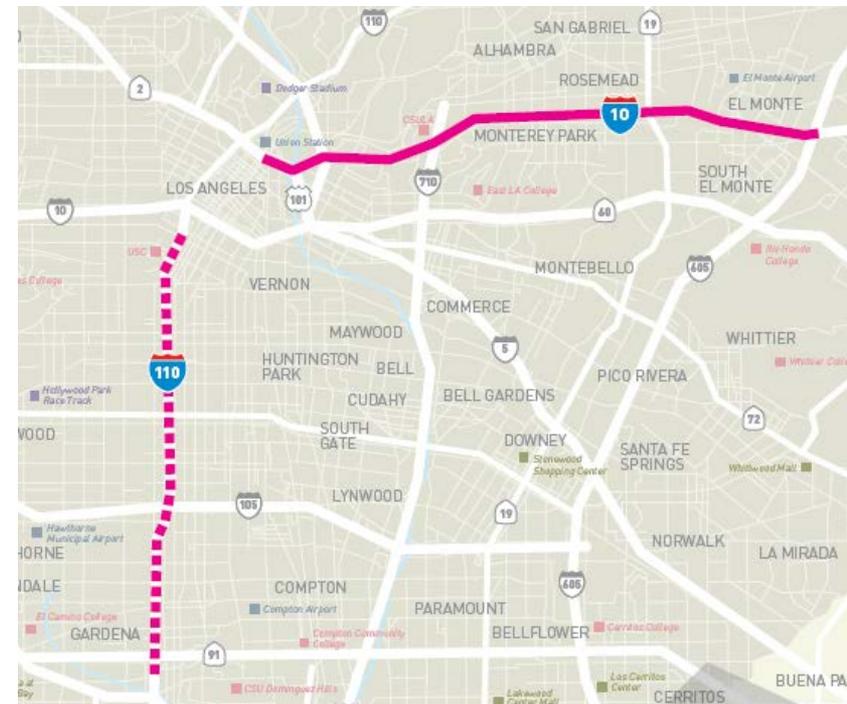
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# Program Overview

Metro ExpressLanes



- 1<sup>st</sup> HOT Lanes in LA County
- Converted HOV to HOT on I-110 and I-10
- Goal: Move More People, Not More Vehicles
- \$290 Million Program Budget (\$210 M Federal Grant)



# Pre-Deployment Challenges

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- Public Acceptance
  - Tolls are Unfair to those with Limited Incomes
  - Tolls are Double Taxation
- Very Congested Corridors
- Education and Outreach
- Delivery Approach
  - Need for Design-Build Authority

# Baseline for Evaluation

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- Congestion Reduction – increase capacity
  - **Increase Travel Speeds, Reduce Travel Times & Improve Reliability**
  - **Increase in Transit Ridership** – goal of 5%
  - **Formation of New Vanpools** – goal of 100
- Sustainability – environment, economy, and social equity
  - **Reduce GHG** – minimum average speeds of 45 mph during peak
  - **Financially Sustainable** – does not require ongoing public subsidy
  - **Ensure Access, regardless of income** - Equity Plan enrollment
- Public Acceptance of Tolling
  - **FasTrak® Adoption** – goal of 100,000 transponders/76,923 accounts
  - **Public Feedback (Surveys/Comment Period)** – goal of majority



favorable opinion

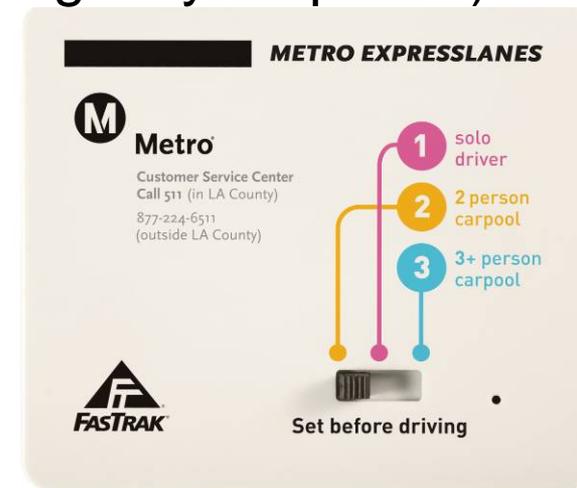
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# Tolling Policy – Goal is Congestion Mgmt

Metro ExpressLanes



- > All-Electronic-Tolling; Dynamic Pricing
- > Toll Rates: Minimum \$0.25 per mile; Maximum \$1.40 per mile
- > All vehicles (except buses, motorcycles, & emergency response) required to have a FasTrak transponder
- > 24/7 tolling operation; HOV 3+ Toll-Free at all times
- > HOV2 varies per facility
- > SOV Pay Toll at all times
- > Dedicated Tow Trucks for Incident Response
- > Dedicated California Highway Patrol for Enforcement
- > Toll Credit if Sig Alert impacts Speeds in the Express Lanes



# The Results



## Introducing Metro ExpressLanes



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# The FHWA Report



- Metro ExpressLanes are Accomplishing Many of their Goals
- Metro ExpressLanes are Providing Choices to Travelers
- Drivers that Changed their Behavior are Saving Time during Peak Periods on the Metro ExpressLanes:

Avg Time Savings	I-110 (SOV)	I-10 (SOV & HOV2)
Morning Commute	12.80 minutes	17.11 minutes
Evening Commute	7.81 minutes	13.86 minutes

- No Major Change to the General Purpose Lanes
- A third of New Transit Riders said the conversion to ExpressLanes influenced them to take Transit (37% on the 110 & 34% on the 10)

# Transit Ridership Increases

	Silver Line	Percent Change	All Metro	Percent Change
Baseline	216,029		30,014,784	
Intermediate	273,502	27%	29,724,628	-1%
Post-Toll	315,661	15%	30,057,352	1%
Total Percent Change		46%		0%

Note: Figures are 3-month averages (Mar-May 2011, 2012, and 2013)

Source: LA CRD Natl Evaluation Memo, page 56

- > For the I-110 portion of the Silver Line, avg daily ridership ↑ 52% after the new service and ↑ 29% after tolls during the a.m. & In the p.m., ↑ 41% after the new service and ↑ 25% after tolls.
- > Foothill Transit Silver Streak avg daily ridership on I-10 ↑ 59% in the a.m. after tolling began & an ↑ 15% in the p.m.



# Sustainability



- Environment  
**Average Speeds Above 45 mph 90% of the time during peak period**
- Economy - **Net Toll Revenues Estimate of \$26 Million. Reinvested in the Corridor where Generated in Transportation Improvements**
- Social Equity  
**4,329 LA County Households Enrolled \$108,225 Toll Credits**  
**57.8% of trips occur during peak period**



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# Public Acceptance



- Transponder Adoption of 259,524 Exceeds the Goal of 100,000
- Almost 700 Written/Oral Comments Received During the Public Comment Period: 58% Support, 25% Oppose, 18% Neutral
- More than 40 letters of support from Business, Labor, Environmental, Community, & Faith-Based Organizations
- Survey Results of HOV Users & GP Lane Users:  
68% of HOV Users Favor Continuing the Program  
38% of GP Lane Users Favor Continuing the Program

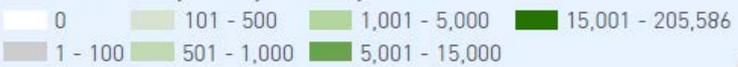


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# EXPRESSLANES FASTRAK ACCOUNTS IN CALIFORNIA



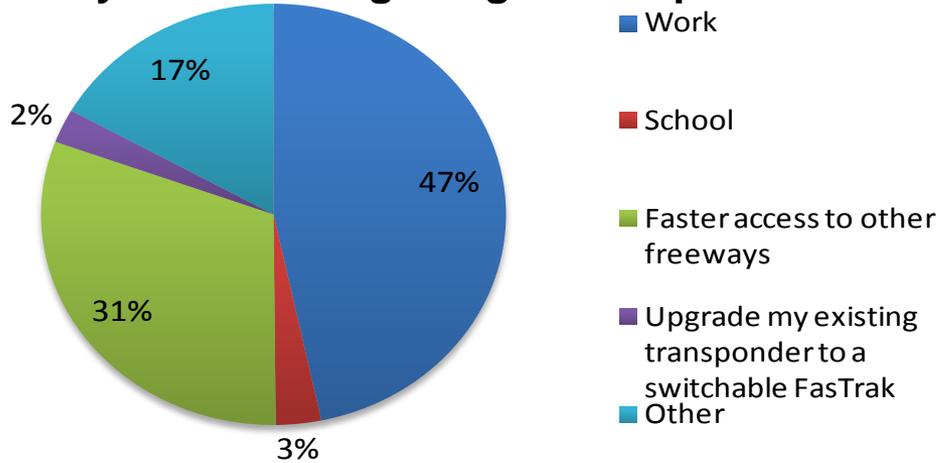
Total Accounts by County as of July 2014



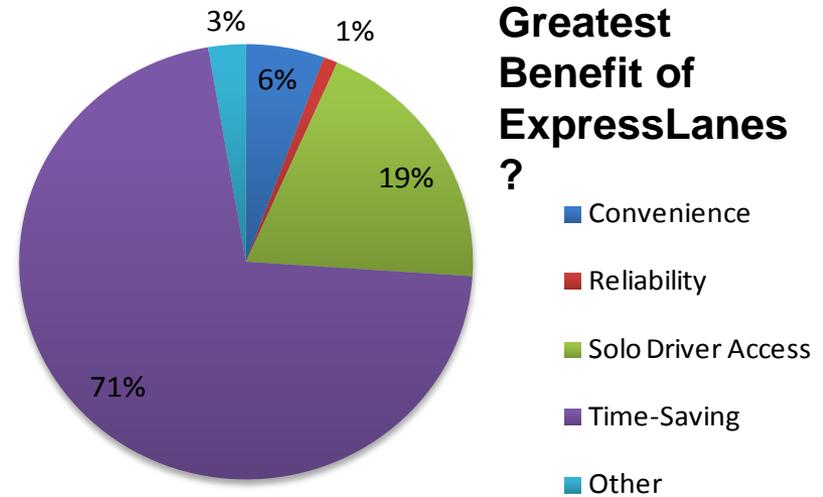
# Customer Feedback



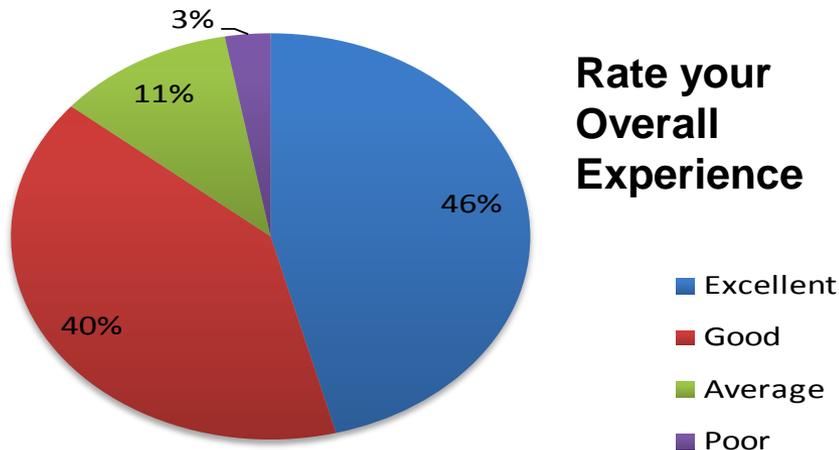
## Primary Reason for getting a Transponder?



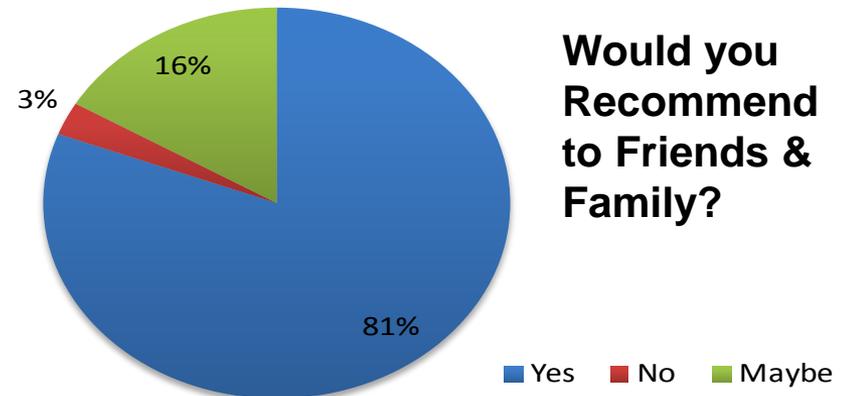
## Greatest Benefit of ExpressLanes ?



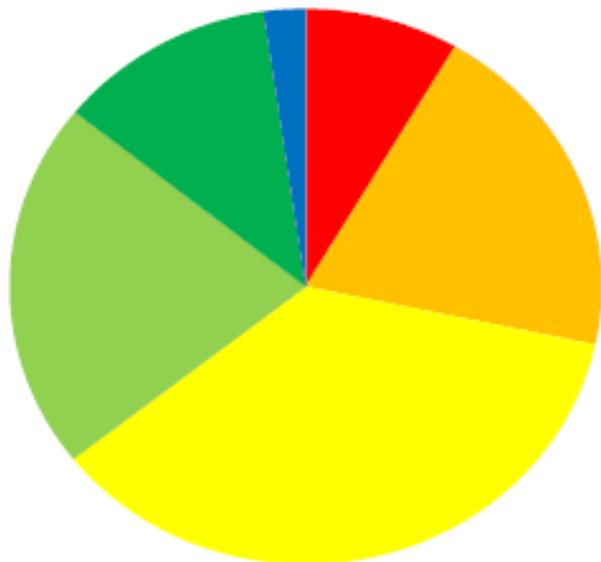
## Rate your Overall Experience



## Would you Recommend to Friends & Family?

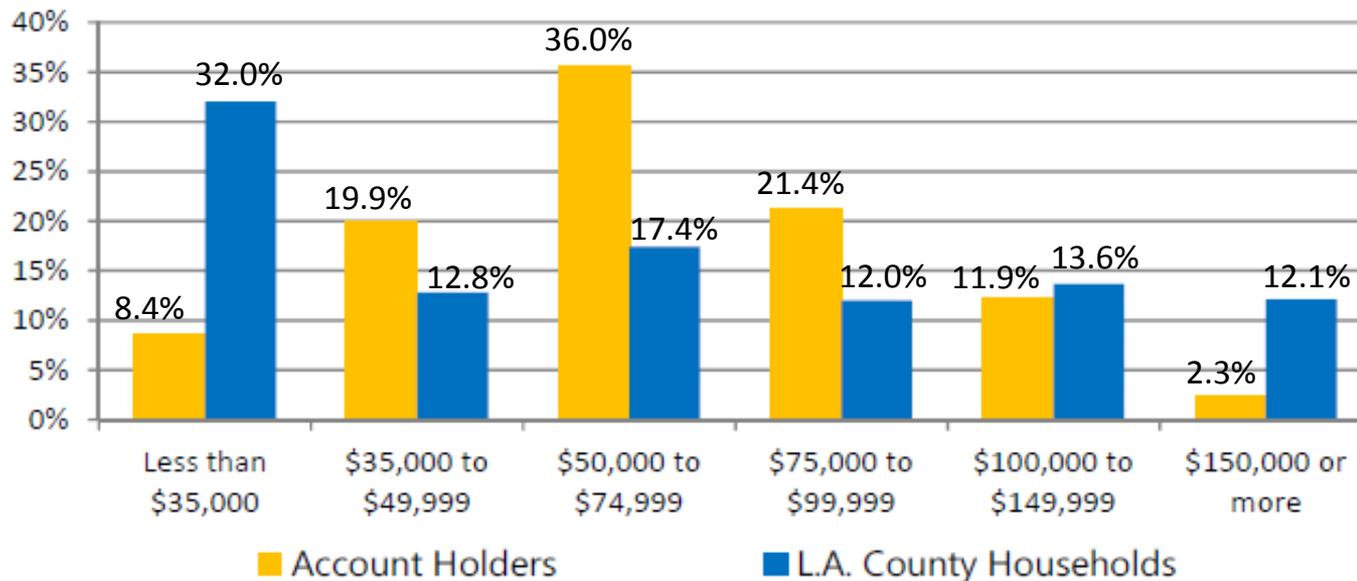


Total Accounts Opened as of June 2013 by Household Income Bracket Illustrates Access to ExpressLanes by All Income Levels



■ Less than \$35,000	8.4%
■ \$35,000 to \$49,999	19.9%
■ \$50,000 to \$74,999	36.0%
■ \$75,000 to \$99,999	21.4%
■ \$100,000 to \$149,999	11.9%
■ \$150,000 or more	2.3%

Metro FasTrak Account Holders (as of June 30, 2013) and LA County Households by Household Income Bracket



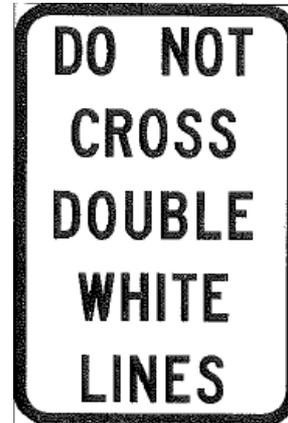
(NOTE: Data for Account Holders does not include Avg Wkday Transit Ridership of 26,290)



# Lessons Learned



- > Political Champions are Critical
  - > Address Equity Issues Early in the Planning Process
  - > Leverage Congestion Pricing with Transit
  - > Extensive Outreach and Public Education Required
- Post-Launch**
- > Signage, Signage, Signage
  - > Invest in Superior Customer Service
  - > Continued Marketing Campaign
  - > Enforcement Improvements (i.e. 60 day grace period, front end vs back end grace period)



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# Future Opportunities for Expansion



## HOV to HOT

- I-105 Express Lanes (between the 605 and 405)
- Extend 110 Express Lanes further south

## New Facility

- I-5 N Express Lanes

## Legislation Required for Tolling Authority



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**Your flight's in the air.  
Are you still stuck in traffic?**

Don't ground your travel plans before you take off. Metro ExpressLanes commuters on the 10 and 110 freeways save as much as 30 minutes in drive time. All you need is a FasTrak® transponder.

Open your FasTrak account today at [metroexpresslanes.net](http://metroexpresslanes.net).

It's about time.

*Right now, refer a friend or family member to sign up and receive \$10 in free toll credits for each new account!*



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