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Executive Director, SANDAG



TRANSPORTATION COMMITTEE AGENDA

Friday, December 5, 2008

→→→ 12 noon to 1 p.m. ←←←

→→→ Caltrans ←←←

Wallace A&B Room

4050 Taylor Street

San Diego, CA 92110

SPECIAL MEETING:

- **COMPASS CARD DEPLOYMENT UPDATE**

PLEASE TURN OFF CELL PHONES DURING THE MEETING

MISSION STATEMENT

The 18 cities and county government are SANDAG serving as the forum for regional decision-making. SANDAG builds consensus, makes strategic plans, obtains and allocates resources, plans, engineers, and builds public transit, and provides information on a broad range of topics pertinent to the region's quality of life.



Welcome to SANDAG. Members of the public may speak to the Transportation Committee on any item at the time the Committee is considering the item. Please complete a Speaker's Slip, which is located in the rear of the room, and then present the slip to Committee staff. Also, members of the public are invited to address the Committee on any issue under the agenda item entitled Public Comments/Communications/Member Comments. Speakers are limited to three minutes. The Transportation Committee may take action on any item appearing on the agenda.

This agenda and related staff reports can be accessed at www.sandag.org under meetings on SANDAG's Web site. Public comments regarding the agenda can be forwarded to SANDAG via the e-mail comment form also available on the Web site. E-mail comments should be received no later than noon, two working days prior to the Transportation Committee meeting.

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SPECIAL MEETING OF THE SANDAG TRANSPORTATION COMMITTEE

Friday, December 5, 2008

ITEM #	RECOMMENDATION
1. PUBLIC COMMENTS/COMMUNICATIONS/MEMBER COMMENTS	
<p>Members of the public will have the opportunity to address the Transportation Committee on any issue within the jurisdiction of the Committee. Speakers are limited to three minutes each and shall reserve time by completing a "Request to Speak" form and giving it to the Clerk prior to speaking. Committee members also may provide information and announcements under this agenda item.</p>	
+2. COMPASS CARD DEPLOYMENT UPDATE (James Dreisbach-Towle)	INFORMATION AND POSSIBLE ACTION
<p>SANDAG, Metropolitan Transit System, and North County Transit District are recommending delaying the public launch of Compass Card from January 1, 2009, to March 1, 2009, due to construction delays. These delays have extended the implementation schedule and prevented full system testing. The Transportation Committee is asked to receive a report on the status of the Compass Card deployment, discuss three possible deployment scenarios, and to give staff direction.</p>	
3. UPCOMING MEETINGS	INFORMATION
<p>The next regularly scheduled meeting of the Transportation Committee is Friday, December 12, 2008, at 9 a.m. at SANDAG.</p>	
4. ADJOURNMENT	
+ next to an agenda item indicates an attachment	

TRANSPORTATION COMMITTEE

December 5, 2008

AGENDA ITEM NO.: **2**

Action Requested: INFORMATION AND POSSIBLE ACTION

COMPASS CARD DEPLOYMENT UPDATE

File Number 1145700

Introduction

Staff previously reported that the Compass Card would have its public launch on January 1, 2009, and would eliminate all paper monthly passes by July 1, 2009. After working closely with both Metropolitan Transit System (MTS) and North County Transit District (NCTD), SANDAG staff recommends delaying the public launch of Compass Card until March 1, 2009. There have been significant contract and construction delays with installing the Compass Card Validators needed for rail operations. These delays have extended the implementation schedule and prevented full system testing. There is not sufficient time to confirm all of the equipment is fully operational prior to January 1. In order to ensure revenue operations and enforcement work properly, public rollout of the Compass Card needs to be delayed. All paper monthly passes would still be eliminated and replaced with the Compass Card by July 1, 2009, under the revised transition schedule.

Discussion

Since last September there have been contract and construction delays with installing the 169 Compass Card validators needed for rail operations. Currently there are five remaining Trolley stations yet to be installed, which include 14 validators. The validators are a critical element of revenue operations and enforcement, and they must be adequately tested prior to revenue operations. SANDAG plans to finish the remaining stations with a completion date of December 12, 2008. At that time, all validators should be connected to the system and functioning, which should allow comprehensive testing to be conducted.

Staffs at all three agencies need sufficient time to test and certify each device with the entire system before going into revenue operation. The plan is to start the official certification process January 1, 2009, allowing time to fully test the system over a 60-day period. During this period MTS, NCTD, and SANDAG will cooperatively work to train enforcement staff and operators, educate the public, address technical issues and develop additional reports to help manage the Compass Card program.

A multi-agency implementation team has been established to make sure that the system is fully tested, that operational procedures are in place, and that the public is informed about how the Compass Card works. Seven subteams with specific roles (Attachment A) have been formed consisting of Construction, Technology, Bus Operations, Rail Operations, Enforcement, Administration/Finance, and Customer Service/Marketing to ensure that all functional areas affected by Compass Card are fully engaged and prepared for operations.

The updated schedule (Attachment B) would still result in all monthly paper passes being replaced by the Compass Card by July 1, 2009. Where previously the retirement of paper passes would have

begun in January 2009, the revised schedule would start the phasing in March. The change would replace Premium Express paper passes and COASTER monthly paper passes with the Compass Card on March 1, 2009. Then on May 1, 2009, SPRINTER / Breeze monthly paper passes would be replaced by the Compass Card. Finally, on July 1, 2009, all the Regional monthly paper passes would be completely replaced by the 30-Day Rolling Pass available on the Compass Card.

The delay in the Compass Card deployment will impact the implementation of Rolling Passes currently planned for January 1, 2009. Language in the Regional Comprehensive Fare Ordinance currently calls for the new 30-Day and 14-Day Rolling Passes to be available beginning January 1, 2009. Staffs at SANDAG, MTS, and NCTD have analyzed the issue and have developed two potential alternatives for implementing the Rolling Passes in conjunction with the delay of Compass Card implementation. Both options have been explored for potential issues and benefits.

Option 1

Paper 30-Day and 14-Day Rolling Passes would be used in the interim between January 1, 2009, and March 1, 2009, at which time Compass Card would be used for all Rolling Pass sales.

This option would not require an amendment to Regional Comprehensive Fare Ordinance, but has several issues. The first issue is the additional cost of printing the new media, which is anticipated to exceed \$20,000 for the two-month period. The new media is envisioned to be a paper pass that would be punched as appropriate for type of pass – Adult, Senior, or Youth; it would also be punched for type of service – Premium, Regional, or Coaster; and the expiration date would be punched dependent upon the date of purchase. This is consistent with other transit operators' use of such passes; however, the complexity of this type of fare media does not lend itself well to distribution through the existing third-party distributors such as grocery stores and check cashing marts. Currently the majority of monthly paper passes are sold through these third-party outlets. This then is the second issue with the paper Rolling Pass option; it has a potential risk to the transit operators of revenue loss due to errors caused by reliance on non-transit personnel to properly select and correctly punch the pass type and expiration dates on the paper passes.

Staff investigated the possibility of only offering the paper Rolling Passes at locations staffed by transit employees in order to reduce the risk of revenue losses due to mistakes or fraud. If the current distribution centers are reduced to a more manageable number, however, this could create a Title VI impact under the Civil Rights Act. The Federal Transit Agency (FTA) Civil Rights Division has informed SANDAG staff that it received Title VI complaints regarding the fare increases earlier this year and that the region is being monitored closely for Title VI issues. SANDAG's statistics show that over 80 percent of the monthly pass holders in the region are in the low income or minority segments of the population, the very segments of the population that are protected by Title VI. Staff believes that it is these same segments of the population that would buy the majority of the new Rolling Passes. Unless the paper Rolling Passes are offered at a large number of outlets there is a danger of causing a disparate impact on low income and minority riders due to equal access issues. Therefore, FTA staff and SANDAG staff believe Option 2, which calls for a delay in offering the Rolling Passes, is preferable to offering the paper Rolling Passes at a severely limited number of locations.

Option 2A

Delay the 30-Day and 14-Day Rolling Passes until March 1, 2009, and coincide the launch of these products with the launch of the Compass Card.

This option would require a Fare Ordinance change prior to January 1, 2009. Currently, the Fare Ordinance states: "Effective January 1, 2009, each Regional Pass ... **shall** be replaced with a 30-Day Rolling Pass ... " Similar language is in the Fare Ordinance regarding the 14-Day Passes replacing the half month passes as of January 1, 2009. The Fare Ordinance would have to be amended to move the effective date of the Rolling Passes out to March 2009. SANDAG would continue to sell paper monthly passes through third-party outlets until each particular pass product is converted to the Compass Card following the calendar in Attachment B. This option has a slight cost increase due to an additional two-month purchase of paper monthly passes. This cost is estimated to be under \$5,000.

Both MTS and NCTD support this option, however, both operators have concerns about the potential for abuse of Rolling Passes with respect to revenue loss. If this option is selected SANDAG will work with the operators to track any abuse of the Rolling Passes and then return to the Transportation Committee and Board in the future if action needs to be taken to address any problems.

Option 2B

Delay the 30-Day and 14-Day Rolling Passes until March 1, 2009, and coincide the launch of these products with the launch of the Compass Card. In addition, offer customers the option of purchasing either a 30-Day Rolling Pass or a Monthly Pass on the Compass Card.

This option also will require a Fare Ordinance change prior to January 1, 2009. As in Option 2A, SANDAG would continue to sell paper monthly passes through third-party outlets until each particular pass product is converted to the Compass Card following the calendar in Attachment B. In addition to selling monthly paper passes at the outlets, the region also would make the monthly passes available on the Compass Card. This option would require programming ticket vending machines and other issuing equipment to sell both Rolling Passes and monthly passes. SANDAG has performed an engineer's estimate to include this dual capability at an approximate cost of \$150,000.

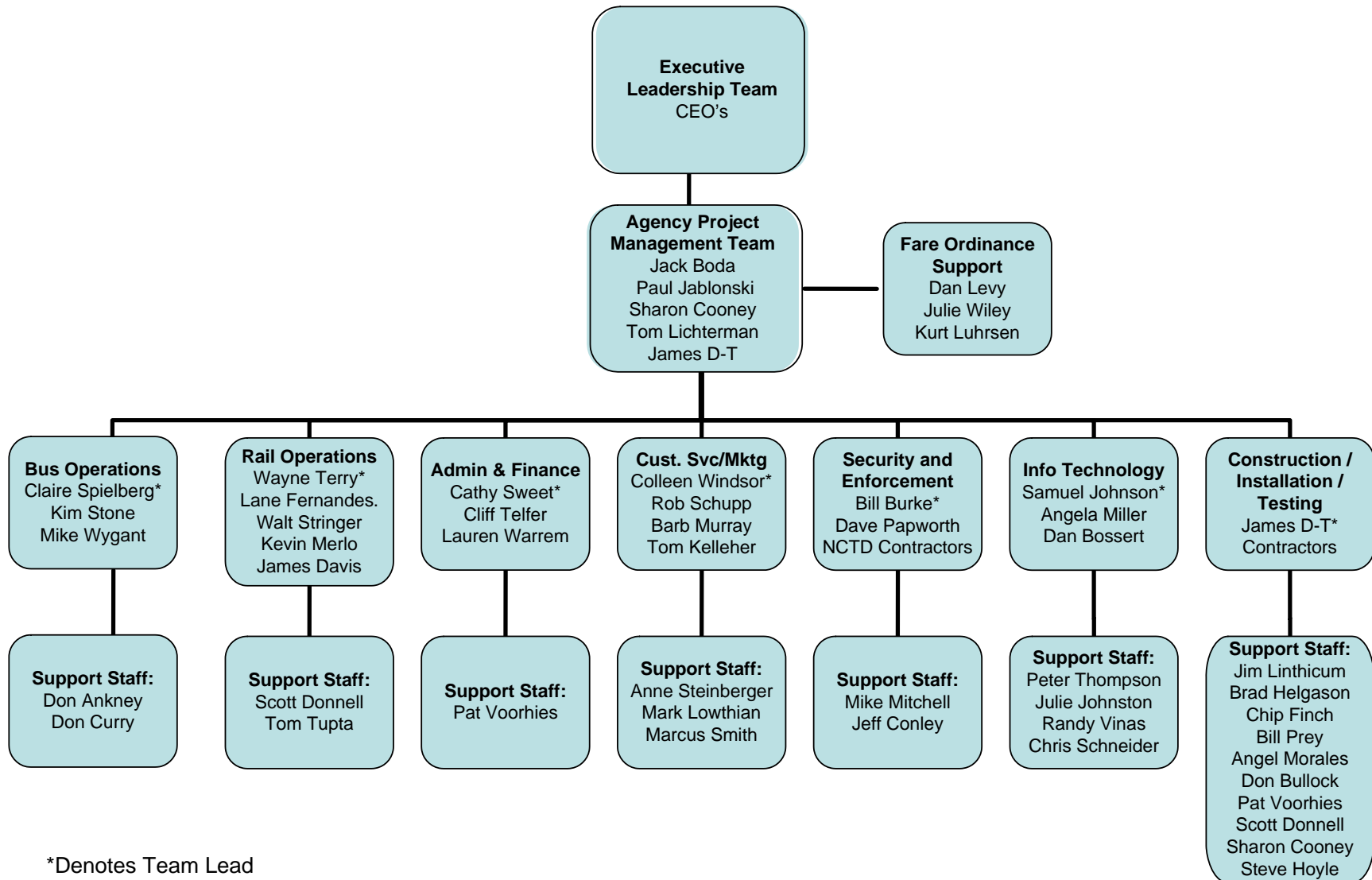
If Option 2A or 2B is selected, the Ordinance would have to be amended. The proposed schedule to meet a deadline of January 1, 2009, would require a first reading of the Fare Ordinance amendments at the Transportation Committee on December 12, 2008. The second reading and adoption of the amendments would occur at the regular Board meeting on December 19, 2008.

JACK BODA
Director of Mobility Management and Project Implementation

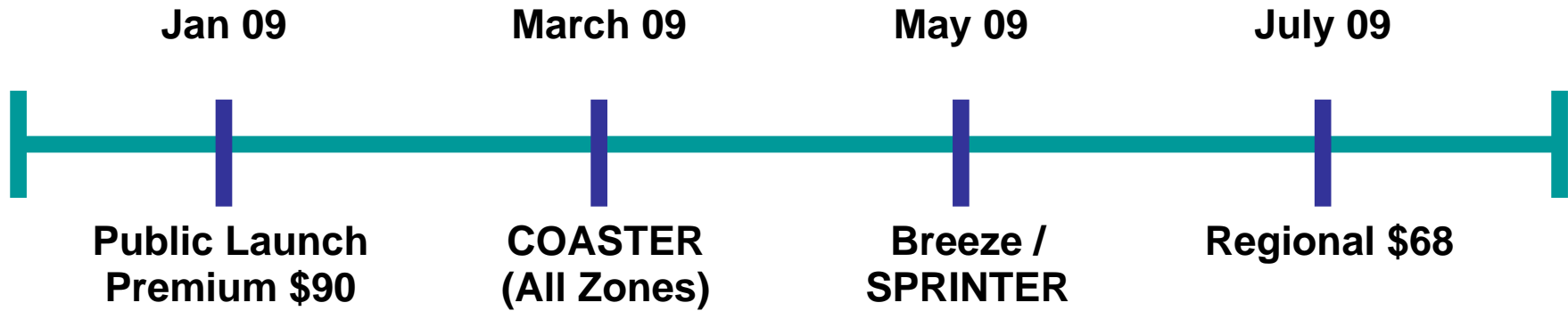
Key Staff Contact: James Dreisbach-Towle, (619) 699-1914, jdr@sandag.org

Attachments: A. Compass Implementation Org Chart
B. Compass Card Deployment Schedule

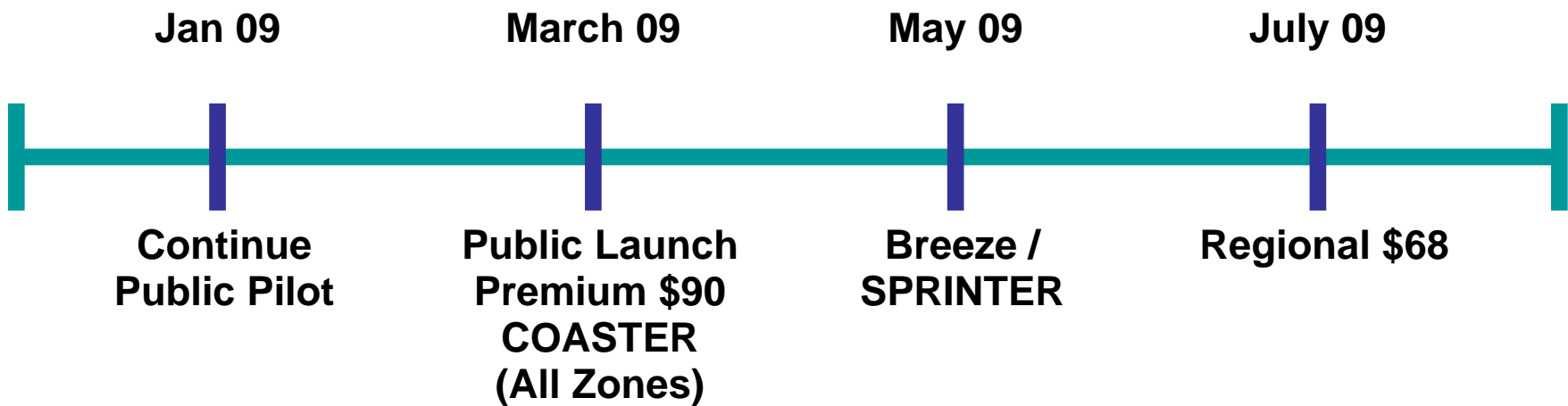
COMPASS CARD IMPLEMENTATION MULTI-AGENCY PROJECT MANAGEMENT STRUCTURE AND MANAGEMENT PLAN



Existing Compass Card Deployment Schedule



Updated Compass Card Deployment Schedule





Compass Card

Deployment Update

Adopted Deployment Plan

- Original Launch of January 1, 2009 to Support Fare Ordinance
- Provides for the Replacement of All Calendar Passes with Rolling Passes
- Planned Elimination of Premium Paper Pass and Conversion to Rolling Pass
- Phased Conversion for All Monthly Passes Completed by July 1, 2009
- Implementation Delays Impacting January 1, 2009 Launch

Issues and Risks

- **Platform Validators for Rail Operations**
 - Construction Complexity and Contractor Issues
 - 169 Validators with 14 Remaining at 5 Stations
- **Punch List Items**
 - Configuration and Testing of Components
 - Enforcement Handhelds, Sales Terminals, & Validators
- **Comprehensive Validation Testing**
 - End-to-End Testing to Ensure Operational Readiness
 - Improve Operator Confidence in New System & Procedures
 - Need 30-60 Days of Availability Testing

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Schedule Modification

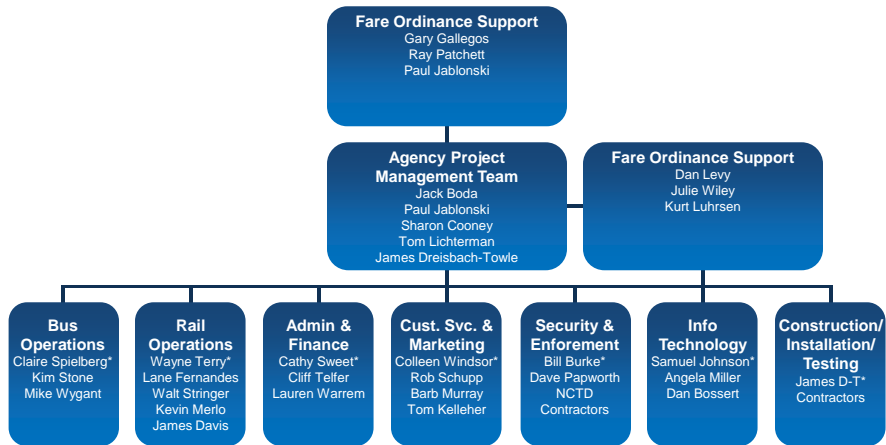
SANDAG, MTS & NCTD Recommendation

- Postpone Launch until March 1, 2009
 - Completed Implementation by December 12, 2008
 - Provide 30-60 Days of Acceptance & Availability Testing
 - Increase Operational Readiness
 - Educate & Market to Public
- Multi-Agency Team Established to Prepare for Public Launch

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Compass Card Implementation Multi-Agency Project Management Structure and Management Plan

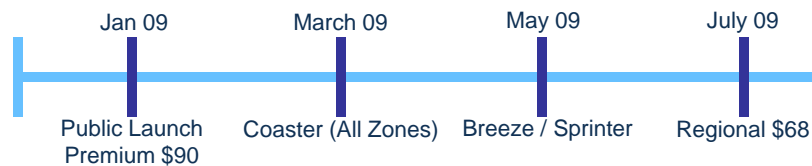


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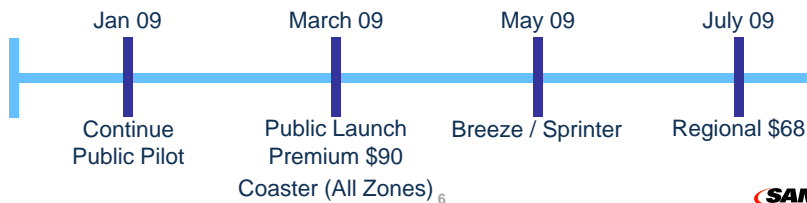


Deployment Schedule

Existing Compass Card Deployment Schedule



Updated Compass Card Deployment Schedule



Fare Ordinance Impact

- Ordinance States “Effective January 1, 2009, each Regional Pass ... shall be replaced with a 30-Day Rolling Pass ... “
- Compass Card Not Ready for Introduction of Rolling Passes on January 1st
- Staff Developed Options for Consideration

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Option 1 – Paper Rolling Passes

- Interim Solution from January 1st to March 1st Launch of Compass Card
- Does Not Require Amending Fare Ordinance
- Cost Impact Estimated at \$20,000
- Requires “Punch Card” Solution
- Distribution Through Third-party Outlets
 - Required to Avoid Title VI Impact
 - Significant Risk with Reliance on Correct Punching
 - Potential Revenue Impact

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Option 2A – Delay Rolling Passes

- Implements Rolling Pass in Conjunction with March 1st Compass Launch
- Requires Amendment to Fare Ordinance Prior to January 1st
- Premium & COASTER Paper Calendar Passes Eliminated March 1st
- Cost Impact Estimated at \$5,000
- Supported by Operators, but Concerns with Rolling Passes

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Option 2B – Delay Rolling & Add Calendar

- Implements Rolling Pass in Conjunction with March 1st Compass Launch
- Retains Availability of Calendar Passes as a Customer Option
- Requires Administrative Amendment to Fare Ordinance Prior to January 1st
- Premium & COASTER Paper Calendar Passes Eliminated March 1st
- Cost Impact Estimated at \$150,000

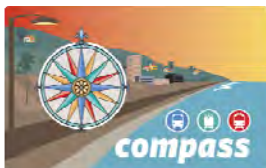
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Information and Possible Action

- Transportation Committee is asked to receive report and possibly take action in selecting an Option
- Option 1 - Does Not Require Amending Fare Ordinance
- Options 2A & 2B - Require Amendment to Fare Ordinance Prior to January 1, 2009
 - December 12th Transportation Committee
 - December 19th Board of Directors

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Compass Card

Deployment Update