

Instructions for Metrolink customers to enter Metro Rail during scanner outage

Metrolink ticket scanners are currently experiencing issues that are preventing customers from successfully scanning the QR code on their paper or mobile ticket when entering Metro Rail stations. This issue is also affecting customers exiting at Tap-to-Exit stations, including Union Station, North Hollywood, Downtown Santa Monica, Pomona-North, and Wilshire/La Cienega.

During this scanner outage, **TAP Blue Shirts** may be stationed at select times at entrances and exits at Union, 7th St/Metro Center, Downtown Santa Monica, and Norwalk Stations to open the faregates for Metrolink customers.

In the absence of TAP Blue Shirts, Metrolink customers can approach the **gate telephone (G-Tel)** on the entry side to call Metro Rail Operations Center (ROC) to be let in. See photo at right.

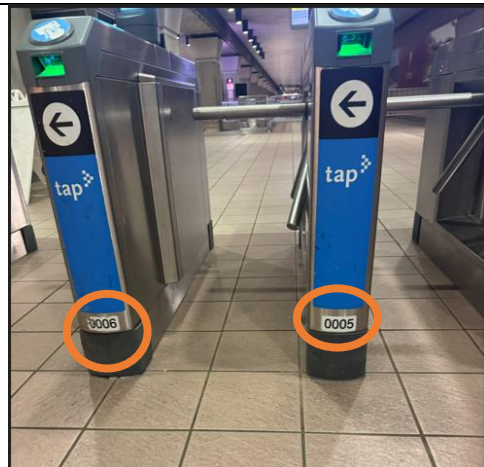
When the ROC answers, Metrolink customers should let them know they are a Metrolink customer and identify the station they are currently at.

The ROC will remotely unlock the gate and provide the customer with a console ID to pass through. Metrolink customers should look for the console ID displayed at the bottom of each console, as circled in the photos below.



Figure 1 - Metro Rail Gate Telephone (G-Tel)

Turnstile/legacy paddle gate console IDs



Tall faregate console ID

