

From: Melinda Dubroff [REDACTED]
Sent: Tuesday, August 23, 2022 8:54 AM
To: MTC-ABAG Info <info@bayareametro.gov>
Subject: Public Comment for 8/24 Meeting

External Email

Good Morning Commissioners,

Our family is delighted with the new pilot for the Clipper BayPass for use throughout the Bay Area transit agencies by college students and consumers of affordable housing. That good news comes around the good news of the pilot for the new paratransit mobility software/app. The several paratransit riders in our family are hoping for some significant changes to paratransit usability and rider experience.

The paratransit scheduling process and wait windows have been less of an issue than the payment process which doesn't seem to be covered by the mobility software nor does the Clipper BayPass seem to apply to paratransit. This is a concern.

In order to receive the paratransit vouchers in two of our family's counties of residence, we must physically mail a hardcopy application - with a check. There's no credit card, online application, or even submit the application via email. Please imagine either needing a printer to print out the application or waiting to receive a blank one in the mail. Please imagine the inaccessible method of completing a form (pen to paper) by someone with a significant disability, including having an envelope, stamp, being able to put something through the mail, and then waiting for a response and getting the vouchers back in the mail.

Next, please imagine, as a disabled person living in affordable housing, deciding not to fool with the vouchers and just paying cash. So it is exact change only. Four dollars. For a round trip, you need eight \$1 bills. A five and three ones won't get you there and back. This sometimes sends our family in tailspin trying to find a way to get dollar bills to our adult daughter at Avance MidPen Livermore to go the dentist. If you miss the paratransit bus three times (no time interval), you are suspended from using paratransit.

I would like you to consider a serious review of how your attention, especially in the context of these two pilots, can be leveraged to resolve these two failings of paratransit.

Thank you, Melinda Dubroff

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Melinda "Mel" Dubroff
[REDACTED]
[REDACTED]

If you don't take a seat at the table, you may find yourself on the menu.

"If they don't give you a seat at the table, bring a folding chair." - Shirley Chisolm