

**METROPOLITAN
TRANSPORTATION
COMMISSION**
Meeting Transcript



FEBRUARY 14, 2025

1 **BAY AREA INFRASTRUCTURE FINANCING AUTHORITY AND NETWORK**

2 **OPERATIONS COMMITTEE**

3 **FRIDAY, FEBRUARY 14TH, 2025, 9:35 AM**

4

5

6 **V. CHAIR, STEPHANIE MOULTON-PETERS:** GOOD MORNING, EVERYONE.

7 GOOD MORNING. IF I CAN ASK EVERYONE TO TAKE THEIR SEATS

8 PLEASE, I'M GOING TO CALL US TO ORDER. OKAY. GOOD MORNING. I

9 WOULD LIKE TO CALL TO ORDER THE MEETING OF THE BAY AREA

10 INFRASTRUCTURE FINANCE AUTHORITY NETWORK AND OPERATIONS

11 COMMITTEE. THIS MEETING IS BEING WEBCAST ON THE MTC WEB SITE.

12 COMMISSIONERS AND MEMBERS OF THE PUBLIC PARTICIPATING BY ZOOM

13 WISHING TO SPEAK SHOULD USE THE RAISED HAND FEATURE OR DIAL

14 STAR NINE. SPEAKERS WILL BE CALLED UPON AT THE APPROPRIATE

15 TIME. TELECONFERENCE ATTENDEES WILL BE CALLED UPON BY THE LAST

16 FOUR DIGITS OF THEIR PHONE NUMBER AND A VOICE VOTE WILL BE

17 TAKEN FOR ALL ACTION ITEMS TODAY. WE'LL START WITH A ROLL CALL

18 TO CONFIRM THE QUORUM.

19

20 **CLERK OF THE BOARD:** VICE CHAIR MOULTON-PETERS.

21

22 **CHAIR, CAROL DUTRA-VERNACI:** HERE.

23

24 **CLERK OF THE BOARD:** VICE CHAIR MOULTON-PETERS?

25



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1 **V. CHAIR, STEPHANIE MOULTON-PETERS:** HERE.

2

3 **CLERK OF THE BOARD:** CANEPA?

4

5 **DAVID CANEPA:** HERE.

6

7 **CLERK OF THE BOARD:** EL-TAWANSY NON-VOTING IS ABSENT. AND

8 COMMISSIONER NOACK?

9

10 **SUE NOACK:** HERE.

11

12 **CLERK OF THE BOARD:** WE HAVE A QUORUM.

13

14 **V. CHAIR, STEPHANIE MOULTON-PETERS:** ALL RIGHT. WE HAVE A SMALL

15 BUT MIGHTY QUORUM. WE'LL NOW DO THE PLEDGE OF ALLEGIANCE.

16 LOOKING AT MY COLLEAGUES EDDIE AHN, IF YOU WOULD PLEASE LEAD

17 US. [PLEDGE OF ALLEGIANCE] "I PLEDGE ALLEGIANCE TO THE FLAG

18 OF THE UNITED STATES OF AMERICA, AND TO THE REPUBLIC FOR WHICH

19 IT STANDS, ONE NATION UNDER GOD, INDIVISIBLE, WITH LIBERTY AND

20 JUSTICE FOR ALL."

21

22 **CHAIR, CAROL DUTRA-VERNACI:** THANK YOU. IF THE CLERK WOULD

23 PLEASE READ THE COMPENSATION ANNOUNCEMENT?

24



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1 **CLERK OF THE BOARD:** AS AUTHORIZED BY STATE LAW, I AM MAKING
2 THE FOLLOWING ANNOUNCEMENT. EACH MEMBER OF THE BOARD HERE
3 TODAY WILL BE ENTITLED TO RECEIVE \$100 PER MEETING ATTENDED UP
4 TO A MAXIMUM OF \$500 PER MONTH PER AGENCY. THIS AMOUNT IS A
5 PROVIDED AS A RESULT OF CONVENING A MEETING FOR WHICH EACH
6 MEMBER IS ENTITLED TO COLLECT SUCH AMOUNT.

7

8 **V. CHAIR, STEPHANIE MOULTON-PETERS:** VERY GOOD. THANK YOU. OKAY
9 WE'LL MOVE NOW TO THE CONSENT CALENDAR. AND I WOULD LIKE TO
10 HAVE A MOTION FOR CONSENT.

11

12 **SUE NOACK:** SO MOVED.

13

14 **DAVID CANEPA:** SECOND.

15

16 **V. CHAIR, STEPHANIE MOULTON-PETERS:** MOTION BY NOACK SECOND BY
17 CANEPA. IS THERE ANYONE WHO WOULD LIKE TO COMMENT? IS THEIR
18 ANY PUBLIC COMMENT?

19

20 **CLERK OF THE BOARD:** THERE ARE NO WRITTEN COMMENTS RECEIVED FOR
21 THIS ITEM, AND NO MEMBERS IN THE BOARDROOM WITH PUBLIC COMMENT
22 AND NO MEMBERS IN THE ATTENDEE SPACE.

23

24 **V. CHAIR, STEPHANIE MOULTON-PETERS:** OKAY. THANK YOU, WE'LL
25 TAKE THE VOTE. ALL IN FAVOR, SAY AYE. [AYES] ANY OPPOSITION?



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1 ABSTENTIONS? NO. THANK YOU. THAT MOTION CARRIES. WE'LL MOVE
2 NOW TO ITEM 5A THE EXPRESS LANES START PILOT FINDINGS AND
3 RECOMMENDATIONS. DIANE DORINSON, GOOD MORNING. PLEASE PROVIDE
4 THE REPORT.

5

6 **DIANA DORINSON:** GOOD MORNING COMMISSIONERS. I'M DIANA DORINSON
7 WITH THE MTC EXPRESS LANES TEAM. I'M THE PRINCIPLE PROGRAM
8 COORDINATOR IN CHARGE OF THE EXPRESS LANES START PILOT. PLEASE
9 BRING UP THE SLIDES. THANK YOU. THIS INFORMATION ITEM
10 SUMMARIZES THE FORMAL EVALUATION OF THE FIRST 12 MONTHS OF THE
11 EXPRESS LANES START PROGRAM, PRESENTS SEVERAL UPDATES ON
12 RECENT ACTIVITIES IN LATE 2024, AND DESCRIBES A PROPOSED
13 WORKPLAN TO DEVELOP MULTIPLE RECOMMENDATIONS THAT WOULD BE
14 ACTED ON BY THE THIS COMMITTEE AND BAIFA BOARD OVER SEVERAL
15 MONTHS. THE WORKPLAN WILL BE PRESENTED FOR APPROVAL AT THE
16 MEETING OF FEBRUARY 26TH IN ORDER TO GUIDE UPCOMING TOLL
17 ORDINANCE AMENDMENT PROCESS, WHICH WILL KICKOFF NEXT MONTH.
18 NEXT SLIDE. OH, SORRY. THIS SLIDE IS PERFECT. EXPRESS LANES
19 START IS AN EFFORT TO MAKE EXPRESS LANE TOLLS MORE AFFORDABLE.
20 THE PILOT GREW OUT OF THE FEEDBACK RECEIVED FROM THIS BODY,
21 FROM THE POLICY ADVISORY COUNCIL, AND THE GENERAL PUBLIC ABOUT
22 EQUITY CONCERNS DURING THE DEVELOPMENT OF THE EXPRESS LANES ON
23 INTERSTATE 880. THE PILOT WAS LAUNCHED AS AN 18-MONTH TEST OF
24 HALF PRICED EXPRESS LANE TOLLS FOR LOW-INCOME HOUSEHOLDS PILOT
25 SPONSORED BY BAIFA AND IS CURRENTLY AVAILABLE ON THE I80



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1 EXPRESS LANES ONLY. THE ELIGIBILITY REQUIREMENTS FOR EXPRESS
2 LANES START ARE THE SAME AS ESTABLISHED FOR CLIPPER START. A
3 PERSON MUST APPROVE HOUSEHOLD INCOME AT OR BELOW 200% OF THE
4 POVERTY LEVEL AND A BAY AREA ADDRESS. DISCOUNT IS APPLIED
5 THROUGH CUSTOMER FASTRAK ACCOUNT. IN JULY 2024, BAIFA VOTED TO
6 EXTEND THE PILOT TO MARCH 2026 SO BAIFA CAN CONTINUE TO OFFER
7 THE BENEFIT WHILE COMPLETING EVALUATION AND TAKING ACTION ON
8 NEXT STEPS. NEXT SLIDE. THE PILOT HAS THREE GOALS INCREASE
9 ACCESS TO THE I80 EXPRESS LANES WE UNDERSTAND OPTION TO PAY
10 MORE FOR A MORE RELIABLE TRIP IN THE EXPRESS LANE IS LIMITED
11 IF YOU ARE ON THE LOWER END OF THE INCOME SPECTRUM WE WANT TO
12 REDUCE BARRIER FOR ENTRY TO THIS GROUP. SECOND WE WANT
13 CUSTOMERS TO HAVE A GOOD EXPERIENCE IN TERMS OF SIGNING UP FOR
14 THE PROGRAM AND ALSO USING THE LANES THIRD GOAL TO MAINTAIN
15 OPERATIONAL INTEGRITY IN EXPRESS LANES OVERALL WHICH MEANS WE
16 DO NOT WANT TO SEE NEGATIVE IMPACTS TO LANE SPEEDS CUSTOMER
17 SERVICE CENTER OPERATIONS OR REVENUE OUTCOMES ESTABLISHING 12
18 EVALUATION TARGETS HELPS DETERMINE EQUITY PROGRAM GOALS
19 EVALUATION PERIOD COVERED 12 MONTHS OF OPERATIONS FROM APRIL
20 2023 THROUGH MARCH 2024. THE TABLE INDICATES WITH A CHECKMARK
21 THAT 8 OF 12 TARGETS WERE MET AND X INDICATES TARGETS NOT MET
22 DURING FIRST YEAR OF OPERATIONS. DETAILS ON METRICS ARE
23 PROVIDED IN YOUR PACKET SUMMARIZING RESULTS PEOPLE SAYING THEY
24 JOINED THE PROGRAM AND WERE VERY SATISFIED USED EXPRESS LANES
25 MORE THAN EXPECTED NO CONCERNS ABOUT IMPACTS TO LANE



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1 OPERATIONS OR PROGRAM INTEGRITY UNFORTUNATELY APPLICATIONS AND
2 ENROLLMENT FELT SHORT OF OUR TARGETS AS A RESULT WE DID NOT
3 MEET COST PER ENROLLEE METRICS FOR FIRST 12 MONTHS ENROLLEE
4 HAS COME DOWN BELOW EVALUATION TARGET. NEXT SLIDE. FINDINGS
5 THAT GO BEYOND 12 PERFORMANCE METRICS FOR THE FORMAL
6 EVALUATION PERIOD. FIRST WE BELIEVE THE POTENTIAL CUSTOMER
7 BASE FOR THIS PROGRAM IS A SMALLER GROUP THAN INITIALLY
8 PLANNED FOR. ALTHOUGH A LARGE SHARE OF RESIDENTS IN THE I-880
9 CORRIDOR ARE WITHIN OUR INCOME THRESHOLD THESE INDIVIDUALS MAY
10 NOT BE DRIVERS OR MAY NOT BE PAYING TO USE EXPRESS LANES
11 INSTEAD USING ADJACENT GENERAL PURPOSE LANES WHICH ARE FREE.
12 SECOND WE HAVE CONCERNS THAT THE REQUIREMENTS OF FREEZING
13 FASTRAK MAY BE A BARRIER TO PARTICIPATION SURVEYS CUSTOMERS
14 DESCRIBE CHALLENGES WITH APPLYING DISCOUNT CODE TO FASTRAK
15 ACCOUNTS AFTER APPLICATION WAS APPROVED. SOME MAY BE RELUCTANT
16 TO OPEN A FASTRAK. THE BAY AREA TOLL AUTHORITY IS WORKING ON
17 IMPROVEMENTS THAT WILL MAKE IT EASIER TO USE FASTRAK IN
18 GENERAL AND OUR CUSTOMER BASE WILL BENEFIT FROM UPGRADES.
19 THIRD PRELIMINARY EVIDENCE THIS PROGRAM MAY HELP REDUCE THE
20 RATE OF TOLL VIOLATIONS AS A GROUP EXPRESS LANES START
21 CUSTOMER WHO IS HAD FASTRAK BEFORE STARTING THE PILOT HAD
22 FEWER VIOLATIONS AFTER THEY JOINED WE ALSO HAVE DATA SHOWING
23 THE VIOLATION RATE FOR EXPRESS LANES START PARTICIPANTS IS
24 LOWER THAN THE RATE FOR ALL OTHER CUSTOMERS ON I-880. NEXT
25 SLIDE PLEASE. FLUSH TO SUMMARIZE EVALUATION OF THE EXPRESS



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1 LANES START PILOT IS A MIX OF POSITIVE OUTCOMES AND LINGER
2 CONCERNS RELATED TO GOAL OF INCREASED ACCESS WE HAVE STRONG
3 EVIDENCE THAT THE PROGRAM HAS SUPPORTED HIGH LEVELS OF USAGE
4 RECOGNIZING PROGRAM UPTAKE IS LOW IT'S HARD FOR US TO FEEL
5 CONFIDENT THE PROGRAM HAS INCREASED ACCESS FOR LOW-INCOME
6 HOUSEHOLDS IN THE CORRIDOR. IN TERMS OF GOALS CUSTOMERS HAVE
7 EXPERIENCED STRONG SUPPORT FOR THE PROGRAM SAVINGS OF TIME AND
8 MONEY. ON THE OTHER HAND FASTRAK ACCOUNT IS REQUIRED TO USE
9 EXPRESS LANES THIS MAY BE HOLDING SOME PEOPLE BACK FROM TAKING
10 ADVANTAGE OF THE PROGRAM. LASTLY FOR THE GOAL OF OPERATIONAL
11 INTEGRITY RELATIVELY LOW-LEVEL OF ENROLLMENT CUTS BOTH WAYS ON
12 ONE HAND TRAFFIC OPERATIONS WERE NOT NEGATIVELY AFFECTED IT
13 MEANS THAT WE ARE SPENDING MORE TIME TO OPERATE THE PROGRAM
14 THAN DIRECTLY BENEFITS RECEIVED BY USERS. BECAUSE EARLY
15 RESULTS ARE MIXED THE TEAM IS CONTINUING TO DEVELOP STRATEGIES
16 FOR IMPROVING THINGS. NEXT SLIDE. COMMUNICATION EFFORTS
17 INCREASE TO REACH MORE ELIGIBLE HOUSEHOLDS IN 2024 WE ADJUSTED
18 CONTENT ON THE EXPRESS START HOME PAGE TO FIND OUR PROGRAM AND
19 HAVE SEEN HIGHER SUBMITTED APPLICATIONS AS A RESULT. UPCOMING
20 ACTIVITIES INCLUDE WORKING WITH THE REGIONAL PLANNING GROUP TO
21 UTILIZE RESULTS FROM THE SURVEY AND REFINE ENROLLMENT TARGETS
22 CURRENTLY DEVELOPING OUR STRATEGY AND ADVERTISING CAMPAIGNS
23 AND OUTREACH. GENERATING ADDITIONAL TRAFFIC TO EXPRESS LANES
24 START WEB SITE BY DEVELOPING RETARGETING ADDS ONLINE AND
25 IMPROVING LINKS BETWEEN PROGRAMS AND WEB SITES RELATED TO



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1 BENEFIT PROGRAMS. IN TERMS OF CUSTOMER EXPERIENCE I HAVE
2 MENTIONED OUR EFFORTS AROUND POTENTIAL CONCERNS AROUND
3 CUSTOMER ENROLLMENT AND FASTRAK GETTING TO THE REST OF THE
4 YEAR WE'RE STARTING BIENNIAL ELIGIBILITY RENEWALS FOR EXISTING
5 CUSTOMERS AND IMPLEMENTING RECOMMENDATIONS FROM THE CROSS-
6 CUTTING REVIEW OF ELIGIBILITY ENROLLMENT RECENTLY CONDUCTED
7 FOR ALL MTC'S EQUITY PROGRAMS FOR EXAMPLE, WE WILL COORDINATE
8 WITH CLIPPER START TO PARTNER WITH STATE AND COUNTY AGENCIES
9 AND COMMUNITY-BASED ORGANIZATIONS TO CROSS QUALIFY INDIVIDUALS
10 ALREADY ENROLLED IN OTHER PROGRAMS SPECIFIC EXPRESS LANES
11 START WE ARE EXPLORING OPTION FOR FLIP AT SIGN UP SO THE
12 DISCOUNT CAN BE AUTOMATICALLY APPLIED AS SOON AS THEY ARE
13 APPROVED. NEXT SLIDE PLEASE. THROUGH THE FALL 2024, THE
14 PROGRAM TEAM COORDINATED WITH OUR PARTNERS AND STAKEHOLDERS TO
15 SHARE PRELIMINARY EVALUATION OUTCOMES AND GATHER FEEDBACK
16 ABOUT NEXT STEPS. WE MET WITH THE PILOT ADVISORY GROUP
17 PRESENTED TO THE EQUITY AND ACCESS SUBCOMMITTEE OF THE POLICY
18 ADVISORY COUNCIL AND WE DISCUSSED RESULTS AT THE EXPRESS LANES
19 EXECUTIVE STEERING COMMITTEE. ONE OF THE CONCERNS WE HEARD
20 FROM OUR PARTNERS IS THAT MORE WORK IS NEEDED TO IDENTIFY THE
21 TYPE OF EQUITY PROGRAM THAT ALL EXPRESS LANE OPERATORS IN THE
22 REGION CAN SUPPORT. AS YOU MAY KNOW SAN MATEO COUNTY IS
23 PROCURING AND IMPLEMENTING SECOND PHASE OF THEIR MOBILITY
24 PROGRAM WHICH OFFERS TRANSPORTATION STIPENDS TO ELIGIBLE SAN
25 MATEO COUNTY RESIDENTS WE'RE WORKING WITH PARTNERS TO DEVELOP



1 A DETAILED ANALYSIS OF COST BENEFITS AND LEGAL CONSTRAINTS
2 THAT APPLY TO THE TWO TYPES OF DIRECT BENEFIT PROGRAMS
3 DISCOUNT AND STIPEND IN ORDER TO INFORM REGIONAL DISCUSSIONS
4 AROUND EQUITY ON EXPRESS LANES. IN ADDITION BAIFA AND PARTNERS
5 MAY EXPLORE THIRD APPROACH TO SUPPORTING EQUITY THROUGH
6 COMMUNITY INVESTMENTS BAIFA STAFF IS CURRENTLY WORKING ON
7 DEVELOPING A REMAINING REVENUE POLICY FOR BAIFA'S EXPRESS
8 LANES. THIS POLICY WILL BE USED TO IDENTIFY AND SELECT
9 PROJECTS TO BE FUNDED WITH EXCESS REVENUE FROM EXPRESS LANE
10 OPERATIONS AND POTENTIALLY BE A MECHANISM TO PRIORITIZE
11 INVESTMENTS IN TRANSIT OTHER AND COMMUNITY NEEDS IN EXPRESS
12 LANE CORRIDORS. NEXT SLIDE PLEASE. OVER THE NEXT YEAR STAFF
13 WILL CONTINUE TO PARTNER WITH THE OTHER BAY AREA EXPRESS LANE
14 OPERATORS TO IDENTIFY A REGIONALLY CONSISTENT APPROACH TO
15 EQUITY ON EXPRESS LANES THAT ALIGN WITH MTC'S MEANS BASED
16 PORTFOLIO ON BENEFIT PROGRAMS. PROCESS OF REACHING CONSENSUS
17 AND IMPLEMENTING SUSTAINABLE PROGRAM MODEL WILL TAKE TIME
18 RECOGNIZING EFFORTS ARE UNLIKELY TO YIELD TANGIBLE BENEFITS TO
19 USERS BEFORE EXPRESS LANES START PILOT SCHEDULED TO END IN
20 MARCH 2026 RATHER THAN LET THE PILOT SUNSET WITHOUT
21 ALTERNATIVE IF PLACE STAFF PROPOSED WORKPLAN TO DEVELOP A SET
22 OF RECOMMENDATIONS TO EXTEND AND EXPAND THE PILOT WHILE
23 COLLABORATING. FIRST STAFF IS WORKING TO DEVELOP A
24 RECOMMENDATION FOR BAIFA TO MODIFY ITS TOLL FACILITY ORDINANCE
25 TO EXTEND THE ALLOWABLE TIME FRAME FOR PILOT PROGRAMS CURRENT



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1 LANGUAGE IN THE TOLL ORDINANCE LIMITS PILOTS TO THREE YEARS
2 PREPARING TOLL ORDINANCE AMENDMENT THIS SPRING MAKE KEY
3 CHANGES FOR OPPORTUNITY TO ADJUST RULES FOR PILOTS AT THE SAME
4 TIME. NEXT SLIDE. IN ADDITION TO EXTENDING PILOT IN TIME STAFF
5 IS DEVELOPING A RECOMMENDATION TO EXPAND THE PILOT
6 GEOGRAPHICALLY EXPRESS LANE WILL OPEN ON INTERSTATE 880 SOLANO
7 CAN'T FALL 2025 INCLUDING POTENTIAL PILOT OF WEEKEND TOLLING.
8 FUTURE CORRIDOR WOULD EASE TRANSITION FOR LOW-INCOME
9 HOUSEHOLDS EXPANDING GEOGRAPHICALLY WILL HELP US LEARN MORE
10 ABOUT THE DISCOUNT PROGRAM SUCH AS WEATHER MULTIPLE CORRIDORS
11 MAKE THE PROGRAM MORE ATTRACTIVE TO USERS AND WHETHER OUR
12 FINDINGS IN I-880 CORRIDOR ARE REPLICABLE IN OTHER PARTS OF
13 THE BAY AREA IN ORDER TO HAVE THE DISCOUNT READY IN TIME STAFF
14 WOULD BEGIN WORK RIGHT AWAY AND MARKETING CAMPAIGN COULD BE
15 LAUNCHED LATER THIS YEAR FINAL RECOMMENDATION STAFF IS
16 DEVELOPING POTENTIAL FEW OF EXPANSION TO OTHER EXPRESS LANES
17 WHICH ACCOUNT INCLUDE I-680 EXPRESS LANE IN CONTRA COSTA
18 COUNTY ADDITIONAL EXPANSION IN CONNECTING FACILITIES IN
19 REGIONAL EXPRESS LANES NETWORK. THIS AGENDA ITEM IS FOR
20 INFORMATION ONLY THE THREE RECOMMENDATIONS I HAVE DESCRIBED
21 WOULD BE ACTED ON BY THIS COMMITTEE AND FULL BOARD AT FUTURE
22 MEETINGS AS APPROPRIATE. THIS CONCLUDES MY FORMAL PRESENTATION
23 HAPPY TO RECEIVE YOUR FEEDBACK AND ANSWER QUESTIONS YOU MAY
24 HAVE. THANK YOU.
25



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1 **V. CHAIR, STEPHANIE MOULTON-PETERS:** THANK YOU DIANA. QUESTIONS
2 OR COMMENTS?

3

4 **REBECCA KAPLAN:** THANK YOU SO MUCH. GOOD MORNING EVERYBODY.
5 WONDERFUL TO BE WITH YOU ALL. I NOTE BOTH IN THIS REPORT AND
6 IN THE COMMITTEE DISCUSSION ON WEDNESDAY, HERE, ISSUES ABOUT
7 FASTER CONTINUING TO BE A CHALLENGE. AND I KNOW THERE WAS A
8 FAIR BIT OF DISCUSSION WEDNESDAY ABOUT MORE OUTREACH, MORE
9 ADVERTISING. BUT, STILL, SOME TECHNICAL ISSUES WITH MAKING
10 FASTER ACTUALLY AVAILABLE THROUGH THESE OUTREACH EVENTS SO
11 PEOPLE GO TO AN EVENT THERE IS A FLYER THAT SAYS YOU SHOULD
12 GET FASTER AND IF THEY SAY OKAY, THEY'RE TOLD NOPE. WE CAN'T
13 GIVE IT TO YOU. YOU HAVE TO GO TO THIS WEB SITE ENTER YOUR
14 INFORMATION ENTER BANK ACCOUNT INFORMATION MAKE A PAYMENT. SO
15 IF THE GOAL WOULD BE FOR PROGRAMS THAT ARE FOR LOW-INCOME
16 PEOPLE IS TO LEAN EVEN MORE HEAVILY ON THEM HAVING TO HAVE
17 FASTER TO HAVE ACCESS TO A SUBSIDY PROGRAM, THEN THE LACK OF
18 ACCESS TO FASTER WILL BECOME AN EVEN BIGGER PROBLEM. SO IF
19 THE GOAL, AS RECOMMENDED HERE, IS TO MAKE ACCESS TO THE LOW-
20 INCOME SUPPORT SERVICES, DEPENDING ON HAVING FASTER THEN WE
21 WOULD HAVE TO FIRST DO THE PROJECTS ABOUT MAKING FASTER
22 AVAILABLE RATHER THAN AFTERWARDS. AND I REALIZE THAT HAVING
23 THEM ACTUALLY AVAILABLE TO GIVE OUT AT EVENTS IS MORE WORK
24 THAN JUST GIVING OUT FLYERS AND ENCOURAGING PEOPLE TO DO IT
25 BUT IF WE'RE TRYING TO REACH UNDERSERVED COMMUNITY AND LOW-



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1 INCOME COMMUNITIES AND COMMUNITIES WITH LESS INTERNET ACCESS
2 THEN MAKING THEM ACTUALLY AVAILABLE AS WELL AS DEALING WITH
3 THE PROBLEM OF THE MONEY UP FRONT ISSUE, I THINK IS GOING TO
4 BE REALLY IMPORTANT. AND IT'S IMPORTANT FOR THIS AGENCY
5 INDEPENDENT OF THE LOW-INCOME DISCOUNT PROGRAM BECAUSE THE
6 MORE PEOPLE THAT HAVE FASTRAK LESS MONEY WE HAVE TO SPEND
7 CHASING PEOPLE FOR THEIR PAYMENTS. I'M INTERESTED TO HEAR HOW
8 THESE WOULD INTERSECT IN TERMS OF THE ROLE OF MAKING FASTRAK
9 EASIER TO START LESS EXPENSIVE TO START SO IT CAN BE USED MORE
10 EFFECTIVELY. AND ALSO MAKE SURE TO UPLIFT THE GOOD NEWS WHICH
11 IS THE PEOPLE THAT DID ACTUALLY GET INTO THE PROGRAM FOUND IT
12 USEFUL AND EFFECTIVE AND IT WORKED. SO REALLY GLAD TO HEAR
13 THAT. THANK YOU.

14

15 **LISA KLEIN:** COMMISSIONER KAPLAN, I WOULD BE HAPPY TO RESPOND
16 TO THAT. I'M LISA KLEIN, THE EXECUTIVE DEPUTY DIRECTOR FOR
17 MOBILITY. AS PRESENTED AT THE BATA OVERSIGHT COMMITTEE
18 WEDNESDAY THERE IS A PRETTY LONG LIST OF STRATEGIES THAT WE'RE
19 EXPLORING TO MAKE FASTRAK MORE ACCESSIBLE, MAKING AVAILABLE
20 THROUGH COMMUNITY EVENTS IS ONE OF THEM. SEVERAL OF THOSE
21 STRATEGIES ARE BEING PURSUED AGGRESSIVELY AND SOME TAKING MORE
22 TIME TO WORK OUT. WE ASSURE YOU WE SEE THESE THINGS LINKED AS
23 YOU HAVE DESCRIBED AND WE WOULD BE PURSUING THESE ABSOLUTELY
24 IN PARALLEL AND IN AS MUCH AS POSSIBLE LEVELLING, AND YOU
25 KNOW, ADVANCING THE FASTRAK ACCESS WORK, THE GENERAL ACCESS



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1 WORK AS QUICKLY AS WE CAN. YOU KNOW, AND LEVERAGING THAT AS WE
2 PURSUE THIS. SO, WE TOTALLY AGREE. [LAUGHTER] IN SHORT.

3

4 **V. CHAIR, STEPHANIE MOULTON-PETERS:** VERY GOOD. THANK YOU. ANY
5 OTHER COMMENTS? ALL RIGHT. I'M NOT SEEING ANY. MUCH WE'LL OPEN
6 IT TO THE PUBLIC. IS THERE ANY PUBLIC COMMENT?

7

8 **CLERK OF THE BOARD:** THERE IS NO WRITTEN CORRESPONDENCE
9 RECEIVED ON THIS ITEM AND THERE IS NO ONE IN THE BOARDROOM OR
10 ZOOM WISHING TO SPEAK ON THIS ITEM.

11

12 **V. CHAIR, STEPHANIE MOULTON-PETERS:** ALL RIGHT. VERY GOOD THEN
13 I'LL JUST CLOSE BY SAYING THAT I APPRECIATE YOUR MULTI-MODAL
14 NEXT STEPS, MULTI-PRONG NEXT STEPS. WITH THAT WE'LL FINISH
15 THIS ITEM AND BEFORE I ADJOURN US, I WANT TO ACKNOWLEDGE THE
16 FESTIVE ATMOSPHERE IN THE ROOM. HAPPY VALENTINE'S DAY,
17 EVERYONE. THANK YOU TO STAFF. AND I THINK IT'S FAIR TO SAY WE
18 LOVE TRANSPORTATION AND TRANSIT AT MTC.

19

20 **CLERK OF THE BOARD:** OH, GENERAL PUBLIC COMMENT. THERE WAS NO
21 WRITTEN CORRESPOND RECEIVED UNDER GENERAL PUBLIC COMMENT, AS
22 WELL, AND NO WRITTEN CORRESPOND RECEIVED FOR GENERAL PUBLIC
23 COMMENT.

24



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1 **V. CHAIR, STEPHANIE MOULTON-PETERS:** THANK YOU FOR THAT. AND
2 WITH THAT, WE ARE ADJOURNED. THANK YOU. [ADJOURNED]
3



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