

From: [REDACTED]
Sent: Sunday, January 9, 2022 6:43 PM
To: MTC-ABAG Info <info@bayareametro.gov>
Subject: Feedback

External Email

Hello,

I'm writing to provide feedback to the MTC and BATA on two topics: Fastrak, and a suggestion regarding bridge tolls.

1. I truly believe that the Fastrak agency overseeing toll charges is awful and needs to be replaced and/or drastically revamped. Currently, the payment system automatically charges members based on average use, but doesn't allow us to adjust our threshold or replenishment amount. Years ago, I used to be able to log in to my account and change the minimum threshold + replenishment amount according to what I felt was most appropriate for me, the user. Now, it gets changed periodically without my knowledge or active consent. When I have tried to call to complain and have this adjusted, I've been told that it's simply part of the agreement I consented to as a member, and can only be temporarily changed, but then gets changed back again the next quarter. Additionally, I'm not able to do this online, but rather have to call and have often remained on hold for up to an hour. I've had unexpectedly high replenishment charges come through my bank account that I did not foresee or were higher than anticipated because they had been changed without my knowledge. Additionally, my threshold keeps getting changed to a minimum of \$60-80. Why does it need to be that high? What happens to that \$60-80 that I never get to use? They're essentially holding my money hostage, and I don't have the power to personally adjust it. This simply isn't right. I understand that there is low staffing and that it's challenging to get a hold of a live person, so given that, users should be able to make adjustments to their account online and have a choice in how much gets taken.

2. Secondly, I was wondering if you've ever considered a type of discount or adjusted rate for work commuters, especially on the Golden Gate Bridge. I commute across the bridge for work, which at \$8 per day adds up to a hefty monthly bill out of my meager salary as a Medical Assistant. I would love to be more environmentally friendly by using public transit rather than driving a car, but unfortunately both the bus and the ferry cost even more. Have you ever weighed out a discounted or adjusted toll rate for workers? I know that I would greatly appreciate this, as currently I don't have any choice when I go to work but to pay up the \$8 per day.

Thank you for reading, and for any response.

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