

From: aleta dupree [REDACTED]
Sent: Friday, October 25, 2024 3:27:14 PM
To: MTC-ABAG Info <info@bayareametro.gov>
Subject: Comments for Clipper Exec Bd for 20241028

Greetings Commission Secretary, please forward this message to the full Clipper Executive Board for the Regular Meeting of 28 October, 2024.

Greetings Board Chair Bob Powers and Members.

Aleta Dupree for the record, she, her, with Team Folds.

I bring you my comments concerning the work and mission of the Clipper Executive Board.

I share with you some context, for both the benefit of those newer to the Board, and for a greater sense of clarification. I submit to you that I am an ordinary and longtime user of Public Transportation. Such first began for me in early 1970, in the 34th Street - 8th Avenue Station of the New York City Subway. In the fall of 1980, even with much experience on the Subway and the Long Island Railroad, I entered into another public transportation facility also located in New York City, Grand Central Terminal. Such was not only a place where I had my first helping of raw oysters, and afterward rode a train, but more so discovered things much bigger than myself.

I remember the days of brass tokens for the fare gates, some of which were decades old and had components made of wood. Then in early 1999 I was introduced to the MetroCard, and for \$4, I was able to enjoy unlimited rides on the Subway until 4 AM the next day. Over time I discovered new things, and was introduced to Clipper in 2010 at the time of the brand's inception. I have a substantial collection of fare cards and apps from different systems, especially given that I am a Reduced Fare user. And over the last few years I have used the OMNY fare payment system in New York, and that has enabled me to use the buses and the Subway with fare capping and Reduced Fares.

And so I look toward the implementation of Clipper 2, and I expect the highest levels of accountability in building and delivering this most important project. I consider that the Metropolitan Transportation Authority in New York has designated the OMNY fare system as a megaproject, given its absolute importance to the effectiveness of Public Transportation in the New York megaregion. And I see Clipper as a system to be considered a megaproject as well, and always working toward continuous improvement.

I read of your survey of both users and non users of Clipper. I find it to be well thought out and an essential contributor of input toward improvement of Clipper. I admit I am perplexed as to why users who identify as non binary are expressing lower levels of satisfaction with Clipper. I know Clipper to be a program that practices basic ideals of welcome and inclusion for all different communities. I find in my experience that non users of Clipper are prone to foregoing the various discounts that Clipper offers, resulting in higher expenses to use Public Transportation. I have certainly found C1 to have worked extremely well in the fourteen years I have used the system. I am

looking forward to the improvements that C2 will bring, and that I will be able to enjoy.

I consider my visits to New York, and with using OMNY, I still wonder why many stand in long lines at vending machines to buy paper MetroCards, especially given that there are OMNY cards available now, which can have value loaded with cash. In San Francisco, I still wonder why many buy paper cable car tickets when Clipper can be used. I don't use the cable car very often, when I did a few months ago, I paid the \$8 fare with a mobile Clipper Card. The cable car conductor certainly seemed appreciative of the ease of use. I was one of a very few who did so on that trip. Perhaps many who travel to the Bay Area are unaware of our Clipper program, and often don't want to make changes mid stream.

I consider some who pay cash for things. I often find myself in casinos in Las Vegas, where cash is the primary method for slot and table gaming. There are increasing numbers of people who engage in sports betting using mobile applications. Yet many visitors to Las Vegas pay most or all of their expenses with cash. It is common to make large withdrawals of cash in preparation for gaming. Along the way meals, entertainment, sundries, and souvenirs are purchased as well. So for many, cash is used to pay for most everything, so as not to carry large amounts of remaining cash for the trip home. And so there are many higher income users of cash that I see out in the world, especially in Las Vegas. It is possible to gamble in some casinos a cashless manner, either through a few mobile apps, or setting up casino credit with direct payment. I submit to you that I do not engage in casino gaming but I seek to be informed.

Perhaps in many ways I am ahead of the curve, given that I obtained my first "smart phone" in the summer of 2008. For a long time I saw very few who had one of these devices, and now they are almost ubiquitous. I have met people of lower incomes who have free basic smartphones and free allotments of cell service. Such would make a mobile Clipper Card easy to obtain. I also know a number of people of lower incomes who receive their various payments for work, retirement, disability, through direct deposit. I submit to you that I have been using direct deposit since 1989, and it's been over a decade since I last filled out a paper check. I also belong to a credit union that does not charge a service fee for a basic account, regardless of balance. On occasion I obtain a five dollar bill to enjoy the games at the Pinball Hall of Fame, 4925 Las Vegas Blvd South, Las Vegas, NV, 89119. And so for me as a member of the equity priority community, these technologically based paperless methods help me to navigate various challenges that I face.

I do not know if I will be at your Meeting in person, but at least I have Zoom. A number of months ago I attended a meeting of MTC will having lunch in a casino in Las Vegas. Wherever I go, Zoom is pretty much with me, though I am not able to do Zoom meetings from airplanes in flight. I have done Zoom meetings from various places, walking in Philadelphia, riding buses in Las Vegas, and from the Oyster Bar in Grand Central Terminal. You see, I love a good Public Meeting, can't get enough of them. I look forward to your upcoming Meeting and hearing of the progress that is being made with our Clipper program.

Thank you.