

From: [MTC-ABAG Info](#)
To: [Wally Charles](#)
Subject: Fw: Comments for Clipper Exec Bd for 18 NOV 24
Date: Sunday, November 17, 2024 5:09:05 PM

From: aleta dupree [REDACTED]
Sent: Friday, November 15, 2024 2:05:19 PM
To: MTC-ABAG Info <info@bayareametro.gov>
Subject: Comments for Clipper Exec Bd for 18 NOV 24

External Email

Attention Commission Secretary, please forward this message to the Clipper Executive Board for the General Meeting of 18 November, 2024.

Greetings Board Chair Bob Powers and Members.

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

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

I submit to you the importance of Clipper, and the continuing work thereof. I share with you on various items that might be pertinent to the posted Agenda. I do stand in support of an adjustment to the commission rates for Clipper vendors in equity priority communities. It is my desire to see greater in person engagement with Clipper, especially in equity priority communities. You see, there are many who have not set up bank accounts or have not come into possessing mobile capable devices. And it is essential to have Clipper engagement available in places that many people visit often and do business with, such as grocery stores and pharmacies. I do see opportunities for people to be able to take their various accumulations of cash and put that to work in Clipper stored value. And this would be a form of a savings account, much as when many fill fuel tanks on their vehicles with gasoline. And more are using this basic principle of a savings account when charging large format traction power batteries in their cars. There is much room for Clipper to grow, and reaching out to equity priority communities is one very important way to do so.

I consider matters of group travel, as that pertains to Clipper, and challenges thereof. I do not have recent experience with group travel, such occurred long before the electronic payment systems of today. In years past, when I was in a group, each of us would be issued brass tokens in order to use

the legendary and historic New York City Subway. I remember stacks of paper commuter rail tickets distributed to us in various places, most notably Grand Central Terminal, which is also located in New York City. And I am not advocating for looking to and relying on the older methods in order to facilitate group travel on our diverse transit systems in our beloved Bay Area. I prefer to advance to conversation to ensure all groups can be included in these new methods of fare payment. Yet how do we go forward? I can understand large groups not wanting to buy multiple plastic Clipper cards for short visits, and having orphan balances remaining. Therefore I advocate for advancing the conversation to ensure seamless group travel experiences using Clipper rather than holding onto the methods of the past. Yet since I do not have group travel experience in the Clipper era, I admit to you that at times I am at a loss for words. If only there were more who would attend and engage at your Meetings, and provide diverse ideas for dealing with evolving changes in the electronic fare payment space. I consider a very difficult challenge to approach, to have multiple passengers using a single card or device on distance based systems such as BART and Caltrain. I ask myself, how would Clipper recognize a second tap of the card, to differentiate between an exit by the same person, or an entry by a second person? I have reason to believe that transportation systems in other countries are further along in this work, given the longer time they have used these payment systems than we have here in the United States.

I feel it is absolutely essential to recognize and promote the importance of the Clipper RTC discount program. There are many who share concerns about the amounts of transit fares. Yet how many of those same people are aware of the various Clipper discount programs, especially RTC? You see, I have the RTC discount qualification due to my being a Veteran with a service connected disability rating of fifty percent or greater. Yet I come across many Veterans who are not aware of these most important discount programs. There is always a need for greater outreach, and the benefits that Clipper extends. This is not just about ease of use, but also secure balances through registration, and discounts from transfers.

It is my hope to see the Clipper 2 program implemented as soon as possible. It is absolutely essential to consider feedback on technical matters, given that is foundational to the user experience. My experience with open payment on transportation systems is limited, mostly with using OMNY on New York City Transit, which is most known for operating the Subway. Yet I have also done some open payment on RTC Transit, in Las Vegas, the LAX Flyaway bus, and on the Chicago "L". There is much more work to be done. Yet even for the many of us who use electronic payment often, the learning and practicing of new things can be challenging. I do not know if I will be able to make it to your upcoming Meeting. But I do always enjoy being a part of the conversation.

Thank you.