

From: Board.Secretary

Sent: Friday, January 08, 2016 6:03 PM

To: VTA Board of Directors

Subject: VTA Correspondence: Support for El Camino BRT, Transit Sales Tax and Paper Day Passes

We are forwarding you the following:

From	Topic
Member of the Public	Letter of Support for El Camino Real BRT
Member of the Public	Letter to Vote Against Transit Sales Tax
Member of the Public	Transition from Paper Day Passes to Clipper

Thank you.

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 N. First Street
San Jose, CA 95134
408.321.5680
board.secretary@vta.org

-----Original Message-----

From: Harry Yip

Sent: Tuesday, December 22, 2015 3:31 PM

To: Board.Secretary

Subject: Please support Bus Rapid Transit on El Camino Real

VTA Board Members

I urge you to support Alternative 4C for the El Camino Bus Rapid Transit (BRT) project.

Efficient and reliable public transportation, better bike lanes, and safer sidewalks for walking along El Camino Real will give us an alternative to sitting in traffic and help address the rising cost of living and the escalating threat of climate change.

We cannot afford to continue with the unsustainable status quo of one person per car, especially with a half a million more people expected to call Santa Clara County home by 2040. A recent audit proves that 900 cars per lane would no longer use El Camino Real if BRT were an option.

The proposed El Camino Bus Rapid Transit (BRT) project is an opportunity to move people with fewer cars, make better use of our roads, and offer us all better ways to get around.

As the recent independent review of VTA's traffic analysis shows, BRT with transit-only lanes will cut travel times by bus by an impressive 40 minutes from Palo Alto to San Jose! That's a far cry from opponents' claims that it will "slow traffic to a near standstill."

Now is the time for your bold leadership to support world-class transportation options. I urge you to champion BRT with transit-only lanes along El Camino Real.

Thank you for your work to make Santa Clara County a better place for us all to live, work, and get around.

Sincerely,

Harry Yip

Harry Yip
Mountain View, CA

From: Aaron Nelson
Sent: Tuesday, January 05, 2016 2:07 PM
To: Board.Secretary
Subject: North county voter

Hello VTA Board,

I am a voter in northern Santa Clara County. I am writing to advise you that I will not vote yes on any sales taxes to support transit until the spending plan is rebalanced.

For years, residents of Santa Clara County have been taxed excessively to support BART to San Jose. This is not a line most county residents will ever use, especially not residents of the northern or western parts of the county. Lets be clear - it's a project for Alameda county residents commuting to Silicon Valley jobs. So it should be paid for by those groups. After years of being taxed for something for other people, enough is enough. I will be voting no.

The ****only**** thing that would convince me to vote yes on a transit tax would be if a Caltrain tunnel was a higher priority then San Jose BART and guaranteed to happen if the tax was passed. That would be something to consider.

After years of being taxed for other peoples benefit, I will absolutely vote no and advise all my friends and family to vote no on any additional taxes unless north county projects are a higher priority then south county. It's our turn.

-Aaron Nelson

From: Customer.Service
Sent: Wednesday, December 23, 2015 8:43 AM
To: 'roysebald
Subject: RE: VTA new policy

Dear Mr. Sebald,

Thank you for taking the time to write. I would like to address your concerns about VTA's transition from paper Day Passes to Clipper and to clarify some facts about Clipper of which you might not be aware.

Since October 2015 VTA has publicized the pending transition through a wide variety of channels including direct customer outreach at major VTA hubs. At these locations, staff answered customer questions and clarified how Clipper works, and we also distributed free Clipper cards. The response from customers was overwhelmingly positive when we explained to them that regardless of how many trips a rider takes in a given day, Clipper will not charge more than the cost of a Day Pass, due to the "Accumulator" feature of Clipper. Customers may save money because paying in cash for every ride may be more costly than the Day Pass Accumulator feature of Clipper.

You mentioned that Clipper may be a great burden to customers, but actually, Clipper provides the customer with many benefits and conveniences. Some of these benefits are listed below:

- If lost or stolen, a registered Clipper card can be replaced and its balance restored
- Customers can get a card and easily add value at 38 Walgreens and at 10 other retail locations in Santa Clara County
- Transit riders can add value to Clipper cards at any VTA light rail station, using a VTA ticket vending machine and paying with cash, credit, or debit cards
- Customers can also add value on-line at www.clippercard.com or by phone through the Clipper Customer Service Center toll-free line: 877.878.8883 .
- The Clipper Customer Service Center provides customer service hours seven days a week in all modern languages

There are also solutions for visitors of which you also may not be aware. We provide Convention Passes to local hotels who offer them to visitors and convention attendees. Our EventTIK mobile fare app has been popular with visitors attending special events at both Levi's and Avaya Stadiums and will also be used for the upcoming Super Bowl 50 on February 7, 2016.

You mentioned that many riders with paper passes board the back of the bus. This is incorrect because VTA policy requires all bus riders to board exclusively at the front of the bus to pay their fare. The use of Clipper cards has in reality sped-up boarding, as customers with Clipper just tag and go. With our experience, it is the cash paying customer that impacts the boarding process.

VTA provides the greatest value in terms of transportation in Silicon Valley. While the cost of living has increased, VTA has not raised fares in over five years.

If you need further information, please email us at customer.service@vta.org or talk with one of our customer service agents at (408) 321-2300.

Thank you very much.

Sincerely,

Ali Hudda
Deputy Director
Accounting, Finance & Budget Administration

From: roy sebald

Date: December 4, 2015 at 10:02:46 PM PST

To: "griffith

Subject: VTA new policy

Make VTA rescind their abusive new policy of eliminating the availability of paper DAY pass tickets and forcing people to use Clipper Cards. There is NO need to do this; the overpaid VTA employees are doing this out of laziness. The Clipper Card has been available for many years, people who have not switched to it, have not done so because it would be a great burden to them. Clipper Cards are easily lost and when you lose them you lose the large amount of money. VTA charges for new Clipper Cards and charges for replacement Clipper Cards. Clipper Card machines are very difficult to find, access and use; they are also very unreliable. People who use paper day pass tickets do so because they live pay check to pay check and they often deal only in cash. They can't afford Internet or Smartphones. They walk to bus stops or light rail stations with just enough money to buy a paper day pass ticket and can't be burdened with Clipper Cards and don't have access to Clipper Card machines. They often don't speak English. They are often visitors or short term contract workers. This policy will prevent visitors, tourists and Super Bowl and other event attendees from using mass transit because VTA is so abusive, difficult, and burdensome. This will discourage the use of mass transit by all people resulting in increased traffic congestion and pollution.

The current paper day pass ticket system is popular with those who need it; it is cost effective and very efficient. When there is a long boarding line, riders with paper day passes can enter through the rear doors of a bus, which is much more efficient and faster than forcing all riders through the one single line. Eliminating paper day passes will force many riders to pay for each ride with cash at an unfairly high price, which is very slow, very inefficient and will delay many buses and cause most of them to run behind schedule. There is no need to fix something that ain't broke. 50% of Clipper Card users have to swipe their cards multiple times to get it them to register, so paper day passes are actually faster and more efficient than Clipper Cards. It is a politician's responsibility to look after, the poor, the disadvantaged, and the least capable of fighting the abusive VTA monopoly. It is also a politician's responsibility to increase mass transit ridership; everything VTA has done in the last few years has discouraged ridership. They have cut routes, frequency, and conveniences. They have increased fees and charges. The economy has rebounded strongly but there has been no correspondingly large increase in ridership, because of VTA's abusive policies. If the VTA monopoly is allowed to be this abusive, I demand that you eliminate their access to taxpayer money, especially our sales tax money.

If you decide not to stand up for those who are not able to fight the abusive VTA monopoly, then at the very least, because VTA has not given people adequate notice of this change, require them to roll it out slowly so that it only applies to Youths in 2016, Adults in 2017, and Senior/Disabled in 2018 or never, since Senior/Disabled are the least capable of coping with this abusive policy. People deserve this much time, to alter the way they live their lives and to find alternate forms of transportation. I don't want to be involved personally, because VTA will try to retaliate.