

Dear Mr. Washington/Sutton:

We request that Metro staff review the impacts of eliminations of tokens on the disabled community and respond back to the CAC. CAC members and members of the public are concerned that the elimination of tokens will have impacts on Access Services riders, who currently use tokens as a means of fare payment.

Access riders have reported that TAP fare collection equipment in contractor vehicles is unreliable, and that there is no way for visually impaired riders to independently determine the amount of value remaining on a TAP card. Tokens are valued at the current Metro base fare and are a easy way for visually and cognitively impaired riders to pay their fare without assistance, since they can be distinguished through touch and are worth \$1.75 toward base fare. We recognize that Access riders can use Metro for free, however the concern is related to token usage on Access. Currently Access can obtain reimbursement from Metro for tokens redeemed by customers on Access. Will this continue?

We also have heard individuals report that the VISA function of some TAP cards issued with that function were difficult to manage and charged recurring fees.

Please review these issues and respond back at our January executive committee meeting.