

From: [Hester Serebrin](#)
To: [KCC - Committee Assistants \(Email Group\)](#)
Cc: [Kelsey Mesher](#)
Subject: Comments to RTC on service guidelines and work plan
Date: Wednesday, February 17, 2021 12:44:31 PM

Dear members of the RTC,

Thank you for the opportunity to provide public comment today. We also urge you to consider reinstating public testimony - a critical way to hear from members of the community. We have provided our talking points below, and will follow up with more detailed comments soon.

Today we would like to provide comments on the service guidelines and your work plan.

Service Guidelines:

- We support the work Metro has done to incorporate the Mobility Framework into this policy.
- Therefore, we support the equity, productivity, geographic value scenario to ensure that we are getting service to those who need it most, and who have experienced the most barriers to mobility.
- We are grateful that Metro is taking an approach in which equity is explicitly factored into the reductions priorities and tiers, and climate is factored into reductions through a sustainability threshold.

Work Plan and Next Generation ORCA:

- In 2022, ngOrca will begin rollout, marking the transition from a card-based system to an account-based system. This is an incredibly important update because after all, aside from riding, purchasing a fare is the #1 way customers interact with the transit system.
- Because of this, TCC put out a call for interest in an ngORCA briefing - a dozen organizations responded right away.
- We had two meetings with the project team staff, which were really helpful and interesting, and it was clear that two-way communication, and feedback from users, advocates and policymakers is highly valuable for this product.
- We want to call this to RTC's attention. We believe this body, and other regional bodies, would be interested in and benefit from engaging with the product early this year. We know that a public discussion would provide valuable insights for the executing team as well.
- Our ultimate goal is to ensure that any policy issues arise are given appropriate consideration by policymakers; and to ensure a smooth rollout next year that is informed by the needs and interests of transit riders.

Thank you for your consideration,

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