



July 30, 2017

Henry Li, General Manager/CEO  
1400 29th Street  
Sacramento, CA 95816

**Re: New Ticket Vending Machines (TVMs)**

Dear Mr. Li:

We have been informed by members of SacTRU that although members of the Mobility Advisory Council (MAC) requested specifically for a presentation and discussion of the \$13 million grant for new Ticket Vending Machines (TVMs) at their next meeting this Thursday, August 3, the item does not appear on the Agenda provided by staff. The MAC members have expressed their eagerness to learn about this exciting project, participate, and provide input on ADA design compliance. Because it is unclear when the RFPs will be finalized for this project, our members would like to understand what RT is looking for and provide some ideas from their personal experience interacting with a variety of Ticket Vending Machines as soon as possible.

The object and purpose of the Mobility Advisory Council is to advise RT on system accessibility features and improvements, provide communication between RT and key stakeholder groups whose interests are representing persons with disabilities and older adults, and represent public transportation interest areas for persons with disabilities and older adults. The Council's annual work plan links accessibility issues with larger customer-oriented decisions, such as fare changes, customer information, and service plans. Being involved in the design and procurement of new Ticket Vending Machines is directly in line with the mission and purpose of the Mobility Advisory Council. The Council provides RT with the consumer's perspective on many of RT's system improvements, such as RT facilities (including stop and station design/access). Bringing them into the conversation later in the process potentially undermines their ability to engage in a meaningful way.

Passengers with disabilities can find TVMs difficult and frustrating to use and report various barriers to access. Effectively engaging with the Mobility Advisory Committee in this process can help highlight design features that can make our transit system easier to use for all riders.

**In light of the fact that the next Mobility Advisory Committee meeting will not be until September 7, 2017, we request that the Agenda for the August 3<sup>rd</sup> meeting be updated immediately to include this item and comply with the Brown Act 72 hour notice requirement.** We request that an updated version of the Agenda be sent to us. Please include this letter in the public record.

Sincerely,

Sac TRU

cc: Janice Labrado, Director, Accessible Services  
Christina Martinelli, Administrative Technician