

Item 2.6

From: [Glenn Mandelkern](#)
To: [Board Comments](#)
Subject: Agenda Item 2.6 for November 18, 2024 -- Connect Card readers and Light Rail solutions
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I'm pleased to read Sandy Bobek's observations and remedies regarding vandalized Connect Card readers at light rail stations. Yes, it's important to encourage fare payment throughout the system.

At the same time these readers are exposed to natural elements such as rain, wind, dirt and dust. Some aren't under a protective roof or cover.

Therefore, might you consider installing technology for Connect Cards *inside* actual train cars?

Light rail trains currently have Tap-to-pay devices for credit cards. Could these be modified to also recognize Connect Cards?

Alternatively, what about installing inside trains the same model of Connect Card readers seen on SacRT buses and SmarT Ride vans? These would provide a consistent behavior and user experience. Upon entering any SacRT vehicle, bus and light rail, Connect Card owners would instinctively know to look for and tap the familiar gray and green machine.

Moreover, we have this common situation when passengers want to transfer from bus to light rail. As a bus pulls into a station, a light rail train is also seen entering or already at the platform. Frantic passengers do not want to miss their connection. It's easy to forget to tap that Connect Card reader located outside in some faraway corner amidst this rush. If Connect Card readers are inside trains, people can catch their breath and readily comply with payment while making their transfer.

Please consider these scenarios, layouts and feasibility for light rail payment along with your technology evaluations.

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