

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA
February 13, 2024
Tulare County Association of Governments
210 N. Church St, Ste. B
Visalia, CA 93291

10:00 a.m.-12:00 noon
In-Person Meeting

In compliance with the Americans with Disabilities Act and the California Ralph M. Brown Act, if you need special assistance to participate in this meeting, including auxiliary aids, translation requests, or other accommodations, or to be able to access this agenda and documents in the agenda packet, please contact the TCAG office at 559-623-0450 at least 3 days prior to the meeting.

PUBLIC COMMENTS:

This portion of the meeting is reserved for persons wishing to address the Council on items within its jurisdiction but not on this agenda. Unscheduled comments are limited to 3 minutes.

Note: Prior to action by the Council on any item on this agenda, the public may comment on that item.

ITEMS FOR ACTION AND DISCUSSION:

I. Welcome & Introductions.

II. Action: Approval of Minutes

- a. August 8, 2023 (Pages 3-5)
- b. November 14, 2023

III. Information: Updated Unmet Transit Needs Definition

IV. Discussion : 2024 Unmet Transit Needs Outreach

V. Information : Microtransit Update

VI. Discussion : Transportation Planning & Coordination

- a. Cross Valley Corridor Phase I Operations Plan

VII. Transit Provider Updates :

- a. Visalia Transit
- b. Tulare County Regional Transit Agency (TCRTA)

VIII. Social Service Provider Updates :

- a. Optional updates from those in attendance

IX. Other Items/Future Agenda Item Requests

- X. Adjourn.** The next meeting is scheduled for May 14, 2024, at the Tulare County Association of Governments Office, 210 N. Church St., Suite B, Visalia, CA, 93291 at 10:00 a.m.

Social Services Transportation Advisory Council (SSTAC) Members
of the
Tulare County Regional Transportation Planning Agency (TCAG)

<i>Vacant</i>	Representative of Potential Transit User 60 Years of Age or Older
Rebecca Donabed ³ – Chair	Representative of Potential Transit User who is Disabled
Lia Hanner ²	Representative of Potential Transit User who is Disabled
Michael Esquibel ³	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
John Mauro ²	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
Mark Michaelian ¹	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Norma Verduzco ¹ – Vice Chair	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Albert Cendejas ¹	Representative of a Local Social Service Provider for Persons of Limited Means
Teresa Ortega ³	Transit Operator Representative
Caleb Bowman ²	Transit Operator Representative
Taryn Ward ²	Representative of Potential Transit Users from Local Youth

¹ indicates term ending June 30, 2024.

² indicates term ending June 30, 2025.

³ indicates term ending June 30, 2026.

SSTAC Chair – term ending June 30, 2024.

SSTAC Vice Chair – term ending June 30, 2024.

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TCAG Transit Staff

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Giancarlo Bruno, Regional Planner; GBruno@TulareCAG.ca.gov

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OFFICE ADDRESS

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Tulare County Association of Governments
Social Services Transportation Advisory Council
August 8, 2023

ATTENDANCE LIST

Representative of potential transit user 60 years of age or over	<i>Vacant</i>
Representative of potential transit user who is disabled	Rebecca Donabed (P)
Representative of potential transit user who is disabled	Glen Stewart (A)
Representative of local social service provider for seniors/social service transportation provider	Michael Esquibel (A)
Representative of local social service provider for seniors/social service transportation provider	John Mauro (P)
Representative of local social service provider for the disabled/social service transportation provider	Mark Michaelian (P)
Representative of local social service provider for the disabled/social service transportation provider	Norma Verduzco (P)
Representative of local social service provider for persons of limited means	Albert Cendejas (A)
Transit Operator Representative	Teresa Ortega (P)
Transit Operator Representative	Caleb Bowman (P)
Representative of potential transit users from local youth	Taryn Ward (P)

Others Present: Kellie Carrillo, City of Porterville; Albert Barragan, TCRTA; Jennie Miller, TCRTA; Clay Landis, TCRTA; Olivia Forte, TCRTA; Laura Vermillion, Visalia Transit; Lorena Mendibles, Caltrans; Jordan Noble, Resources for Independence Central Valley; Sarah Harris, RICV
TCAG Staff: Derek Winning, Servando Quintanilla

SUMMARY MEETING MINUTES

Public Comments

No public comments were received.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Acting Chair Donabed at 9:05 a.m. on August 8, 2023. Persons in attendance noted presence over Zoom teleconference

II. Action: Approval of Minutes

Upon a motion by Member Mauro and a second by Member Verduzco, the minutes from May 9, 2023, were approved unanimously.

III. Action: Election of Chair and Vice Chair for 2023-24

Mr. Winning explained that due to the recent departure of former Chair Fox, the council would need to select a new Chair and Vice Chair for the remainder of the year. He thanked Acting Chair Donabed for her leadership of the SSTAC in the interim period.

Acting Chair Donabed was unanimously selected as the new Chair. Member Verduzco expressed a willingness to serve as Vice Chair and was nominated by Chair Donabed with a second from Member Mauro. She was selected as Vice Chair by a unanimous vote of members present.

IV. Information: Presentation on Serving Riders with Disabilities

Chair Donabed introduced Jordan Noble and Sarah Harris, both of Resources for Independence Central Valley. Ms. Noble and Ms. Harris explained their background working on disability issues. They gave a presentation entitled "Nothing about us without us", which instructed transportation providers to focus on people rather than their disabilities, recognize and avoid ableist thinking, and how to recover from mistakes when serving people with disabilities. The presentation included advice on how to include people with disabilities in decisions that affect them, how to write and talk about disabilities, and how to help people with disabilities without being demeaning or diminishing their independence.

Some specific recommendations related to transit included people with disabilities when reviewing contracts, deploying new apps & technologies, and purchasing new vehicles. RICV staff also said they are available to answer questions related to disability issues.

V. Information: Microtransit Update

Mr. Barragan reported that TCRTA had recently issued a request for proposals (RFP) for a microtransit technology platform and service design and that he hoped they would be selecting a vendor soon. Chair Donabed asked about the timeline for deployment. Mr. Barragan replied that the service will be implemented in phases, with the deployment dates to be determined once a vendor is selected, drivers are hired, and vehicles are delivered.

Mr. Winning added that the service is meant to be introduced across the county and will be available in some areas sooner than others. The intent was to provide a pick-up within 15 minutes in urban areas, though the wait time would likely be closer to an hour in rural areas.

Member Mauro asked about the anticipated cost to the rider. Mr. Winning responded that the fare structure has yet to be determined, but that the service would be more expensive than traditional fixed route transit. The fare within urban zones is likely to be a flat rate of \$5 but there is less certainty regarding the pricing of longer-distance trips to and from rural areas. He noted that TCAG has supported reduced fare programs and that different mechanisms for reduced fares will likely be introduced to microtransit.

VI. Discussion: Transportation Planning & Coordination

a. Cross Valley Corridor Phase I Operations Plan

Mr. Winning shared that TCAG had recently selected Arup US, Inc. to prepare the Cross Valley Corridor Phase I Operations Plan and that work had recently begun on that project. He explained that the contract is to develop a detailed operations plan including routes and schedules, a study of existing conditions, and an analysis of local travel markets. He noted that TCAG recently met with leadership at NAS Lemoore to integrate the base into Phase I service. The existing conditions analysis is expected to be released in September.

b. TCRTA Branding and Outreach Update

Ms. Miller reported that progress has been slow on the TCRTA branding and outreach project. The consultant has prepared a new agency logo, which is now being used internally and on new driver uniforms. Bus wraps are expected to be available for new buses in the coming months. She added that the TransPort branding will continue to be used by microtransit after the service expands beyond Porterville because the name is widely recognized and liked by the public. The website and more marketing materials are expected to be completed in the next few months.

c. Zero Emissions Rollout Plans

Mr. Barragan reported that TCRTA's zero emission rollout plan had been approved and submitted to CARB. Member Bowman reported that Visalia Transit adopted its zero-emission rollout plan in June. He said that the target is for approximately 90% electrification by 2033.

Chair Donabed asked what date the zero-emission mandate would take effect. Member Bowman explained that the requirements are phased, with the mandate for all new vehicles to be zero-emission vehicles beginning in 2030 and the requirement for a 100% zero-emission fleet taking effect in 2040.

VII. Transit Provider Updates

a. Visalia Transit

Member Bowman reported that most Visalia Transit workers have been on strike for several weeks and that the city is working with the contractor to accommodate essential paratransit trips to the greatest extent possible. He also explained that Visalia Transit is working to refund transit pass holders for passes that cannot be used during the strike.

b. Tulare County Regional Transit Agency (TCRTA)

Mr. Barragan reported that TCRTA service is operating normally, and that the development of new branding is underway. He also noted the RFP for software vendors for microtransit. He concluded by sharing that fixed-route service to the Tule River Reservation will soon be restored.

VIII. Social Service Provider Updates

Member Mauro shared information about the upcoming Master Plan for Aging workshop in October and invited interested members to attend. Member Michaelian reported that because of the Visalia Transit, Able Industries has been providing its clients with transportation to its programs.

IX. Other Items/ Future Agenda Requests

Mr. Winning announced that TCAG staff would be bringing the current unmet transit needs definition for review at the next SSTAC meeting.

X. Adjournment.

The meeting was adjourned at 12:10 pm on August 8, 2023.

Tulare County Association of Governments
Social Services Transportation Advisory Council
November 14, 2023
ATTENDANCE LIST

Representative of potential transit user 60 years of age or over	<i>Vacant</i>
Representative of potential transit user who is disabled	Rebecca Donabed (P)
Representative of potential transit user who is disabled	<i>Vacant</i>
Representative of local social service provider for seniors/social service transportation provider	Michael Esquibel (P)
Representative of local social service provider for seniors/social service transportation provider	John Mauro (P)
Representative of local social service provider for the disabled/social service transportation provider	Mark Michaelian (A)
Representative of local social service provider for the disabled/social service transportation provider	Norma Verduzco (P)
Representative of local social service provider for persons of limited means	<i>Vacant</i>
Transit Operator Representative	Teresa Ortega (P)
Transit Operator Representative	Caleb Bowman (P)
Representative of potential transit users from local youth	Taryn Ward (P)

Others Present: Albert Barragan, TCRTA; Jennie Miller, TCRTA; Olivia Forte, TCRTA; Olivia Seideman, Leadership Counsel for Justice and Accountability; Lia Hanner; Lorena Mendibles, Caltrans
TCAG Staff: Giancarlo Bruno, Derek Winning

SUMMARY MEETING MINUTES

Public Comments

Member Esquibel shared an announcement regarding the Christmas posada in Lindsay.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Acting Chair Donabed at 10:01 a.m. on November 14, 2023.

II. Action: Approval of Minutes

Approval of minutes was tabled for the next meeting.

III. Presentation: Unmet Transit Needs

Mr. Bruno gave a brief presentation explaining the background and purpose of unmet transit needs. He outlined the process by which comments are collected, reviewed by SSTAC, and presented to the TCAG board.

IV. Discussion: Updating 'unmet transit needs' definition

Mr. Bruno shared the current unmet transit needs definition and the draft of a proposed new portion that would prescribe a procedure for following up on unmet transit needs found reasonable to meet. Mr. Winning noted that the draft was meant to form a basis for discussion and that adjustments are periodically made to the adopted definition as needed.

Olivia Seideman of Leadership Counsel for Justice and Accountability introduced herself and her organization. She stressed the importance of opportunities for public comment prior to adopting a revised definition. She also noted concerns about the definition including the phrase "substantial community input" and its lack of definition. She also stated that the equity criteria should take into account the populations and communities with the greatest need for public transportation.

Chair Donabed shared a comment from a Visalia resident with a visual impairment regarding the difficulty of seeing bus stops because they blend into the environment around them. Mr. Winning noted that this will be recorded as an unmet transit needs comment. She also stated that the bench at the bus stop on Center Ave between Church and Court streets is too high for most people to sit on comfortably.

Member Bowman recommended adding a glossary of abbreviations and other transit-specific terminology so that their meaning can be easily understood.

Member Mauro asked whether the proposed new requirement to maintain an unmet transit need found reasonable to meet on a list for 2 years meant that no further follow-up actions would take place after 2 years. Mr. Winning said that it was only meant to track recent activity and that unmet transit needs found reasonable to meet by the TCAG board would be tracked until completion.

V. Discussion: Free Transit on Election Day

Chair Donabed noted that some agencies provide free transit rides on Election Day and asked if local transit agencies would be able to do the same. There was a discussion about whether mail-in voting obviated the need for free transit on Election Day, and about the difficulty of tracking ridership associated with voting. Mr. Bruno noted that free transit has been offered on Earth Day before and the cost was reimbursed through LCTOP. Mr. Winning suggested that it should be reviewed as part of the upcoming unmet transit needs cycle. He also asked TCRTA and Visalia Transit staff if they would request that their boards take up the issue.

VI. Information: Microtransit Update

Mr. Barragan shared that TCRTA has entered into a contract with Via for microtransit service design and app deployment. He said that the next areas where microtransit will be introduced are Dinuba and Cutler-Orosi, with more to come as drivers and vans become available. He explained that microtransit functions a bit like paratransit but allows for same-day reservations and can be reserved through an app like Uber. Mr. Winning added that Visalia Transit is also participating in the regional pilot of microtransit.

VII. Discussion: Transportation Planning & Coordination

a. Cross Valley Corridor Phase I Operations Plan

Mr. Winning provided a brief overview of the Cross Valley Corridor project. He noted that the ultimate vision is for a rail service that will stretch from Porterville to Huron but that in the medium-term the service will be operated by express buses.

He described progress on the Phase I Operations plan and the proposed phasing of the new service. Phase 1A will be an increase of 3 additional roundtrips per weekday between Visalia and Hanford. Phase 1C will be express service between Exeter and NAS Lemoore every 30 minutes, 18 hours a day. He went on to describe some of the technical considerations such as the range of battery-electric buses and the need for charging en route. He concluded by sharing that a double-decker bus will be traveling to Tulare County for a demonstration run in January.

VIII. Transit Provider Updates

a. Visalia Transit

Member Bowman reported that Visalia Transit has just taken delivery of two (2) new electric New Fyler buses. He noted that staff have worked to implement some changes informed by the "Nothing about us without us" presentation on serving people with disabilities that Resources for Independence Central Valley staff gave SSTAC in August. Visalia Transit is working to collect extensive feedback regarding how they can better accommodate people with disabilities. He added that an adjustment to Route 7 to address an unmet transit need from previous years is nearly ready to be implemented and should be in place by January at the latest. The section along Prospect Ave will be replaced with a parallel section along Houston Ave.

Lia Hanner remarked that the Visalia Transit app was not very accessible to blind people. Member Bowman conceded that the app was very outdated but that Visalia Transit is currently working with a vendor to provide a modern, accessible app but will first need to update its automatic vehicle location software.

b. Tulare County Regional Transit Agency (TCRTA)

Mr. Barragan reported that the microtransit transition to Via is expected to kickoff in the next 30 days. TCRTA is also expecting the delivery of 10 new electric vans for microtransit service. Updated schedules with the new logo are also being printed, distributed, and posted at transit centers and bus stops. Posting new schedules will satisfy an unmet transit need from last year. TCRTA staff is also participating at the upcoming women's conference.

Chair Donabed announced that TCRTA has invited her to conduct disability etiquette training with their drivers.

IX. Social Service Provider Updates

Member Mauro reported back on the Master Plan for Aging that was held in October and noted that transportation was a major topic of discussion.

Vice Chair Verduzco reported that Family HealthCare Network is opening a day center and clinic for seniors on School Ave in Visalia in July. She also shared that FHCN has ordered its first accessible vehicle for patient transportation.

X. Other Items/ Future Agenda Requests

Lorena Mendibles of Caltrans introduced herself and offered to be an information resource for SSTAC members.

XI. Adjournment.

The meeting was adjourned at 11:47 am on November 14, 2023.

ATTACHMENT 'A'

DRAFT 2024 Tulare County Unmet Transit Need Definition and Criteria

“Unmet Transit Need”: An unmet transit need, as identified during Tulare County Association of Governments’ annual Unmet Transit Needs Process, exists where an individual of any age or physical condition is unable to transport his or herself due to deficiencies in the existing public transportation system. An unmet need must be identified by community input through the public outreach process or identified in a Short-Range Transit Plan, Coordinated Transportation Plan, or the Regional Transportation Plan. Excluded are: 1) those requests for minor operational improvements, and 2) those improvements already funded and scheduled for implementation in the following fiscal year.

“Reasonable to Meet”: Following is the TCAG definition of "Reasonable to Meet" including the recommended benchmarks for the passenger farebox recovery ratio for new transit services in Tulare County. An unmet transit need shall be considered “reasonable to meet” if the proposed service conforms to the following criteria, as applicable:

Equity

1. The new, expanded, or altered transit service will benefit the general public or is needed by seniors and persons with disabilities.
2. The proposed service will not require reductions in existing transit services that have an equal or higher priority.
3. The proposed service will require a subsidy comparable to other similar services.

Feasibility

1. Sufficient ridership potential exists for the new, expanded, or revised transit service.
2. The proposed service can be provided with the existing fleet or under contract to a private provider.
3. The proposed service can be provided with available TDA funding (per state law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.)

Performance

1. The proposed service will not unduly affect the operator's ability to maintain the required passenger fare recovery ratio for its overall system.
2. The proposed service can meet the scheduled passenger fare ratio standards as described in the recommended benchmarks for the passenger farebox recovery ratio for new transit services in Tulare County.
3. The estimated number of passengers to be carried will be comparable to that of similar services, and/or, the proposed service provides a "link" or connection that enhances the effectiveness of the overall transit system.
4. The proposed service must have prospective providers that are available to implement the service.

Community Acceptance

1. The proposed service has community acceptance and/or support as determined by the unmet transit needs and other public outreach processes, inclusion in adopted programs and plans, adopted governing board positions, and/or other supporting documentation.

ADA Conformity

1. The new, expanded, or revised transit service will conform to the requirements of the Americans with Disabilities Act; specifically, in that paratransit is available or can feasibly be provided within its service area.

Operational Feasibility

1. The new, expanded, or revised transit service must be safe to operate and there must be adequate roadways and turnouts for transit vehicles.

Notes:

1. Per state law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.

RECOMMENDED BENCHMARKS FOR PASSENGER FAREBOX RECOVERY RATIO FOR NEW TRANSIT SERVICES IN TULARE COUNTY.

The state has established a basic requirement in Section 99268 of the Public Utility Code for all proposed transit services in urban areas (the Visalia, Tulare, and Porterville Urbanized Areas). This requirement is to achieve a 20% passenger fare ratio by the end of the third year of operation. A passenger fare ratio of 10% exists for special services (i.e., paratransit for seniors and persons with disabilities) and rural area services. Transit serving both urban and rural areas, per state law, may obtain a blended passenger fare ratio target. If a provider is granted a blended farebox recovery target, performance levels should be adjusted accordingly.

TCAG has established more detailed interim passenger fare ratio standards, which will be used to evaluate new services introduced in response to the unmet needs process as they are proposed and implemented, which are described below. Transit serving both urban and rural areas, per state law, may obtain an "intermediate" passenger fare ratio.

END OF TWELVE MONTHS OF SERVICE

Performance Level

<u>Urban Service</u>	<u>Special/Rural Service</u>	<u>Recommended Action</u>
Less than 6%	Less than 3%	Provider may discontinue service
6% or more	3% or more	Provider will continue service, with modifications if needed

END OF TWENTY-FOUR MONTHS

Performance Level

<u>Urban Service</u>	<u>Special/Rural Service</u>	<u>Recommended Action</u>
Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications, if needed.

END OF THIRTY-SIX MONTHS

Performance Level

<u>Urban Service</u>	<u>Special/Rural Service</u>	<u>Recommended Action</u>
Less than 15%	Less than 7%	Provider may discontinue service
15-20%	7-10%	Provider will continue service, with Modifications if needed
20% or more	10% or more	Provider will continue service, with Modifications if needed

Implementation Guidance

An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly, the disabled, and persons of limited financial means shall be prepared before the SSTAC meets to review unmet transit needs comments collected that year.

All unmet transit needs will be placed on a two-year list, to be made available on the TCAG website. This list will be a reference for stakeholders and decision makers. This list would also be revisited during each annual unmet transit needs cycle prior to reviewing any new comments. Comments would be displayed on the list for two (2) years.

If a UTN is recommended by the SSTAC and found to be 'reasonable to meet' by the TCAG Board, the affected claimant(s), with respect to their own capacity constraints, will present a new proposed service to the TCAG Board prior to implementation of the new service.

A claimant with any available TDA funds, including LTF funds being used for non-transit purposes, will use those funds to pay for the new service.

When a proposed service crosses multiple jurisdictions, TCAG will work as a convener and facilitator with the affected claimants to determine the funding split on a case-by-case basis.



What is Microtransit/On-Demand service?

Microtransit is a dynamic on-demand mode of passenger transportation that provides transit-like service on a smaller, more flexible scale. Microtransit gives you the freedom and flexibility to plan your trips according to your schedule.

TCRTA's microtransit service (TRANSPORT) is an accessible, curb-to-curb, shared-ride, on-demand service with a flexible on-call schedule allowing you to request a trip, as needed, within a designated service zone. Using the TRANSPORT App, riders request a vehicle to pick them up and drop them off at their desired location. TRANSPORT's technology matches passengers heading in the same direction and books them into a shared vehicle, so other passengers may be picked-up and dropped-off during your trip.

Who can use TRANSPORT?

This service is open to the public with no certification necessary for use. All TRANSPORT vehicles are wheelchair equipped and ADA accessible.

How much does TRANSPORT cost?

Fares are \$5 per person for a one-way trip (\$4 for any trips that begin or end at a Transit Center). ADA Paratransit-eligible riders will pay \$3 per one-way trip but must show proof of eligibility when boarding (effective April 1, 2024).

What are TRANSPORT's operating hours?

Service hours vary by service zone.

How do I book a TRANSPORT ride?

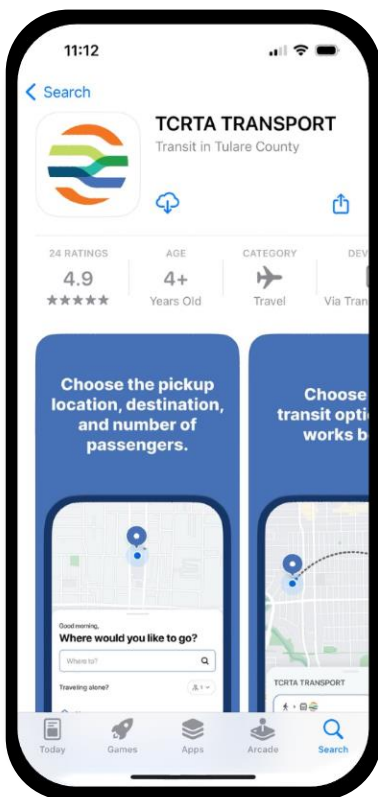
See the reverse side of this flyer for instructions on how to book a ride via the TRANSPORT app. ADA Paratransit-eligible riders can also book a ride by calling (559) 372-2290.

How to ride TRANSPORT



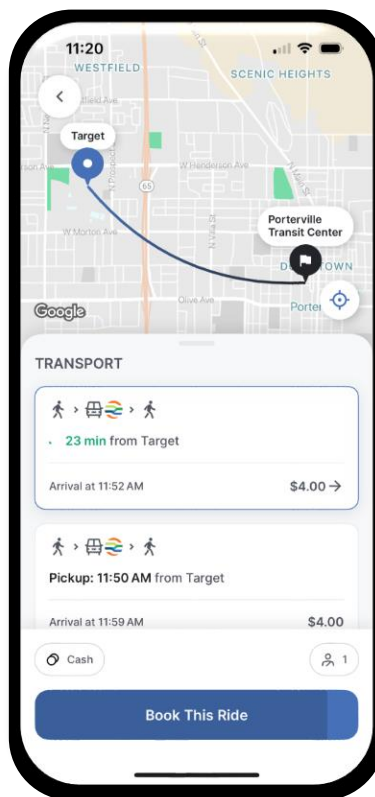
Let TCRTA Transport you around Tulare County.

Download the TRANSPORT app or call (559) 372-2290 to get started today.



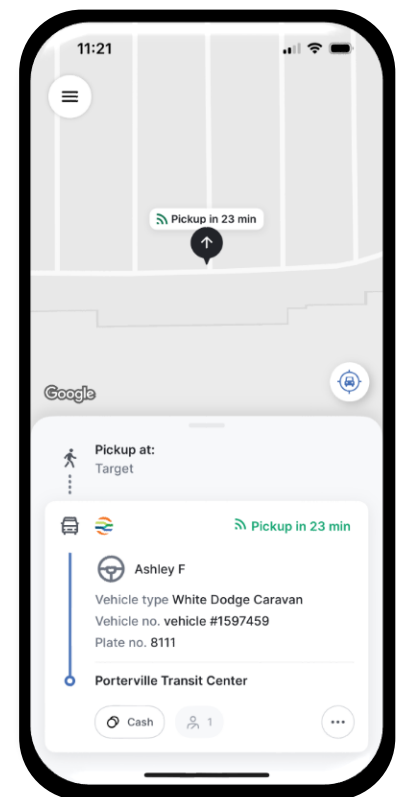
1. Create an account.

Download the **TCRTA TRANSPORT** app from the App Store or Google Play Store and follow the simple signup steps.



2. Book a ride.

Enter your pickup and dropoff addresses, then choose the ride option that works best for you by tapping **Book This Ride**.



3. Meet your driver.

We'll assign you a virtual bus stop - a pickup spot nearby that helps us avoid detours. Check the app to find out exactly where it is.



¿Qué es el servicio Microtransit/On-Demand?

El microtránsito es un modo dinámico de transporte de pasajeros bajo demanda que brinda un servicio similar al tránsito en una escala más pequeña y flexible. Microtránsito te brinda la libertad y flexibilidad de planificar tus viajes de acuerdo a tu horario.

El servicio de microtránsito de TCRTA (TRANSPORT) es un servicio accesible, de acera a acera, de viaje compartido y a pedido con un horario flexible de guardia que le permite solicitar un viaje, según sea necesario, dentro de una zona de servicio designada. Usando la aplicación TRANSPORT, los pasajeros solicitan un vehículo para recogerlos y dejarlos en el lugar deseado. La tecnología de TRANSPORT empareja a los pasajeros que se dirigen en la misma dirección y los reserva en un vehículo compartido, de modo que otros pasajeros puedan ser recogidos y dejados durante su viaje.

¿Quién puede utilizar el TRANSPORT?

Este servicio está abierto al público sin necesidad de certificación para su uso. Todos los vehículos de TRANSPORT están equipados para sillas de ruedas y son accesibles según la ADA.

¿Cuánto cuesta el TRANSPORT?

Las tarifas son de \$5 por persona para un viaje de ida (\$4 para cualquier viaje que comience o termine en un Centro de Tránsito). Los pasajeros elegibles para ADA Paratransito pagan \$3 por viaje de ida, pero deben mostrar prueba de elegibilidad al abordar (a partir del 1 de abril de 2024).

¿Cuáles son los horarios de atención de TRANSPORT?

Los horarios de servicio varían según la zona de servicio.

¿Cómo reservo un viaje en TRANSPORT?

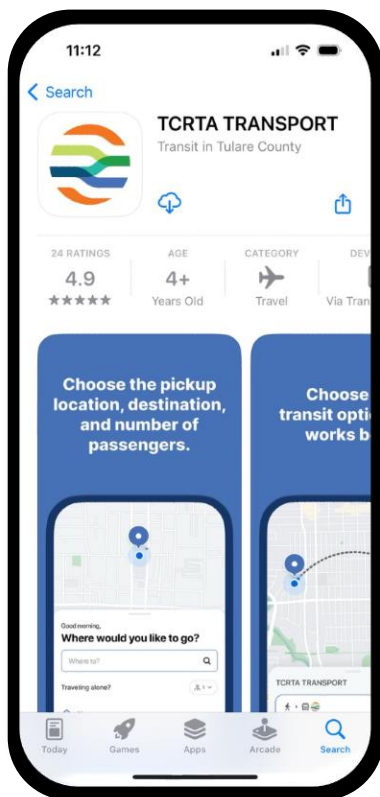
Consulte el reverso de este folleto para obtener instrucciones sobre cómo reservar un viaje a través de la aplicación TRANSPORT. Los pasajeros elegibles para ADA Paratransito también pueden reservar un viaje llamando al (559) 372-2290.

Cómo viajar en TRANSPORT



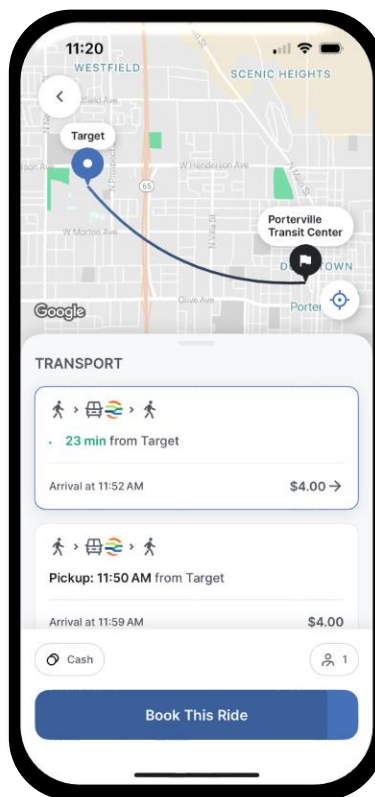
Deje que TCRTA lo transporte por el condado de Tulare.

Descargue la aplicación TRANSPORT o llame al (559) 372-2290 para comenzar hoy.



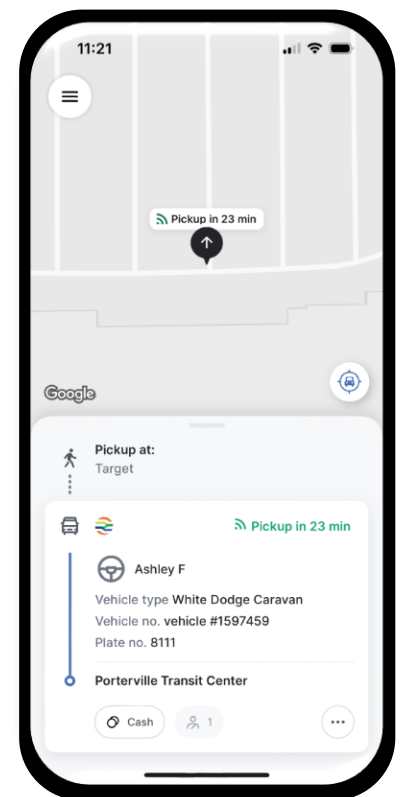
1. Crea una cuenta.

Descargue la aplicación TCRTA TRANSPORT desde App Store o Google Play Store y siga los sencillos pasos de registro.



2. Reserva un viaje.

Ingrese sus direcciones de recogida y devolución, luego elija la opción de viaje que mejor se adapte a sus necesidades tocando **Reservar este viaje**.



3. Conoce a tu conductor.

Le asignaremos una parada de autobús virtual, un punto de recogida cercano que nos ayuda a evitar desvíos. Mire la aplicación para saber exactamente dónde está.