

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA

May 17, 2022

Tulare County Association of Governments

210 N. Church St, Ste. B

Visalia, CA 93291

Meeting ID: 585 064 9981

Passcode: 296011

Join by Phone: 669-900-9128

<https://tularecounty-ca.zoom.us/j/5850649981?pwd=QktsR3hUQTZrODRZeDhNWTdQSGt0Zz09>

1:00 pm- 2:00 pm

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: AB 361 Emergency Certification

III. Action: Approval of Minutes

- a. February 8, 2022 (Pages 4-7)

IV. Action: Adoption of Meeting Schedule for 2022-23 (Page 8)

V. Action: Election of Chair and Vice Chair for 2022-23

VI. Action: Unmet Transit Needs Review and Recommendations (Pages 9-19)

VII. Other Items/Future Agenda Item Requests

VIII. Adjourn. The next meeting is scheduled for August 9, 2022, 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)

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

¹ indicates term ending June 30, 2022.

² indicates term ending June 30, 2023.

³ indicates term ending June 30, 2024.

SSTAC Chair – term ending June 30, 2022.

SSTAC Vice Chair – term ending June 30, 2022.

=====

TCAG Transit Staff
 Elizabeth Forte, Principal Regional Planner; EWright@TulareCAG.ca.gov
 Giancarlo Bruno, Regional Planner; GBruno@TulareCAG.ca.gov

=====

OFFICE ADDRESS
 Tulare County Association of Governments
 210 N. Church St., Suite B
 Visalia, CA 93291
 Phone: (559) 623-0450
 Fax: (559) 733-6720
 Website: www.tularecog.org

Tulare County Association of Governments
Social Services Transportation Advisory Council
February 8, 2022

ATTENDANCE LIST

Representative of potential transit user 60 years of age or over	Dan Fox - Chair (P)
Representative of potential transit user who is disabled	Rebecca Donabed (P)
Representative of potential transit user who is disabled	Glen Stewart (P)
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 (A)
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 (P)
Transit Operator Representative	Teresa Ortega (P)
Transit Operator Representative	Angelina Soper (P)
Representative of potential transit users from local youth	<i>Vacant</i>

Others Present: Richard Tree and Albert Barragan, TCRTA; Caleb Bowman and Carmen Quevedo; City of Visalia

TCAG Staff: Giancarlo Bruno, Elizabeth Forte, Jennifer Miller

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 Vice Chair Donabed at 10:01 a.m. on February 8, 2022. Persons in attendance noted presence over Zoom teleconference.

II. Action: AB 361 Emergency Certification

Upon a motion by Vice Chair Donabed and a second by Member Stewart, the Council unanimously adopted an AB 361 Emergency Certification to allow business to be conducted via teleconference.

III. Action: Approval of Minutes

Minutes from the November 9, 2021, meeting were approved unanimously, upon a motion from Vice Chair Donabed and a second by Member Ortega.

IV. Discussion: Status of 2021 Unmet Transit Needs Reasonable to Meet

Mr. Bruno read the list of unmet transit needs deemed reasonable to meet that was approved by the TCAG governing board for FY 2020-21. There were 6 unmet transit needs reasonable to meet: the installation of bus shelters at three (3) locations along SR 216, the addition of an existing Visalia Transit stop at Vine Ave and Dinuba Boulevard to TCaT Route 10 service, the extension of fixed route transit service in City of Tulare to Hillman St between Prosperity and Cartmill avenues, one free transfer issued to each rider on 11X express bus between Tulare and Visalia, the announcement of all scheduled and requested bus stops in conformance to ADA requirements, and the issuance of a regional day pass. Progress towards each of these items was then discussed.

Mr. Barragan reported that the encroachment permit applications for the bus shelters along SR 216 had been completed and were to be submitted to Caltrans upon approval by the County Board of Supervisors. He also confirmed that the stop at Vine Ave and Dinuba Boulevard had been added to county Route 10. He went on to discuss progress being made on the extension of Tulare fixed route service to Hillman Street between Prosperity and Cartmill avenues: a potentially suitable route had been identified but issues regarding pedestrian crossing at the Tulare Outlets needed to be addressed in conjunction with the city before the change could be instituted safely. Mr. Tree also added that he had contacted City of Tulare staff in the hopes of identifying an acceptable solution.

Member Soper stated that Visalia Transit was offering free transfers to 11X riders.

Chair Fox reported that, in his observation, transit operators will still not consistently respecting the requirement to announce all scheduled and requested bus stops, and emphasized the importance of doing so.

Lastly, Mr. Tree spoke briefly about how the Genfare fare collection system procurement currently under way would lead to substantial progress towards the realization of a countywide transit day pass.

V. Discussion: 2022 Unmet Transit Needs Campaign

Mr. Bruno then provided a summary of outreach activities and shared some of the advertising that had been produced as part of the current year's unmet transit needs outreach campaign. These included bus cards, flyers with attached postage-paid postcards, social media advertising, newspaper notices, a spot in The Grapevine newsletter for county employees, and videos displayed on CCTV in county public buildings. Vice Chair Donabed requested a copy of the unmet needs poster. Chair Fox requested that TCAG staff work to ensure that the flyers with attached postcards were placed inside of transit vehicles, to encourage more responses from riders.

VI. Information: Environmental Justice and Public Health Assessments of Transportation in Tulare County

Ms. Forte shared some of the findings of the Environmental Justice and Public Health Assessments of Transportation in Tulare County that had been prepared by Raimi + Associates. She noted some of the findings relevant to transit such as: difficulty finding information from a centralized source, lack of coordination, infrequent or slow service and the disproportionate impacts on historically disadvantaged populations, the need to better promote agricultural vanpools, and the interest in electric vehicles to both improve air quality and demonstrate a commitment to high quality transit services.

VII. Action: Delegate Authority to Chair for Letters of Support

Chair Fox introduced the item and explained that the intent behind the delegated authority was to allow the Chair to be able to issue letters of recommendation for grant applications on short notice, since the SSTAC meets only once every 3 months. A brief discussion ensued, with Member Stewart expressing reservations about giving such authority to the chair. Upon a motion by Member Ortega and a second by Member Cendejas, the motion was adopted 5-1 with Member Stewart voting against. Chair Fox abstained from the vote.

VIII. Vacant Positions

Mr. Bruno reminded those present that there was still a vacancy on the SSTAC for a representative of the local youth, aged 25 years old or younger. He encouraged members to share this information with anyone meeting the eligibility criteria who they feel might be interested.

IX. Transit Provider Updates

a. Visalia Transit

Member Soper reported that Visalia Transit had completed the draft of its updated Short-Range Transit Plan (SRTP) and hoped to present it to City Council for approval at its March 2nd meeting. A triennial review and triennial review audit were also under way.

Member Soper also reported that Visalia Medical Clinic on Hillsdale Ave was at its limit for transit bus capacity and that she is currently working on measures to address this, including seeking approval from City Council for a northwest Visalia transfer center.

b. Tulare County Regional Transit Agency (TCRTA)

Mr. Tree shared that TCRTA is in the process of developing and launching its new agency branding and had just recently completed rebranded schedules. The TCRTA governing board is considering a proposed unified fare structure and the schedules and operating hours of each constituent 'property' within TCRTA were being brought into sync.

Mr. Tree went on to say that the expansion of microtransit is being eyed for Dinuba, which would serve as a test case for the deployment of microtransit service to other areas in the county outside of the existing Porterville zone.

He also reported that the Free Fare for All program was still under way and that LCTOP funding was sufficient to allow this promotion to be maintained through at least the end of June 2022.

The regional fare technology partnership with Visalia to procure Genfare equipment was expected to be in place by July 1. Lastly, he shared that a new transit center was being planned for Farmersville with grant funding and that zero emissions electric shuttle vans for microtransit service were also being purchased with grant funding.

X. Social Service Provider Updates

Member Cendejas reported that CSET would be offering tax preparation assistance to Tulare County residents through February 15th. He also noted that Visalia Senior Center has had difficulties setting up congregate meals considering the COVID pandemic. As they resume group dining and activities, more requests for transportation are likely to come from senior centers.

XI. Other Items/Future Agenda Items Requests

No other items were reported.

XII. Adjournment.

Meeting was adjourned at 11:25am on February 8, 2022.



210 N. Church Street, Suite B
Visalia, California 93291
Phone (559)623-0450
Fax (559)733-6720
www.tularecog.org

Social Service Transportation Advisory Council (SSTAC)

Meeting Dates for Fiscal Year 2022/23

The following dates for SSTAC have been tentatively set as indicated below for FY 2021/22. Meetings (unless noted otherwise) will be held at the TCAG Office at 210 N. Church St., Suite B, Visalia, CA 93291

- August 9, 2022
- November 8, 2022
- February 14, 2023
- May 9, 2023 *
* Unmet Needs Meeting

2021/22 Unmet Needs Comments

Number/Contact Info		Public Comments Received	Transit Provider Response	TCAG Staff Comments/Rec	SSTAC Recommendation	Source	
Tulare County Regional Transit Agency (TCRTA)							
TC-1	Peggy Ginsbach N. West St. CA 93294 5801	351 Tulare, 559-308-	Want to say 'Thank You' to the transit and bus drivers especially because they are so polite and helpful! THANK YOU. One thing that would be helpful to me if they started running earlier than 6am cause of my work.	Thank you for letting us know your positive experience. Regarding starting service earlier than 6 am, this is something we can evaluate during our short range transit planning. At this time this is an unmet need unreasonable to meet due to unknown demand.	Unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Postcard 08168; Distributed by CSET.
TC-2	Consuelo Ramirez W. Allstar Ave Tulare, CA 93274 759-3527	472 559-	I think we need more drivers for the Dial-a-Ride service and more bus stops for the bus system in Tulare (the city is growing). All the personnel is nice but my preferred drivers are Brenda and Jimmy. Thanks.	This appears to be operational issues and not unmet needs. We will evaluate any capacity constraints for the Dial-A-Ride service. We will also evaluate each route, in Tulare, to ensure that we are meeting FTA requirements related to number of bus stops.	Not an unmet transit need.	Not an unmet transit need.	Postcard 01122. Posted on City of Tulare bus or at bus stop.
TC-3	Marvin E. Lopez Box 1271 Lindsay CA 93247 300-4353	PO 559-	Thanks for your service. But we need friendly, conscientious, well-behaved, humanist drivers who wait at least 5 minutes. Treat the buses well. We want good staff and new buses. Leave the anger at home. (translated from Spanish)	This is an operational issue and not an unmet need. We appreciate the feedback and will be requesting that drivers receive additional training on providing professional customer service.	Not an unmet transit need.	Not an unmet transit need.	Postcard 01491. Received 3/17/22.
TC-4	Debbie Rivera 875 N. Belmont Porterville, CA 93257 559-202-6027		City of Porterville's now "Uber" system has left me stranded more than once and I am disabled- cannot walk home. No number is available to call- help topics on app are not useful. I don't know why management isn't forced to ride Uber.	This is an operational issue and not an unmet need. We appreciate the feedback we are constantly evaluating the on-demand service and seeking ways to improve the experience.	Not an unmet transit need.	Not an unmet transit need.	Postcard 02662. Received 3-22-22.
TC-5	Jeanie Fresno, CA		I visit family/friends here sometimes. It would be very helpful if current routes/timetables were posted at bus stops and terminal in Tulare. They are faded or non-existent. Thank you.	This is an unmet need reasonable to meet. TCRTA is in the process of rebranding the system and will ensure that current routes/timetables are posted at bus stops and the transit center.	Unmet transit need reasonable to meet.	Unmet transit need reasonable to meet.	Postcard 01051. Received 3-22-22.
TC-6	Tad Rogers		1) Please clean consistently bus stops they get nasty and gross, the bench so bad one does not want to sit on them, they're neglected. 2) Have all buses wait till all are there! Some pull out as a bus pulls omg wait another 30 min go to 40 min schedule, no bus leaves til all are there and transfered. nothing more upsetting than pulling in and watching your bus leave and having to wait with bags they need transfer time of 10 minutes make 40 minute increments	The cleanliness of the bus stops are an operational issue and not an unmet need. However, we will be working with our bus stop cleaning contractor to improve the cleaning schedule. Ensuring that all routes wait for the last route to arrive is also an operational issue and not an unmet need. We will work with our service contractors to ensure that all routes are waiting for the last bus to arrive, leaving appropriate time to transfer between routes, before departing the transit center.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Via Facebook.

TC-7	Patricia Sparks	Thank you, I appreciate out here in Lindsay	Thank you for the positive feedback.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
TC-8	Nonnie Summers	Getting from Woodlake to Exeter is like going to LA...feels like it anyway...	This appears to be an operational issue, however we are evaluating the system and seeking ways to improve connectivity between communities.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
TC-9	El Carlos Carlos	By running more late and be more around porterville the only one way	We appreciate the comment but it appears we need more information to determine the actual request.	Unmet need not reasonable to meet.	Not an unmet transit need.	Via Facebook.
TC-10	Glenda J. Duncan 350 N. 'L' Street #222 Tulare, CA 93274 559-723-2739	Buses are being santized inside between routes, frequent homeless at bus stops. Seats & area are filthy. Don't lower bus for seniors; can't get on or off safely, unless you ask.	Thank you for the comments. These appear to be operational issues and not unmet needs. We will work with our service contractors to improve the cleanliness of our bus stops, seating areas, and lowering of the vehicle for seniors.	Not an unmet transit need.	Not an unmet transit need.	Postcard 01044. Received 3-23-22 in mail.
TC-11	Tad Rogers	Again please clean bus stops, they are horrendous and look neglected graffiti and who knows what else. I hope changes are implemented, will be watching, or all this was just a PR stunt.	Thank you for the comments. This is an operational issue and not an unmet need. We will work with our bus stop cleaning contractor to improve the cleaning of bus stops.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
TC-12	Anonymous 559-306-9345	Ribs broken kneck,top 5 discs in my spine, dislocated shoulder and collar bone,a piece of my knee floating around in my knee cap, stops me from walking far, homelessnes don't.help being deaf is the worst, when PT,tcat bus driver stops to bitch at me3 times with an empty bus, I didn't my a.work.said. it's really hurtful when they still yet drive off without me, I can't be mad and violent, I sat 5 days in Delano no bus would let me board, I never heard what one of those drivers said was the reason,	This is an operational issue and not an unmet need. However, we take these comments very seriously and will be investigating the incidents you have reported.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, SMS. 3/10/22.
TC-13	Anonymous 559-563-1208	You also need a TCAT app	This is an operational request and not an unmet need. However, TCRTA is in the process of deploying a mobile application to improve the rider experience.	Not an unmet transit need.	Not an unmet transit need.	

TC-14	Tad Rogers tor66122@gmail.com	The bus stations to get on buses never get cleaned they are pretty nasty,would like to see some kind of consistent cleaning get done. 4 endorsements.	This is an operational request and not an unmet need. However, we will work with our bus stop cleaning contractor to insure that bus stops are being cleaned on a regular schedule.	Not an unmet transit need.	Not an unmet transit need.	Via Publicinput, 2/16/22.
-------	----------------------------------	--	---	----------------------------	----------------------------	---------------------------

TC-15	Anonymous Orange Cove, CA	Connections from Porterville to Bakersfield and from Porterville to Corcoran. 2 endorsements.	This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve connectivity to Bakersfield and Corcoran during our short range transit planning.	An unmet transit need not reasonable to meet.	Unmet need not reasonable to meet.	Via PublicInput, 2/25/22.
TC-16	Madrid Randy Visalia, CA crazy2you20032003@yahoo.com	I agree they need a bigger v bus like visalia. (In response to comment G-11, which mentioned larger buses on busier TCaT routes) We need more bus like that here in the CutlerOrosi Area	This is an unmet need unreasonable to meet. TCRTA is unaware of any capacity constraints with the current fleet.	An unmet transit need not reasonable to meet.	Unmet need not reasonable to meet.	Via PublicInput, 3/9/22.
TC-17	Anonymous 559-730-4837	Buses look amazing!They have promp service. I am so happy rides are free.	Thank you for the positive feedback.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, SMS, 3/5/22.
TC-18	Anonymous 559-306-9345	PT can help by stop refusing mean ride say to much stuff, I need the things I carry, I cannot carry anything so my cart has 4 wheels, I am disabled, and deaf, I can't hear y the driver's refuse me, and they provide no interpreter services, a car hit me on the sidewalk in Bakersfield for Christmas, busted	This is an operational issue and not an unmet need. TCRTA will investigate these claims and make appropriate changes as necessary.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/9/22.
TC-19	Stanley Linman	I used to take the route 12 bus to work everyday. I work in exeter at exeter high school. and would take the first route 12 in the morning from orchard/Mooney to Near exeter high. I would take the return in the afternoon. Stopping the route 12 in Farmersville was devastating. I live in west Visalia so the route 9 is not convenient to take and it does not work time wise (it cannot get me to work early enough). Please reinstate a route from western Visalia about to exeter.	This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve connectivity to Exeter during our short range transit planning.	An unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, 3/9/22.
TC-20	Anonymous 559-756-0446	Make transport vans easier and faster to book	This is an operational request and not an unmet need. However, TCRTA is always looking to improve the rider experience.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/10/22.
TC-21	Anonymous Porterville, CA	We need more and better buses and routes in Porterville. And the drivers need better pay.	This is an operational issue and not an unmet need. We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/15/22.
TC-22	Anonymous 551-254-5066	Please provide more routes outside of Visalia or buses that go to Farmersville. A lot of people that work in Visalia don't live in Visalia	This appears to be an operational issue, however we are evaluating the system and seeking ways to improve connectivity between communities.	An unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, SMS, 3/15/22.
TC-23	Dan Fox CA foxydan1945@gmail.com	Visalia, Why have the Porterville Transit Center bathrooms been dismantled?	Thank you for the comment. This is an unmet need reasonable to meet. We will work with the City of Porterville to maintain the public restroom ope to the public.	Not an unmet transit need (operational issue.)		Via PublicInput, 3/22/22.
TC-24	Anonymous Exeter, CA 93221	People need more information about these buses. I don't understand where they pick you up and take you to. I see them in town and they say something about EBER on them.	This is an informational request and not an unmet need. However, TCRTA is always looking to improve communication to our passengers.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/29/22.
TC-25	Ernest Hernandez 1101 S. Irwin St. Tulare, CA 93274 213-317-8885	I went grocery chopping with my bike and needed bus transportation b/c I couldn't carry my food on bike. When bus arrived in Tulare, the bike rack was broken so the bus left me because I had a bike. Tulare bus transportation very rude. I never take the bus anymore.	This is an operational issue and not an unmet need. However, we will work with our bus Contractor to insure that bike racks are being maintained and kepted in a working condition for our passengers.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Postcard 03197. Received 4/4/22.

TC-26	Shawna Garcia	Hire more people like Deann Brazil. She really makes my day	Thank you for the positive feedback.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
TC-27	Laura E. Ibaira Torres 760 E. Yale Ave. Dinuba, CA 93618 818-376-9323	I have a big complaint in the City of Dinuba, the traffic office has been closed since the pandemic began, and the reason for my complaint is that my son is autistic and since it is closed, we do not have help in the bathroom, we endure cold, rain and heat, because it is closed, help us with this situation, thanks. (Translated. Original: Tengo una queja grande en la Ciudad de Dinuba, la oficina de tránsito está cerrada desde que comenzó la pandemia, y el motivo de mi queja es que mi hijo es autista y como está cerrada, no tenemos ayuda en el baño, nosotros aguanta frío, lluvia y calor, porque esta cerrado, ayúdanos con esta situación, gracias 03-11-22.)	Thank you for the comment. This is an unmet need reasonable to meet. We will work with the City of Dinuba to re-open the transit center.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Postcard 01151. Received 4/4/22.
TC-28	Stephane Earlimart, CA	Thank you for coming to Earlimart so I can shop Delano and work Visalia. I work enough to get medical so I don't use MediCal now.	Thank you for the positive feedback.	Not an unmet transit need.	Not an unmet transit need.	Postcard 01104. Received 4/6/22.

Visalia Transit

V-1	Jay Schultz NW 2nd Ave CA 93291 6186	210 Visalia 559-901-	Buses are constantly running behind because they take long breaks past the continuation of route time. Bus drivers will drive without face coverings. I've seen them stall the door in order to put the mask on. Not only do I see drivers without masks but other riders as well not wearing them properly, even when up front talking to drivers.	Visalia Transit is working at spot checking the contractor to ensure schedule is adhered to. Mask comment is a moot point at this time.	Not an unmet transit need.	Not an unmet transit need.	Postcard 02243.
V-2	Anonymous Visalia, CA 93277		You can have #8 Bus go to DMV like before. It could go down Cain to Min King, turn left on Ben Maddox. There is NO sidewalk after the tire shop and that is a dangerous intersection. Please.	Staff will look at this route and recommendation	(Will await Visalia response regarding feasibility of re-routing)		Postcard 02257. Received 3/16/22.
V-3	Donald Visalia		They should have a bus that goes to Ben Maddox & Houston. Fire all the security guards.	TCaT Route 30 services the area of Ben Maddox and Houston that will bring them to Transit free of charge to the passenger.	Not an unmet transit need.	Not an unmet transit need.	Postcard 02273. Received 3/16/22.
V-4	Donald Visalia		They should have a bus that goes to the North side & fire all the security guards harassment.	Visalia Transit has multiple routes that service the northside of Visalia that run east to west and north to south.	Not an unmet transit need.	Unmet transit need not reasonable to meet.	Postcard 02272. Received 3/16/22.
V-5	Irene Kowal S. Giddings St. CA 93277	918 Visalia,	Visalia Bus System the 4 running on time propoerly, not on top of hour or 30 min between. Example 12:00 pm and 12:30 pm and hard to connect to the 1 and 4 busses. And the pass money machines need to work better.	Route 1 runs every 15 min. and connects with Route 4	Not an unmet transit need.	Not an unmet transit need.	Postcard 02244. Received 3-17-22.
V-6	Susan Hernandez 2234 E. Chestnut Ave. Visalia, CA 93292 559-747-7720		Some of us seniors have to work to travel to Fresno on the V-Line (care providers w IHSS, etc) It is impossible to purchase monthly V-Line shuttle passes i.e. \$80, \$140, etc. as your purchase hours are when we are working out of town. Is there a way you can partner with Walmart to sell them? We can then buy them on weekends and after 5:00pm M-F. Thank you! PS. Showing ID slows the bus driver down especially at 6am.	Staff will discuss and consider other purchasing options for V-Line passes.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Postcard 02011. Received 3-17-22.

V-7	Sherly Moreno Goshen, CA	Bus moved too far and area has loose dogs. We need a stop in Goshen on Rd 72 and Harvest.	Staff will discuss and evaluate the Goshen stops.	(Will await Visalia response regarding stop feasibility)		Postcard 04276. Received 3-22-22.
V-8	Naomi Patino Visalia, CA 559-749-4743	Need a stop on Houston & Ben Maddox stop moved too far and area is dangerous.	TCaT Route 30 services the area of Ben Maddox and Houston that will bring them to Transit free of charge to the passenger.	Not an unmet transit need.	Not an unmet transit need.	Postcard 04278. Received 3-22-22.
V-9	Marc Pearce Visalia, CA 559-726-5632	Need a stop on Houston + Ben Maddox.	TCaT Route 30 services the area of Ben Maddox and Houston that will bring them to Transit free of charge to the passenger.	Not an unmet transit need.	Not an unmet transit need.	Postcard 04277. Received 3-22-22.
V-10	Carrie Ingrahm 31161 Florence Ave Visalia, CA 559-909-7785	Bus stop needed by Sequoia Commons apartments in Goshen. Nearest is too far and has been many accidents.	Staff will discuss and evaluate the Goshen stops.	(Will await Visalia response regarding stop feasibility)		Postcard 02001. Received 3-22-22.
V-11	Sergio Surge Legaspi	There are many people who drive from Visalia area to Fresno International Airport for the midnight flights from Fresno to Guadalajara or Guanajuato. If the Vline bus would be possible to take people from Visalia Transit Station to FAT, it would encourage public mass transportation.	At this time Visalia Transit does not have the capabilities of a 24 hour V-Line service.	An unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via Facebook.
V-12	Lynda Cordova	the V line should stop at the VA hospital. I have to get off at the transit hub and wait about thirty minutes to get a bus to the VA. But the V Line went through Fresno and stopped at the University and the airport. They could stop at the VA hospital too	Staff will discuss the feasibility of this stop.	(Will await Visalia response regarding stop feasibility)		Via Facebook.
V-13	Kevin Clark	End your contract with First Transport (sic) and go back to MV Transportation. They were a lot less of a problem.	Thank you for your feedback.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
V-14	Laurie Ruiz ldruiz@tularecounty.ca.gov	Connection from Visalia to the Airport Bus of Bakersfield (to assist Visalians in getting to LA Airport and back, without needing to catch a ride from Visalia to Bakersfield). Consider adding transportation between Visalia and the Airport Bus of Bakersfield to get to LAX without catching a ride from Visalia to Bakersfield and back. 2 endorsements.	The Greyhound is housed at Visalia Transit and offers connections to Bakersfield.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 2/28/22.

V-15	Naomi Patino Visalia, CA Naomipatino488@gmail.com	We need the bus route for Ben Maddox and Douglas to be put back I need this route for my medical transportation and my mental health transportation and there's also kids that go to La Sierra school that may also use this transportation there's people in apartments on Douglas that could also use this transportation we would greatly appreciate it if you can open back up the bus route for Ben Maddox and Douglas thank you	the TCAT Route 30 covers this area.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/10/22.
V-16	Christa Sorenson SorensonChrista@gmail.com Visalia, CA 93291	A direct route to fresno city college from visalia	Staff will discuss and consider.	(Will await Visalia response regarding stop feasibility)		Via PublicInput, 3/21/22.
V-17	Dan Fox Visalia, CA foxydan1945@gmail.com	Visalia Route seven (7) was a effective and useful route for Visalia North Side riders (Transit Ctr. to Northside Area in 15 minutes Round trip in 30 minutes), now it is the bus to from no where to no where. Was the second highest ridership route after Route One (1), back in the day. Please bring the old route design back.	The previous version of the Route 7 is being evaluated and discussed in the current Short Range Transit Plan for Visalia Transit.	Evaluation of Route 7 changes unmet need reasonable to meet	Unmet transit need reasonable to meet.	Via PublicInput, 3/22/22.
V-18	Anonymous Visalia, CA 559-519-8921	Everyweekday, I take the 8 route bus to the 16 route bus, in order to get home, first of all I would like to say, on the transit app, the newer buses never register on the app, so you can never see them coming until they eventually show up, however the major complaint that I have is the 16 route bus is always late, like I am not sure if that's a schedule change but typically I get a 50/50 chance of it being on time or extremely late, and I just end up walking home because of that	Visalia Transit is working at spot checking the contractor to ensure schedule is adhered to.	Not an unmet transit need	Not an unmet transit need.	Via PublicInput, SMS, 3/24/22.
V-19	Anonymous Visalia, CA 559-331-3927	Please do not allow homeless and especially people who are up to no good lounge in the benches area by route 4. They are not taking any buses and just bother myself and others awaiting buses. They make the transit center feel unsafe, try to create uncomfortable conversation and constantly ask for money when it's obviously not for bus fare. -Thank you for this opportunity to make this request <i>(Likely referring to stop at Chinowth & Noble- Ed)</i>	Thank you for the feedback. We do our best to monitor stops and how they're used.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, SMS, 3/26/22.
V-20	Anonymous Visalia, CA 93277	Provide longer commute running hours for people that work swing shifts (Ex: 2:00 pm to 11:00 pm (or) 3:00 pm to 1:00 am or overnight) / Also not have so many Stops in one given area that would make people Late to work. Hire more staff, create more routes with less people on the routes to make less stops.	Route adjustments are being evaluated in the current Short Range Transit Plan.	Unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, 3/28/22.
V-21	Mario A Novelo Alonzo eltoloc@gmail.com Visalia, CA 93291	A couple of years after route changes took place, some of the buses still show outdated (route) information, case in point, route 16 which still shows the bus going to VMC (Visalia Medical Clinic) when this bus no longer goes there. Residents of Visalia know this fact, but newcomers to the city does not, and this outdated information on the buses is at best misleading and is hard to understand how after so many months after the route change took place, that the bus information (routes) on buses has not been updated.	Thank you for this feedback. Staff will look into this.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Via PublicInput, 3/29/22.
V-22	Anonymous 559-483-6444	My shift at the hospital ends at 11:30 pm. I need a free transit option that runs later	Thank you for this feedback.	Unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, 3/30/22.
V-23	Anonymous Visalia, CA 93277	Implement law enforcement/security at the bus terminal in downtown Visalia. Especially at night.	Visalia Transit offers full-time security during bus operating hours and also and overnight circulating security.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Via PublicInput, 3/30/22.
V-24	Susan Hernandez 2234 E. Chestnut Ave. Visalia, CA 93292 559-747-7720	Regarding the V-Line, your 4 AM shuttle is too early going to Fresno. I arrive at Fresno State around 5:05-5:10 AM. The campus is closed/dark, the Fresno City bus doesn't run until 6 AM. It would be a lot better for riders if it picked up at 4:30 or 4:45 am at the Transit Center, so that it would be compatible with the Fresno city bus begin times. P.S. You probably would also have more riders.	Thank you for this feedback, staff will consider and evaluate.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Postcard 02041. Received 4/11/22.

Comments to Multiple Providers

G-1	Glenda J. Duncan 350 N. 'L' St #222 Tulare, CA 93274	People are not keeping distance inside bus (6ft).	This is an operational issue and not an unmet need. Transit providers recommend that passengers adhere to CDC guidance.	Not an unmet transit need.	Not an unmet transit need.	Postcard 01045. Received 3-22-22.
G-2	Albert Curtis	Make sure all drivers are trained in how to deal properly with disabled folks. Also in how to deal with wheelchairs. Also teach them to not act like it's such a chore to do so and make the disabled person feel uncomfortable. This is public transportation, not walking people transportation only. Just give some respect.	This is an operational issue and not an unmet need. We appreciate the feedback and will be requesting that drivers receive additional training on providing professional customer service..	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-3	Cherale Holt	Have a sanitizer station on the bus to prevent germs and sickness.	This is an operational issue and not an unmet need.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-4	Mike Hartman	Increase ridership. Get regular people use to it. I've seen many buses that have very few riders.	This is an operational request and not an unmet need. However, TCRTA is always looking to improve ridership and the rider experience.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-5	Michael Gates	How about looking presentable. Hair all a mess and hat on backwards is not a good way to represent the company.	This is an operational issue and not an unmet need. We appreciate the feedback and will be requesting that drivers report to work in a professional and presentable uniform.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-6	Angelica Nuño	It would be quick transportation to Tijuana from Tulare it lasts all night. (Translated. Original: <i>Sería un transporte rápido a Tijuana de Tulare se dura toda la noche.</i>)	TCRTA thanks you for your comment, however this is not an Unmet Need reasonable to meet.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-7	Marisela Huerta 1716 W Sunnyside Ave Visalia, CA 93277 559-723-4321	Need a bus pass transportation.	We appreciate the comment but it appears we need more information to determine the actual request.	Not an unmet transit need.	Not an unmet transit need.	Postcard 03192. Received 3-28-22.

G-8	Pete Burns	I wouldn't mind taking it just to try.	TCRTA thanks you for your comment, however this is not an Unmet Need reasonable to meet.	Not an unmet transit need.	Not an unmet transit need.	Via Facebook.
G-9	Anonymous Tulare, CA	Have kinder, more sympathetic people that are helpful answering calls. Have one number for information. When I had my leg in a boot and called about transportation to work both times the people acted like I was bothering them. I was told to go to the doctor and get a statement and take it to them and it would take 2-3 weeks to process. This system is not for working people. 3 endorsements.	This is an operational issue and not an unmet need. We appreciate the feedback and will be requesting that dispatchers receive additional training on providing professional customer service..	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 2/21/22.
G-10	William McCafferty	Better transfer procedures between TCAT, Porterville and Visalia Transits. Often times the connections do not match leading to hours being put onto travel times. Also on busier times with TCAT there should be bigger busses, telling people they have to wait for another hour because they are at the third or fourth stop on a route is unacceptable especially with 100 degree heats coming. 3 endorsements.	This is an operational issue and not an unmet need. TCRTA will investigate these claims and make appropriate changes as necessary.	Not an unmet transit need (operational issue.)	Not an unmet transit need.	Via PublicInput, 2/25/22.
G-11	Leon	We need way more transportation buses, more options that connect to cities and towns around our area, that includes Bakersfield, Delano, and Fresno. We also need more buses in Porterville, and a graveyard shift.	Currently Route 20 provides service to Delano from Tulare, servicing multiple communities, Visalia transit currently provides service to Fresno on the V-Line. Lastley we appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience.	Not an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, 2/26/22.
G-12	Anonymous Visalia, CA	Drivers are not qualified to determine the better mask as long as it covers nose and mouth, TSA needs to update worthless masking mandates anyway, just political theater anyway 🙄🙄	TCRTA thanks you for your comment this is an operational issue and not an unmet need. However the mask mandate for transportation has been lifted.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/7/22.
G-13	Rosa Visalia, CA 93277	They have to put benches for people to sit and also shade to protect us from the sun and have more stops. (Translated. Original: Tienen que poner bancas para que las personas se sienten y también sombra para protegernos del sol y tener mas paradas.) 2 endorsements.	This is an operational issue and not an unmet need. TCRTA will investigate these claims and make appropriate changes as necessary, however more information is needed.	Not an unmet transit need, lacks specifics.	Not an unmet transit need.	Via PublicInput, 3/7/22.
G-14	Lisa Alvarado lovely.lisa90@gmail.com	Hi! Happy VCC, TCT, TCAT, VLINE route rider and I am impressed! Two years ago I committed to no car. Riding this region has been an absolute blast! We have very many gaps but I think as far as regional coverage BRAVA! We are in desperate need for quality stops. Much needed routes added VCC 9 / TCAT (WOODLAKE/VISALIA) also if possible a new route to connect Woodlake/Exeter/dinuba we have no n/s routes connecting rural spaces. I always have to go to Visalia to get to Tulare/Lindsay and with the times I only have 1 shot a weekend.	We thank you for your comments We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience. This is not an Unmet Need reasonable to meet.	Unmet transit need not reasonable to meet.	Unmet transit need not reasonable to meet.	Via PublicInput, 3/7/22.
G-15	Anonymous 650-224-9226	An improvement I think can be made is for all buses to have the ability to read out loud the bus stops as well as on the prompter and have a map of stops for that route inside the bus. It would make navigation easier.	This is an informational request and not an unmet need. However, we are always looking to improve communication to our passengers.	Meeting ADA requirements for stop announcements is an unmet need reasonable to meet.	Unmet transit need reasonable to meet.	Via PublicInput, SMS, 3/9/22.
G-16	Anonymous	Have bus driver enforce the bus stops, hate it when waiting for a bus and someone who will not ride on the bus is taking up space at the stop or even sleeping.	This is an operational issue and not an unmet need. TCRTA will investigate these claims and make appropriate changes as necessary.	Not an unmet transit need.	Not an unmet transit need.	Via PublicInput, 3/9/22.

G-17	Anonymous Tulare, CA 93274	We need more dial a ride type of rides from Tulare to Visalia and back to tulare to a specific location.	This is an operational issue and not an unmet need. We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience.	Unmet transit need not reasonable to meet.		Via PublicInput, 3/9/22.
G-18	Anonymous Lemoore, CA 93245	Busses should be free since it is primarily low-income families utilizing these services	We thank you for your comments this is an operational issue and not an unmet need	Unmet transit need not reasonable to meet.		Via PublicInput, 3/10/22.
G-19	Laura Hernandez LauraRHern@aol.com	Clean busses, text number to see when bus is arriving to actually work, more traffic on time pick-ups.	This is an operational issue and not an unmet need. We will investigate these claims and make appropriate changes as necessary,	Not an unmet transit need.		Via PublicInput, 3/10/22.
G-20	Anonymous 559-306-9251	So e drivers drive to crazy for example they break to fast and some omg are so rude most are good just some of them need to work on there breaking and need to be more polite some also have attitude problems like u cant even ask them nothing because right away they give u attitude	We thank you for your comments this is an operational issue and not an unmet need. We will be requesting that drivers receive additional training on providing professional customer service.	Not an unmet transit need.		Via PublicInput, SMS, 3/11/22.
G-21	Anonymous Visalia, CA 93277	A route between Visalia and Corcoran would be nice like how Hanford has or at least a connection between Hanford and Visalia at an earlier time to make the Hanford to corcoran bus. Maybe even a stop in Tulare as well.	This appears to be an operational issue, however we are evaluating the system and seeking ways to improve connectivity between communities. This is an Unmet Need unreasonable to meet.	An unmet transit need not reasonable to meet.		Via PublicInput, 3/19/22.
G-22	Anonymous	Please provide connections directly from Porterville or Visalia to Fresno Pacific College. Not all students attend Fresno State and this leaves out many students who don't attend Fresno State.	This is an operational issue and not an unmet need. We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience.	An unmet transit need not reasonable to meet.		Via PublicInput, 3/21/22.
G-23	Dan Fox Visalia, CA foxydan1945@gmail.com	At the June 2021 TCAG Board meeting, the 2020/2021 Unmet Needs list that was "reasonable to meet" was Number 5, which stated "Transit providers will provide stop announcements, from the PA system or automated voice annunciators, at transfer points , major intersections and destination points, and any requested stop." In order to test the transit agencies compliance with that critical ADA issue, I road on Twenty nine Tulare County routes between September 2021 and November 2021, covering all five Fixed Route agencies (VT,TTE,PV,Dinuba & TCaT) only Dinuba was in full compliance with the ADA required issue much less the 2020/2021 unmet need requirements. Since this was up to six months after the Unmet Need was approved the TCAG board; I would ask that the Transit agencies comply with this and all 2020/2021 Unmet Needs.	We thank you for your comments this is an operational issue and not an unmet need. We will be requesting that drivers receive additional training on providing professional customer service required for our ADA passengers.	Unmet transit need reasonable to meet.		Via PublicInput, 3/22/22.
G-24	Anonymous Visalia, CA 93277	Free public transportation for county employees to help reduce footprint	This is an operational issue and not an unmet need.	An unmet transit need not reasonable to meet.		Via PublicInput, 3/28/22.

G-25	Anonymous Visalia, CA 93277 559-563-1208	Provide no cost transportation for All Students attending school at COS	This is an operational issue and not an unmet need.	Not an unmet transit need; students enrolled in COS receive county transit passes.		Via PublicInput, SMS, 3/28/22.
G-26	Anonymous 559-563-1208	Need some shade by the bus stops Rd 160 before Heather AVE. Shade on Rd160 and Guadajara market and also on the opposite side of the Guadajara market and front of Adult School and Lovers Lane and Houston Ave 2800 E. Houston Ave 3500 E Mc Auliff st 1300	We thank you for your comments. These locations have been identified and will have shelter and benches placed upon approval from Caltrans. An encroachment permit has been prepared for submittal.	Unmet transit need reasonable to meet.		Via PublicInput, SMS, 3/29/22.
G-27	Susie Brown suz510@yahoo.com Visalia, CA 93291	Hello. There is a great need for bus shelters throughout the County. I live in Visalia, and just this city alone has many locations with zero shade or a bench to sit on while waiting. This keeps me in my car, especially in the summer heat. Past work for me has included Community Based Programs, and there use to be grant funds available for transit shelters. Not only shelters, but benches to sit on, and after dark lighting. I know benches can draw an unwelcome element, however, if you want more ridership - make the wait more comfortable. Thanks for this opportunity to comment.	We thank you for your comments We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience. This is not an Unmet Need reasonable to meet.	Unmet transit need not reasonable to meet.		Via PublicInput, 3/29/22.
G-28	Anonymous 559-300-5981	Hello! So one thing that can make public transportation better for me is the buses being on time /: There's been multiple times where the bus has been 10 mins late and it leaves me behind when I need to catch my second bus. It create a domino effect of me having to wait longer than I should to catch the bus I was on time for. Thank you!	We thank you for your comments We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience. This is not an Unmet Need reasonable to meet.	Not an unmet transit need (operational issue.)		Via PublicInput, SMS, 3/30/22.
G-29	Shirley Gowett Teacher, TCOE 561 S. Pinkham, Ste A Visalia, CA 93272	My students use public transportation at least 3x per week. It would be helpful if the buses were on time + kept closer to the schedule. Some days we have a very close work schedule + if the buses are off schedule my students are late for work or for school buses going home.	We thank you for your comments We appreciate the feedback we are constantly evaluating service and seeking ways to improve the rider experience. This is not an Unmet Need reasonable to meet.	Not an unmet transit need (operational issue.)		Postcard 02441. Received 4/4/22.
G-30	Doris Cox 5230 W Feemster Ct Visalia, CA 559-631-0079	Disability orientation. Might be costly but a "disabled" orientation day. New drivers would wear a patch on eye & patch with holes over the other eye, cover them both with dark glasses. Put 3lb weights on ankles and reheatable neck & shoulder heating pad fastened around neck and covered with windbreaker. Ride a self-propelled wheelchair to one destination. Disembark where there's grass (Tulare & Akers), catch another bus and ride to transit center then make a trip with a walker.	This is an operational issue and not an unmet need.	Not an unmet transit need.		Postcard 02432. Received 4/6/22.