

2022/23 Unmet Needs Comments

Number/Contact Info	Public Comments Received	Transit Provider Response	SSTAC Recommendation	Source
Tulare County Regional Transit Agency (TCRTA)				
TC-1	Diana Serrano 130 N. 'O' St Dinuba, CA 93618 559-480-7357	When I call the number for transit the lady said she does not know which stop I mentioned to her & I told her 'O' Street in Dinuba, CA. They should better there system E streets in whatever city or town they call from.	This is an operational issue and not an unmet need. We appreciate the feedback and will request that our dispatchers receive additional training.	Comment card 05608. Received 5/11/23.
TC-2	Anonymous	Martin. TCAT 10. Excellent driver. Good attitude plus x 10 score. Very excellent.	Thank you for the positive feedback.	Postcard 05539. Received 5/11/23.
TC-3	Anonymous	Tall Guy- Jose. Dinuba transit. Excellent. Good. Good attitude. Always smiling.	Thank you for the positive feedback.	Postcard 05538. Received 5/11/23.
TC-4	Anonymous	Iserial (SIC?). Bus driver, Dinuba Transit. Excellent driver. Good attitude. Always smiling.	Thank you for the positive feedback.	Postcard 05537. Received 5/11/23.
TC-5	Ashley Kay Kendall 796 N. Charles St. Dinuba, CA 93618 559-393-4466	ADA + seniors should be able to get a same day Dial-a-ride without calling 24 hours in advance if they don't know that they need it, they should be able to call a couple of hours in advance. Dial-a-ride should only be \$1.50.	1) Starting April 1, 2024, TCRTA began offering microtransit on-demand service (TCRTA TRANSPORT) in the City of Dinuba and surrounding North County areas. This service is commingled with the existing paratransit service, which allows paratransit riders to book same-day trips through the TRANSPORT app. This is not an unmet need. 2) The existing fare structure was approved by the TCRTA Board in October of 2022.	Postcard 05617. Received 5/11/23.

TC-6	Tina Vasquez P.O. Box 10664 Earlimart, CA 94329 661-229-8980	We need a covered bench at Earlimart Medical Clinic (United Health Center), PLEASE!	This is an unmet need not reasonable to meet. Installing a shelter at this location would impact sidewalk ADA clearance.		Postcard 06634. Received 2/20/24.
TC-7	Anonymous Dinuba, CA 93618	Service in rural and out-of-town areas, connecting to other routes. Sidewalks and crosswalks in said areas that are accessible and well lit to access transit stops.	Thank you for the comments, but it appears we need more information to determine the actual request. TCRTA currently has 9 commuter routes, paratransit, and on-demand services that provide service and connections to rural communities throughout the County. Sidewalks and crosswalks are the responsibility of the jurisdiction (city or county road department) in which they are located.		PublicInput. Received 2/12/24.
TC-8	Anonymous	The newest Transit buses in Porterville do not have bike racks. If we are trying to have a "greener" approach why are we making it harder for people to make "greener" choices?	This is an unmet need reasonable to meet. The City of Porterville is in the process of procuring and installing bike racks for the three New Flyer buses.		PublicInput. Received 2/12/24.
TC-9	Anonymous	Porterville Transport service should be offered to the Poplar- Cotton Center area. It currently goes to Lindsay which is even farther out. Service to this rural area would be greatly appreciated for this community.	TCRTA: This is an operational issue and not an unmet transit need. Transit service is currently provided to Poplar-Cotton Center via TCRTA's commuter route C90. However, we will continue to evaluate the TRANSPORT service during the initial pilot program to determine the feasibility of expansion to additional communities outside of existing service zones. Porterville: This is an unmet need reasonable to meet. TCRTA's planned regional expansion of its micro transit will provide services to the Poplar - Cotton Center area. However, this area is not the responsibility of Porterville rather it's the responsibility of TCRTA.		PublicInput. Received 2/12/24.
TC-10	Constance Neil conneil1950@gmail.com	There is no transportation where the new Madson Gardens will be opening. How is someone supposed to live out there if they have no vehicle or means of transportation?	TCRTA will evaluate service options for this location.		PublicInput. Received 2/20/24.
TC-11	Andrew Cervantes Andrew.cervantes0614@gmail.com	It has come to my attention. That the monthly bus pass isn't available at a discount for senior citizens. Although the price may seem low to many. Most senior riders are at a fixed income. And being the main reason for riding the bus. If you take into account their monthly expenses, on the income of most. Rent, the rising cost of food, utilities, ect. You'll find many are just barely making it through the month. Some are even resorting to cut corners on essential living. So I urge you to consider implementing a discount for seniors. Thank you	TCRTA offers a discounted day pass, 7-day pass, and 31-day pass for seniors, disabled riders, and Medicare card holders. Passes can be purchased at all TCRTA Transit Centers (Dinuba, Tulare, and Porterville). This is not an unmet need.		PublicInput. Received 2/15/24.

TC-12	Robert Rios robrios63@yahoo.com Porterville, CA 93257	Direct roundtrip route from Visalia to Porterville through Exeter rather than the longer version that goes to Tulare first and which is not roundtrip.	This is an operational issue and not an unmet transit need. However, we will be evaluating route coverage and route performance through our short range transit planning process.		PublicInput. Received 2/14/24.
TC-13	Anonymous Porterville, CA 93257	\$5 transport trips to Poplar	This is an operational issue and not an unmet transit need. Transit service is currently provided to Poplar via TCRTA's commuter route C90. However, we will continue to evaluate the TRANSPORT service during the initial pilot program to determine the feasibility of expansion to additional communities outside of existing service zones.		PublicInput. Received 2/12/24.
TC-14	Anonymous Porterville, CA 93257	Service in Porterville along arterial/collector roads (Morton, Henderson, Olive, Westfield, Plano, and D) should be increased to 10-15 minute headways all day or at least between 6 am and 9 am & between 3 pm and 7 pm. Inter-city service from Porterville to Tulare/Visalia on Route 40 should be every 15-30 minutes during weekdays and 30-60 minutes on the weekends.	This is an unmet need unreasonable to meet at this time. 10-15 minute service along arterial/collector roads if not financially feasible without increased funding. However, the feasibility of increasing frequency along major corridors will be analyzed during its upcoming Short Range Transit Plan.		PublicInput. Received 2/7/24.
TC-15	Anthony Kilgore	Tulare City Coaches should take Visalia monthly bus pass rewards card	TCRTA and Visalia Transit are separate agencies, and as such, TCRTA does not participate in Visalia Transit's rewards program. This is not an unmet need.		Facebook. 2/19/24.
TC-16	Ivan Oneal	Bus from Porterville to Tipton.	TCRTA provides service from Porterville to Tulare via commuter route C40, and from Tulare to Tipton via commuter route C20. Service is provided 7 days a week. This is not an unmet need.		Facebook. 2/10/24.
TC-17	Martin Bustamante Tulare, CA	Bring back same day dial a ride.	Beginning in the Fall of 2024, TCRTA will be offering microtransit on-demand service (TCRTA TRANSPORT) in the City of Tulare. This service will be commingled with the existing paratransit service, which will allow paratransit riders to book same-day trips through the TRANSPORT app. This is not an unmet need.		Facebook. 2/10/24.
TC-18	Alicia Flores	If there was transportation to Hanford or Corcoran from Tulare. (Original Spanish: Si hubiera transporte para Hanford or Corcoran a Tulare.)	The cities of Hanford and Corcoran are within Kings County, and outside of the TCRTA service area. Currently Tulare residents can take Route 11X from the Tulare Transit Center to the Visalia Transit Center, where they can transfer to a Kings Area Regional Transit (KART) bus. This is not an unmet need.		Facebook. 2/19/24.
TC-19	Mari Salmeron	If there was Visalia Orosi, it would be great if there was Visalia-Cutler. (Original Spanish: Que hubiera de Visalia Orosi seria genial si hubiera de Visalia Cutler)	Thank you for the comment, but it appears we need more information to determine the actual request. TCRTA currently provides service between Visalia and Cutler-Orosi via our commuter route C10. This is not an unmet need.		Facebook. 2/19/24.

TC-20	Anonymous Porterville, CA 93257	Many stops in Porterville have no shade or benches for people to wait; City of Emeryville was able to quickly place benches at almost every stop within a year. There should be at least a bench at every stop within Porterville.	This is an unmet need unreasonable to meet at this time. Bus stops with shade and benches are determined by ridership volume. Adding a bus stop at every stop is not feasible with current funding. Along with increased capital expenses, the City would also need to purchase right-of-way for many of the stops further increasing the cost.		PublicInput. 2/21/24.
TC-21	Nancy Gutierrez Strathmore, CA 93267	I live in Strathmore 93267. The TCAT schedule is not at all useful there needs to be more busses coming thru here during the day and on weekends. I don't have a car at the moment and you have no idea what a hardship it's been. I tried calling a taxi or Uber \$30 dollars for one person one-way! Impossible for me as a disabled person living on SSI. There should be more considerate of the disabled people who don't have the means and depend on bus service for our basic needs.	TCRTA provides on-demand microtransit (TCRTA TRANSPORT) service in the Strathmore area 7 days a week (M-Sat from 6am to 10 pm, and Sun from 8am to 8pm) . Riders can book rides via the TRANSPORT app or by calling our reservation line (559-372-2290). Disabled passengers pay \$3 per one-way TRANSPORT ride. General riders pay \$5 per ride. This is not an unmet need.		PublicInput. 2/22/24.
TC-22	559-212-5051	Change cards and tap to pay are still currently unavailable with Tulare Transit. Tulare needs security ASAP as there are people constantly drinking alcohol and smoking weed at the transit station.	1) TCRTA is currently working with Cal-ITP to deploy tap to pay onboard our buses. 2) TCRTA does not own the Tulare Transit Center (it is owned by the City of Tulare), and therefore cannot utilize federal funding for security purposes.		PublicInput. 2/25/24.
TC-23	Betty Ward Tulare, CA 93274	Make telephone personnel more helpful and at least pretend to care. I had to wear a boot and asked what service I could use to get to work. She told me to go to the doctor and get a note and it would take 2-3 weeks. A co worker whose car broke down told me to tell them I needed someone who spoke Spanish, she got a schedule for the next day!	This is an operational issue and not an unmet need. We appreciate the feedback and will request that our dispatchers receive additional training on providing professional customer service.		Facebook. 2/22/24.
TC-24	Anonymous Tulare, CA 93274	Transportation is needed in different rural areas throughout the county. Pavement on many streets and sidewalks. Traffic signs. Traffic stops. Drivers who speak different languages. People who are willing to help the community to which they provide transportation service. There are many elderly people who are afraid to get on the bus because they do not feel safe on public transportation. Many elderly or low-income people need the service but cannot use public transportation for many reasons. The language, the hours of service, safety on public roads. There are no areas suitable for service. There are not enough units to provide the service in our communities.	Thank you for your comments. They appear to be a combination of operational issues and/or unmet needs not reasonable to meet.		PublicInput. 3/1/24.
TC-25	Anonymous Porterville, CA	In Porterville route 6 needs a closer bus stop. The bus stop on S. E St is too far. Also, on route 6 it would be nice if you would a bus stop in between W. Date Ave and S. G St (these are the cross streets)	This is an unmet need reasonable to meet. The City of Porterville will install a stop between W. Date and S. G that will be in a safe location as determined by the City Engineer.		PublicInput. 3/3/24.
TC-26	Anonymous Porterville, CA	In Porterville, you need to bring route 9 (casino bus) back it would be a whole lot better than the Transport. The Transport sometimes takes forever and the app messes up a lot. Also, you need put the trash cans back in all the bus stops. There's always a lot of trash at the bus stops cause there's no trash cans. It would also be nice if you would bring back route 7 and if you could change the old bus schedules at each bus stops to the current bus schedules.	1) TCRTA restarted public transportation services to the Tule River Tribe of California on April 1, 2024, this is not an unmet need. 2) Installation of trash cans is an operational issue and not an unmet need. 3) Route 7 was discontinued due to low ridership and serviced by microtransit, this is an unmet need unreasonable to meet. 4) Updating bus schedules at bus stops is an operational issue and not an unmet need.		PublicInput. 3/3/24.
TC-27	Brenda Lamb	I'm thankful for your service. This is how I get to work and home. Transport is the best.	Thank you for the positive feedback. we are glad you enjoy using the Transport service.		Facebook. 2/7/24.

TC-28	559-509-7968 Tulare, CA	Putting more bus stops in Tulare. (Translated: Poniendo mas paradas de buss en tulare)	I thank you for the comment, but it appears we need more information to determine the actual request. Beginning in the Fall of 2024, TCRTA will be offering microtransit on-demand service (TCRTA TRANSPORT) in the City of Tulare. This service will allow riders to book trips when and where they want to go within Tulare.		PublicInput. 3/21/24.
TC-29	Lydia Barnhart	How about a Dial a ride for senior's who lived outside the city limits? Who wants to go to town for their appointments and shopping .? Thank you . (Note: Commenter was provided information on Dial-a-Ride rural hours and TransPort microtransit services.)	TCRTA provides paratransit and microtransit (TRANSPORT) services in rural areas throughout Tulare County. Additionally, microtransit services will be expanded to the areas of Tulare, Visalia, Exeter, Farmersville, Ivanhoe, and Goshen beginning in the Fall of 2024.		Facebook. 4/1/24.
TC-30	Amanda Gueorguiev amandagueorguiev@gmail.com	None of the bus stops have garbage cans and because of this there is constant litter on the ground. I would recommend putting garbage cans near at least the ones with benches. Thank you. In reference to the garbage cans I am speaking about Tulare specifically.	This is an operational issue and not an unmet need.		PublicInput. 4/2/24.
TC-31	bayareaperson@yahoo.com	please add more frequent buses in Porterville bus number 1 and 5 on Olive street. Please make it every 10 minutes	This is an unmet need unreasonable to meet at this time. 10-15 minute service for Routes 1 and 5 is not financially feasible without increased funding. However, the feasibility of increasing frequency along major corridors will be analyzed during its upcoming Short Range Transit Plan.		Via email. 4/2/24.
TC-32	Tulare City residents	I had a few passengers in the lobby today and they were questioning why Route 2 can't stop on M and Tulare Ave. They stated that the bus on its way back to transit goes by there and there is a bus stop sign but it's for route 5. Are buses able to stop there even though the stop says Route 5? Just some concerns that the passengers have. I can pass along any response to the passengers when I see them.	This is an unmet need reasonable to meet.		Submitted on behalf of TCRTA passengers by Tressa Espino, 4/4/24.
TC-33	Tagus Ranch Emergency Housing Residents	Unhoused people who are being placed in emergency housing at Tagus Ranch have requested transit service from Tagus Ranch to Tulare and/or Visalia.	TCRTA will evaluate service options for this location.		Submitted on behalf of TCRTA passengers by Tressa Espino, 4/4/24.

Visalia Transit

V-1	Anonymous Visalia, CA 93277	In Visalia service tends to be rerouted with no alternatives or new stops added, impacting the local community. Visalia telling their clientele to walk .3 miles to their destination is not a good idea especially for the ADA. They're completely out of touch with their community.	Unmet need, not reasonable to meet. Reroutes are usually planned and notice of stop closures are placed at impacted stops as far in advance of the stop closure as possible. Alternative stops are assigned if a safe alternative can be identified, especially for extended reroutes.		PublicInput. 2-12-24.
V-2	George F. gfanop9@gmail.com Visalia, CA 93292	Need more shaded bus stops with seating, seniors can't stand out in the direct heat and or rain waiting any length of time for the bus	Unmet need, not reasonable to meet. Visalia Transit provides shelter and benches at the high use stops where the location provides enough area to place shelters and/or benches and does not impact sidewalk ADA clearances.		PublicInput. 2/7/24.
V-3	Sarah Marschall Visalia, CA	no buses or stops down Mineral King by us too far East. Might be nice to have one. A long walk for the elderly to get to one from here. (Additional information requested by staff: request is for bus stop near Express Mini-Mart at 3332 E Mineral King Ave).	Unmet need, not reasonable to meet. Visalia Transit does not have a route that goes down Mineral King in this area.		Facebook. 2/9/24.
V-4	Martiza C Golden	Route 9 needs to add a bus stop by Jack in the Box (Farmersville & E Walnut) heading to Visalia and another corner E. Walnut & Farmersville heading to Exeter. Especially cause I'm disabled.	Not an unmet need. Visalia Transit has two inbound and two outbound stops that service the Farmersville Rd. & Walnut Ave. area in Farmersville.		PublicInput. 2/25/24.
V-5	559-480-5825	We need a bus stop at hla6 Amazon	Not an unmet need. Visalia Transit has a bus stop at the Amazon location in Visalia on Riggin Ave. and Kelsey St. that is serviced by the Route 17.		PublicInput. 2/28/24.

V-6	Araceli 702-203-1329 Visalia, CA	A bench and bus shelter are needed at the Houston & Giddings bus stop.	Unmet need, not reasonable to meet. Any stop amenities at this location would impact ADA clearance.		Testimony at public hearing, 3/18/24.
V-7	Dan Fox Visalia, CA	Visalia Transit has not yet implemented 2 unmet transit needs found reasonable to meet in June 2022; restoration of Route 7 to its previous configuration or reasonable approximation thereof and addition of fixed-route bus service to the DMV in Visalia. Visalia Transit should have LTF funds withheld per TDA due to failure to implement. We ask that the citizens of the Northside have fair and equitable transit service that they supported and utilized until 2020 when Visalia Transit decided to undo Fixed Route service ! And is now an Unmet need since 2022 !	Route 7: Not an unmet need. Visalia Transit has rerouted the Route 7 from Prospect to Houston providing a connection from the Transit Center, Route 6, at Houston Ave. and Dinuba Blvd. to the Visalia Orchard Walk shopping mall, Route 7. This was implemented in February 2024. DMV Stop: Unmet need, reasonable to meet. Visalia Transit is in the works to have a stop at the Visalia DMV along Cain CT. implemented by July 1, 2024.		Testimony at public hearing, 3/18/24.
V-8	Exeter Veteran Resident	Bus shelters and benches needed at both Exeter bus stops.	This is a decision that needs to come from Exeter since they pay for the amenities, installation, and maintenance of the stops. Specific stop locations are needed to determine if this is an unmet need or not as location may not provides enough area to place shelters and/or benches and not impact sidewalk ADA clearances.		Testimony to Exeter City Council member.
V-9	Dan Fox Visalia, CA	1. Route C30 provides the only fixed route transit service in Visalia along Houston Ave east of Dinuba Blvd. This most special and unusual route setup (should) be incorporated into the Visalia Transit and TCRTA informational systems. (System maps, route schedules, web sites, etc.). 2. Visalia Transit establishes Bus stops along the route in each direction, with signage that explains the use of TCRTA service vehicles (which includes fare / rider information). 3. Since; TCRTA is the de facto service provider for Visalia Transit in the Visalia North East service area. It would be logical that Visalia Transit revenue share with TCRTA for the Revenue Hours and Revenue Service Miles provides to the City of Visalia. Similar to the way TCRTA revenue share's with Visalia Transit in payment compensation for the Goshen Service area provided by Visalia Transit..	Not an unmet need. This is an agreement between TCRTA and Visalia Transit. These stops are not identified, serviced, or maintained by Visalia Transit.		Via email. 3/21/24.
V-10	Dan Fox Visalia, CA	Currently the VT schedule shows that Ten (10) bus routes begin or end at the Visalia Medical Clinic (VMC) 5400 W. Hillsdale Ave. Visalia. Those routes are 2A,2B, 4A,4B,5A,5B,6,7,15 &17. The bus stop at the VMC will accommodate only two vehicles; there are times when five buses are at that VMC stop at one time. Therefore buses must stack up on Hillsdale Ave east of the entrance to VMC, causing the ridership to have to walk to get to the VMC complex. My unmet need is that if VT has ten routes pulsing in and out of VMC; it's effectively using the VMC as a ten bus transfer point that has room for only two routes. I'm asking that VT provides a dedicated Transfer Point that makes transfers convenient and accessible for the VT ridership.	Not an unmet need. Visalia Transit only has 7 routes that services Visalia Medical Clinic (VMC) as the "A" & "B" route identified in the comment are inbounds and outbounds of those 7 routes. The possible distance for passengers to walk at VMC are no different than the distances passengers would need to walk at the Visalia Transit Center. Drivers are required to pull up to the VMC bus stop sign to see if anybody is waiting for their route before departing from the VMC. The VMC bus area and the Hillsdale Ave. curb approaching the VMC bus area is considered the stop location and can accommodate the buses of the 7 routes servicing VMC.		Via email. 3/24/24.

V-11	Mrs. Bea DeLeo 321 E. Laurel Ave. Visalia, CA 93277	#1 Request: Longer weekend bus hours. 'Cause most people need buses to shop longer, but the buses end too soon! #2 Request: Please have drivers be more courteous & kinder, like we try. Better attitudes make a better day in life! Thank you.	#1 Request: Unmet need, not reasonable to meet. Our route schedules were shortened at the end of the day as directed by our Council due to low ridership. #2 Request: Thank you for you comment.		Postcard 07575. Received 3/28/24.
V-12	Jennifer Goshen, CA	Keep bus routes that are centrally located in the community of Goshen, such as the one by St. Thomas Church near Avenue 308 & Juniper St. Smaller cutaway type buses would be ideal for this route; they are large enough to meet demand & there would be fewer empty seats. Save big buses for more populated areas. Also, please keep benches at rural bus stops- particularly Ave 308 & Juniper St.- to make them friendly and accessible to people with disabilities.	This is a decision that needs to come from Tulare County since they pay for the route & all amenities, installation, and maintenance of the stops.		Voicemail message. Received 4/8/24.

Comments to Multiple Providers

<p>G-1</p>	<p>Anonymous Porterville, CA 93257</p>	<p>Maybe have help getting in and out of the vans when your in a wheelchair . The drivers say they can't help you .</p>	<p>TCRTA: This is an operational issue and not an unmet need. Visalia Transit: Not an unmet need.Visalia Transit's policy for our Dail-a-Ride (DAR) service is a door to door service upon request. We do not allow our staff to enter any building or facility, but only provide service from and to the door or entrance of pickup and drop off locations. Porterville - Drivers are required to be trained in properly operating all accessibility equipment and features; providing appropriate assistance to individuals with disabilities with boarding, alighting, and securement; communicating effectively with individuals with different types of disabilities; making stop announcements and route identification announcements; and positioning the bus so that the lift or ramp can be safely deployed and used.</p>		<p>PublicInput. 2/7/24.</p>
<p>G-2</p>	<p>Randy Neito Sr.</p>	<p>Free.</p>	<p>Visalia Transit: Not an unmet needs. This is not an unmet need. TCRTA:</p>		<p>Facebook. 2/10/24,</p>

G-3	Aziah Esther Rock	<p>Make ADA passes easier to obtain. More frequent stops Shelters over stops to protect the elderly and children from the elements. And please an alert that tells riders when the drivers are on strike. We sat at a bus stop 2 hours. The bus information system did not tell us there were none available due to strike. Thank you kindly.</p>	<p>Visalia Transit: Not an unmet need. Visalia Transit passengers that are ADA, senior, disabled, or veteran certified and in our system are able to call to order passes over the phone and Transit staff will mail them their passes. Those that are not certified and in our system will still need to come done to Transit so staff can verify their status.</p> <p>Unmet need, not reasonable to meet. Visalia Transit does not have the fleet size or the means to increase the frequencies of our routes.</p> <p>Unmet need, not reasonable to meet. Visalia Transit provides shelter and benches at the high use stops where the location provides enough area to place shelters and/or benches and does not impact sidewalk ADA clearances.</p> <p>Not an unmet need. Visalia Transit worked diligently to ensure signs were posted at stops, undated our website and social media as soon as we were aware of the situation. Bus stop postings were check and replaced throughout the work stoppage.</p>		Facebook. 2/10/24,
G-3	Aziah Esther Rock	<p>Make ADA passes easier to obtain. More frequent stops Shelters over stops to protect the elderly and children from the elements. And please an alert that tells riders when the drivers are on strike. We sat at a bus stop 2 hours. The bus information system did not tell us there were none available due to strike. Thank you kindly.</p>	<p>TCRTA: 1) Reduced passes for seniors/disabled riders/Medicare card holders can be purchased at any TCRTA Transit Center. 2) We will be examining route productivity and frequency through our short range transit planning process. 3) TCRTA has many bus stops with shelters. More information is needed to determine the actual need. 4) TCRTA noticed passengers about the Visalia Transit driver strike via our website page, Transit Center and bus postings, thorough our call center staff. All passengers boarding TCRTA routes with connections to Visalia Transit routes were notified of the situation.</p>		Facebook. 2/10/24,
G-4	Cade Spencer	<p>Allow credit card fares!</p>	<p>Visalia Transit: Not an unmet needs. We are currently working with Cal-ITP to deploy tap to pay onboard our buses.</p> <p>TCRTA:</p>		Facebook. 2/14/24.

G-5	Jesse Delatorre Tulare, CA	It could be free.	Visalia Transit: Not an unmet needs. This is not an unmet need. TCRTA:		Facebook 2/19/24.
G-6	User: nowporterville Porterville, CA 93257	Make it free. Have maps available even for the blind and also hard of vision. Make shade. Make the locations look and feel safe the poros one is nasty af looking ever since it was open.	Porterville: 1) Free public transportation is not an unmet need. 2) Bus schedules for the blind and hard of vision is required by ADA, this is an unmet need reasonable to meet. 3) Please be more specific on which bus stop you are requesting a shelter. 4) Safe bus stops is an operational issue and not an unmet need. Visalia Transit: Unsure. TCRTA: 1) This is not an unmet need. 2) TCRTA's website (currently in development) will be accessible and meet requirements for WCAG mandated content. The website will be user friendly for people who use screen readers, by using standards-compliant pages and HTML tables instead of PDF documents. This is not an unmet need. 3) Not enough information to determine specific need. 4) This is a comment for the cities that own the Transit Center properties.		Instagram. 2/16/24.

G-7	Jeanne Ferguson	Door or street service to disabled. (2 likes)	<p>Visalia Transit: Not an unmet need. Visalia Transit's policy for our Dail-a-Ride (DAR) service is a door to door service upon request. We do not allow our staff to enter any building or facility, but only provide service from and to the door or entrance of pickup and drop off locations.</p> <p>TCRTA: All of our paratransit and microtransit services provide curb-to-curb service for disabled passengers.</p>		Instagram 2/13/24.
G-8	Esther Aziah Rock	More busses preferably every ten or 15 minutes. Bus shelters or trees for shade on every stop for Elderly and children who ride. More ADA help getting disabled passes. (6 likes)	<p>Visalia Transit: 1) Unmet need, not reasonable to meet. Visalia Transit does not have the fleet size or the means to increase the frequencies of our routes. 2) Unmet need, not reasonable to meet. Visalia Transit provides shelter and benches at the high use stops where the location provides enough area to place shelters and/or benches and does not impact sidewalk ADA clearances. 3)Not an unmet need. Visalia Transit passengers that are ADA, senior, disabled, or veteran certified and in our system are able to call to order passes over the phone</p>		Instagram. 2/12/24.
G-9	Angel	Free.	<p>Visalia Transit: Not an unmet need. This is not an unmet need.</p> <p>TCRTA:</p>		Instagram. 2/15/24.
G-10	Timothy Bianco Visalia, CA	While I rarely ride the bus it's nice that it's there for people. Don't listen to the naysayers. Someday when we get old or can't afford a car or car breaks down were all going to need a ride.	<p>Visalia Transit: Thank you for your comment. Thank you for the positive feedback.</p> <p>TCRTA:</p>		Facebook. 2/24/24.

G-11	Ben Miller	As more people use it the better the service will be	<p>Visalia Transit: Thank you for your comment. Thank you for the positive feedback.</p> <p>TCRTA:</p>		Facebook. 3/3/24.
G-12	Barry Caplan Visalia, CA	<p>Here is an entire plan to bring economic opportunity and jobs to everyone county-wide for the very first time.</p> <ol style="list-style-type: none"> 1- No residential or commercial address in Tulare county should be more than 150 yards from a transit stop. 2- Where lines cross, there should be an on-demand transfer point for both pickup and drop if there is no fixed stop within 50 feet of the crossing. 3- No transit stop should be unserved for more than 7 minutes, 24/7/365 4- No rider shall pay either a fare or transfer fee 5- All vehicles shall have access for bicycles and e-bikes amounting to 20% of the ridership for that vehicle. 6- Location, arrival time, detours and other artists shall be available on an app and integrated into Google maps. 	<p>TCRTA: Thank you for your comments. They appear to be a combination of operational issues and/or unmet needs not reasonable to meet. With regards to comment 11, all TCRTA services are ADA compliant. Note to TCAG staff: we believe this comment should be located in the Multiple Providers section.</p>		Facebook. 2/18/24.