

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA

May 9, 2023

Tulare County Association of Governments

210 N. Church St, Ste. B

Visalia, CA 93291

9:00 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. February 14, 2023 (Pages 4-6)

III. Action: Adoption of Meeting Schedule for 2023-24 (Page 7)

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

V. Action: Unmet Transit Needs Review and Recommendations (Pages 8-19)

VI. Other Items/Future Agenda Item Requests

VII. Adjourn. The next meeting is scheduled for August 8, 2023, 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 ³ - Chair	Representative of Potential Transit User 60 Years of Age or Older
Rebecca Donabed¹ - Vice Chair	Representative of Potential Transit User who is Disabled
Glen Stewart ²	Representative of Potential Transit User who is Disabled
Michael Esquibel⁴	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
John Mauro ³	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
Mark Michaelian ²	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Norma Verduzco ²	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Albert Cendejas ²	Representative of a Local Social Service Provider for Persons of Limited Means
Teresa Ortega¹	Transit Operator Representative
Caleb Bowman ³	Transit Operator Representative
Taryn Ward ³	Representative of Potential Transit Users from Local Youth

¹ indicates term ending June 30, 2023.

² indicates term ending June 30, 2024.

³ indicates term ending June 30, 2025.

SSTAC Chair – term ending June 30, 2023.

SSTAC Vice Chair – term ending June 30, 2023.

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TCAG Transit Staff

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

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Tulare County Association of Governments
Social Services Transportation Advisory Council

February 14, 2023

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 (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 (A)
Representative of local social service provider for the disabled/social service transportation provider	Norma Verduzco (A)
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	<i>Vacant</i>

Others Present: Richard Tree, TCRTA; Albert Barragan, TCRTA; Jenny Miller, TCRTA; Clay Landis, TCRTA

TCAG Staff: Giancarlo Bruno; Derek Winning

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 Chair Fox at 10:04 a.m. on November 8, 2022. Persons in attendance noted presence over Zoom teleconference.

II. Action: AB 361 Emergency Certification

Upon a motion by Member Donabed and a second by Member Mauro, the motion was approved unanimously.

III. Discussion: AB 2449 Teleconferencing under Specific Circumstances

Mr. Bruno provided a general review of recent amendments to the Brown Act. He explained that remote attendance by board members can now only take place under

certain qualifying circumstances. Vice Chair Donabed explained that to some members with disabilities, physical attendance at every meeting might be difficult. Mr. Bruno confirmed that members who have a disability may continue to participate remotely under the new Brown Act provisions, if they request this accommodation. Mr. Bruno also noted that members of the public can continue to participate remotely absent any special circumstances.

IV. Action: Approval of Minutes

Due to a lack of quorum, the approval of November 8, 2022 minutes was withheld.

V. Discussion: 2022 Unmet Needs Recap & Emerging Issues

Mr. Bruno reviewed the list of unmet transit needs found reasonable to meet that was adopted by the TCAG Board for 2022. Issues included the posting at schedules at transit centers and bus stops, the return of regular fixed-route transit service to the Visalia DMV, the return of convenient fixed-route service for Northside Visalia residents, the provision of transit service to the Sequoia Commons apartments in Goshen, ADA announcements made over vehicle PA systems, and the installation of shade shelters at certain specified locations.

Mr. Tree, Mr. Barragan, and Member Bowman provided feedback on the progress made towards addressing each of these so far. Transit schedules were posted at all transit centers and will be placed at bus stops throughout the county once new schedules for TCRTA are finalized. Member Bowman explained that the Visalia fixed-route issues were intended to be addressed by a comprehensive reexamination of the City's fixed-route transit network that was expected to be done shortly. Currently the nearest bus stop to Sequoia Commons is about 0.9 miles from the apartments.

Chair Fox noted that he observed an improvement in the frequency and reliability of PA announcements in the months since the 2022 unmet needs findings were adopted. He emphasized the importance of the former Route 7 to residents of Northside Visalia and observed that Visalia's Route 15 needs more time to complete each run than the schedule allows. Mr. Barragan shared that the Caltrans encroachment permits required for bus shelters along SR-216 had been submitted to Caltrans, returned for minor corrections, and would soon be resubmitted. Shelters will be installed once permits are secured.

Vice Chair Donabed raised the issue of the IIX express service between Tulare and Visalia consistently being significantly behind schedule, on departures operated by both TCRTA and Visalia Transit. She shared that this has sometimes been bad enough that she has missed her connection and needed to walk the rest of the way. She also asked if the City of Tulare could extend the operating hours for fixed-route service to

start before 8:00am and continue beyond 8:00pm. She says this is important to people who work later shifts and that she consistently sees riders waiting at the Tulare Transit Center before 8:00am.

VI. Information: 2023 Unmet Transit Needs Outreach

Mr. Bruno described the outreach efforts being prepared for this year's unmet transit needs campaign. He said that he had put together a flyer, bus card, and mini website that would enable riders to submit their comments. The printed flyers have preprinted, and prepaid post cards attached. Comments are also being collected via a text keyword that will be advertised on posters inside transit vehicles. Newspaper notices had already been ordered, and a hearing scheduled for both the afternoon and evening of March 20.

VII. Draft 2023 Tulare County Coordinated Transportation Plan

Mr. Bruno shared that the draft of the 2023 Tulare County Coordinated Human Services Transportation plan had been completed and is due to be presented to the TCAG board for initial consideration at their February 27th meeting. This will begin a one-month public comment period before the document is returned for a final approval. SSTAC members were invited to review the document, available on the TCAG website, and to submit comments if they had any.

VIII. Social Service Provider Updates

a. Tulare County Regional Transit Agency (TCRTA)

Mr. Tree introduced Clay Landis, a new member of the TCRTA staff. Mr. Landis introduced himself and briefly shared some of his previous experiences as a driver on Porterville's on-demand TransPort system. Mr. Tree also noted that the marketing plan was nearing completion, including the launch of the TCRTA website and publication of new schedules. He also added that the Genfare fare collection equipment installation was progressing and had completed its first phase, meaning that electronic fareboxes that can collect cash and read magstripe cards are now fitted out on all Tulare County transit buses. Mr. Tree also shared some ridership data. TCRTA was averaging about 1,500 trips per day on fixed routes, 50 trips per day on traditional paratransit, and roughly 100 trips per day on the new on-demand system in the Porterville area.

b. Visalia Transit

Member Bowman shared some ridership numbers from Visalia. He noted that their fixed-route ridership is currently averaging about 2,000 passengers a day, or about half of the pre-pandemic average. There are 30-40 paratransit trips completed by Visalia Transit in the average week. The strongest rebound in ridership has been seen on the V-Line, which has seen strong increases in ridership over the last several months.

IX. Social Service Providers Updates

Mr. Mauro shared information about an Adult Services program meant to secure housing and prevent homelessness in seniors, adults with self-care difficulty, and other people who are eligible for Adult Services.

X. Other Items/Future Agenda Items Requests

Vice Chair Donabed asked for unmet transit needs promotional materials to be sent to her once they become available.

XI. Adjournment.

Meeting was adjourned at 11:47 am on February 14, 2023.



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Social Service Transportation Advisory Council (SSTAC)

Meeting Dates for Fiscal Year 2023/24

The following dates for SSTAC have been tentatively set as indicated below for FY 2023/24. Meetings (unless noted otherwise) will be held at the TCAG Office at 210 N. Church St., Suite B, Visalia, CA 93291

- August 8, 2023
- November 14, 2023
- February 8, 2024
- May 14, 2024 *
* Unmet Needs Meeting

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	Teresa 1166 W. Forest Ave Porterville 93257	Hello I would like to request installed car seats for babies and booster seats. I have 2 children under 5. I need a car seat and booster. I can't carry them & groceries & car seats. Hint: why I am on an uber, if you can make this happen my arms thank you.	This is an operational request and not an unmet need.		Postcard 02664. Received 4-18-22.
TC-2	Manuel Quevedo Porterville, CA 93258	I need these services, please do not take them away. (Translation. Original: <i>Ocupo el servicio por favor no lo retiren.</i>)	We appreciate the comment but it appears we need more information to determine the actual request.		Postcard 02685, Received 4-19-22.
TC-3	Teresa R. Quevedo Porterville, CA 93258	I don't want them to remove the buses because we use the transport services a lot, please do not remove them. Teresa R Quevedo. (Translation. Original: <i>Yo no quiero que quiten los baces porque ocupamos mucho el cervisio de transportes. Por favor no los retiren. Teresa R Quevedo.</i>)	We appreciate the comment but it appears we need more information to determine the actual request.		Postcard 02683. Received 4-19-22.
TC-4	Patricia Lawrence 1101 S. Irwin St. Apt 3F Tulare, CA 93274 559-686-1005	Rt 4 (Tulare city) always late 5-15 minutes. Leaving out outlet mall on route will allow more time. Also not have a new driver on the route.	This appears to be an operational issue, however we are evaluating the system and seeking ways to improve.		Postcard 01107. Received 6-1-22.
TC-5	Brian Schmidt	Bring back Bus 4 Route through the Developmental Center & E. Worth	TCRTA provides Dial A Ride and Demand response service for City of Porterville this is service is provide 7 days a week. This is not an unmet need.		Via Facebook. Received 3/10/23.
TC-6	Jeff Willis Exeter, CA	Handyride needs to go to Tulare and Woodlake. It should cover more area to help the disabled get around.	TCRTA provides Dial A Ride service for City of Tulare Monday-Saturday 7am to 7pm Sunday 8am to 5pm, this is not an unmet need. TCRTA provides Dial A Ride service for Woodlake Monday-Friday 7:30 to 3:30, this is not an unmet need.		Via Facebook. Received 3/8/2023.
TC-7	Darla Wegener, County Librarian	Any changes that move stops closer to the 17 branches of the Tulare County Library that are served by TCAT would be helpful to the communities. Most branches have a stop nearby or a few blocks away. Tipton's could be closer and there should be a stop in Alpaugh, where there is a branch. Thank you	Thank you for the positive feedback. TCRTA has route 20 that serves the community of Tipton 7 days a week. This route travels along N Thompson Rd which is less than one block west of the library. This is not an unmet need.		Public Input. 2/23/23.

TC-8	Blanca Magdaleno	Nos gustaría tener más presencia y rutas de Tulare en el área de Delano y McFarland, hablemos muchísimas personas que no maneja is fuera del pueblo y sería excelente si pudiésemos ir de compras a Tulare y Vasalia con tranquilidad, muchas gracias por hacer pública si preocupación por los votantes. (We would like to have more presence and routes from Tulare in the Delano and McFarland area, we are talking about a lot of people who don't drive out of town and it would be excellent if we could go shopping in Tulare and Visalia with tranquility, thank you very much for making your concern public for the voters.)	TCRTA roue 20 provides service to Delano from Tulare City 7 days a week. This is not an unmet need.		Public Input. 3/2/23.
TC-9	Anonymous	A route on the weekends to Tulare Outlets from Delano	TCRTA provides weekend service Delano to Tulare City with 4 departures leaving Delano which are 9:48, 12:01, 3:14, and 5:37. In the City of Tulare route 4 provides service to the Outlets 12 trips starting at 8am to 5:00pm. This is not an unmet need.		Public Input. 3/3/23.
TC-10	Anonymous	Offer more places for pickup and drop off in Porterville. Right now some people who would like to use the service cannot because they have no way to get to the transit in Porterville before the city buses start running.	TCRTA thanks you for your comment. Currently TCRTA provides a Demand Response service that can pick you up from an address with a same day reservation. This is not an unmet need.		Public Input 3/4/23.
TC-11	Anonymous	A route to connect to the sequoia shuttle in Visalia from Delano during the May to September Season. It can be done with reservations and I wouldn't mind if it stops in other towns and paying a little extra.	TCRTA provides service from Delano to Tulare on route 20 7 days a week. This is not an unmet need. Service to Visalia from Tulare is provided 7 days a week on the 11x. This is not an unmet need.		Public Input 3/4/23.
TC-12	Randy Madrid Orosi, CA	Here in orosi route number 10 we need the big bus like the ones in Visalia has and on Saturday we need every hour transportion	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.		Public Input 3/7/23.
TC-13	Jenny Duffek Exeter, CA	EXETER---DIAL A RIDE. (ADA) NEEDS MORE AVAILABLITY!!! I finally was so frustrated I asked a private drivers to drive me.... (BIG \$\$\$) costs much for gas not to mention frustration for them.. I can't drive due to disabilities	TCRTA thanks you for your comments. 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.		Public Input 3/7/23.
TC-14	Juan Valdez	Pull up to Patterson Tract. (translated: Llegen hasta Paterson truck.)	We appreciate the comment but it appears we need more information to determine the actual request.		Facebook, 3/15/23.
TC-15	Leslie Parra Visalia, CA 93292	Schedules/routes coming & going to 3 Rivers into Ivanhoe & Woodlake. Never show. Delays get me & anyone nowhere, all day, everyday.	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.		Postcard 04691. Received 3/20/23.

TC-16	Jesu Martinez Terra Bella, CA	Putting a bus every hour or 2 hours to terra bella ca	This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve service to your community during our short range transit planning.		
TC-17	Martha Anguiano	Put the schedules on the stands because the wait is long, the sign time is needed.	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.		Facebook. 3/19/23.
TC-18	Wesley Plunk Porterville, CA	Stop charging so much and for porterville stop doing Uber because someone else can do it and make money just saying my opinion and that porterville bus shouldn't be allowed to be doing Uber they are a big business and don't need to be doing Uber with the bus	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.		Facebook. 3/18/23.
TC-19	Anonymous Selma, CA 93662	Outer lining communities of Visalia need transport. Dinuba, Oroquieta, Seville, Traver, New London, ect. And advertising that it is free or low cost. Advertising to the clinics that need people to get to medical appointments that don't have this type of services.	We appreciate the comment but it appears we need more information to determine the actual request.		PublicInput. 3/18/23.
TC-20	Imelda Lopéz Porterville, CA 93257	Have transit travel up to Lake Success. <i>(Translated: Lleguen hasta lake success.)</i>	TCRTA thanks you for your comment. Currently TCRTA provides service to Springville on the route 70. You may board or leave the bus anywhere along the route as long as it is safe to do so. This is not an unmet need.		
TC-21	Ofelia Zamora	Place shelters at the stops because sometimes we are waiting for the bus in the full sun and now in the rain. Thank you very much and hopefully you continue with the good service. God bless you. <i>(Translated: PONIENDO CASITAS EN LAS PARADAS PORQUE AVECES ESTAMOS ESPERANDO EL BUS Y EN EL PURO SOL OH AHORA CON LAS LLUVIAS ,MUCHAS GRACIAS Y OJALA SIGAN CON TAN BUEN SERVICIO DIOS LOS BENDIGA .)</i>	This is an operational request and not an unmet need. However, TCRTA is always looking to improve the rider experience. Thank you for the positive feedback.		Facebook 3/23/23.
TC-22	Gonzalo Mora	Expand the schedule; more early and more late. <i>(Translated: Ampliar.el.horario.mas.temprano.y.mas.tarde.)</i>	We appreciate the comment but it appears we need more information to determine the actual request.		Facebook 3/24/23.
TC-23	Wendy Aranda	Have the buses come by more often. <i>(Translated: Que pasen los buses mas seguido.)</i>	We appreciate the comment but it appears we need more information to determine the actual request.		Facebook 3/25/23.

TC-24	Rafael Arriaga	Change the drivers in Porterville. Because there are some that treat the riders very badly. They think they own the buses. They are always in a bad mood with the whole world, especially dos Santos and Rosamerry. They are always complaining with the riders in a wheelchair or with people who are of advanced age. Translated: <i>(Cambio de choferes en Porterville, por que andan algunos que tratan la gente de la fregada se creen dueños de los buses, siempre andan de malas con todo el mundo, especialmente dos Santos y Rosamerry siempre andan renegando con las personas que andan con sillas de ruedas, y con las personas que están de edad avanzanda,.....)</i>	This is an operational issue and not an unmet need. TCRTA will investigate these claims and make appropriate changes as necessary to improve the rider experience.		Facebook 3/25/23.
TC-25	Kelsey Carson 35800 HWY 190, Unit 105L Springville, CA 93265 209-346-5991	I think transportation should be provided on weekends for people that do not have their own transportation in Springville.	TCRTA thanks you for your comment. TCRTA is in process of deploying Demand Response service 7 days a week which will provide service by 8/2023 to Springville.		Postcard 05688. Received 3/22/23.
TC-26	Lisa Carson 35800 HWY 190, Unit 105L Springville, CA 93265 209-346-4276	Need Springville transportation on weekend(s).	TCRTA thanks you for your comment. TCRTA is in process of deploying Demand Response service 7 days a week which will provide service to Springville.		Ppostcard 05687. Received 3/22/23.
TC-27	Yettem Resident 559-516-6584	I Use the TCaT at least 5 days a week specifically the route 10. I currently live in Yettem and would like it if there could be more times added to the Yettem/Savile area.	This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve frequency to Seville during our short range transit planning.		PublicInput. 3/28/23.
TC-28	Ofelia Mendoza	I would like service from Tulare to Hanford cal please and thank you. (Yo quisiera servicio de Tulare a Hanford cal por favor gracias.)	Hanford is in Kings County service area, therefore TCRTA recommends that this is not an unmet need.		Facebook 3/29/23.
TC-29	Letty Campos	Me gustaría saber si hay un transporte de Porterville a Tulare y cuál es muchas gracias	TCRTA provides service from Porterville to Tulare on route 40 7 days a week, therefore this is not an unmet need.		
TC-30	Maria Ortiz Porterville, CA	(Porterville) Bus 2 is dirty! (El actobus 2 ESTA sucio)	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 buses.		Facebook. 3/30/23.
TC-31	Estela Pena Woodlake, CA	I really like the transit service, I am from Woodlake and I ride the bus. I use the bus and go to Visalia. From there I use transit to go to the stores. I am satisfied with the schedule here in Woodlake. I like Visalia very much. (: "Ami me gusta mucho el servicio de transporte yo soy de.Woodlake.ca y yo. Ando en eyos.y boy a. Visalia De ayi me transporte alas. Tiendas me gusta" "Yo estoy muy bien con el horario que ay.aqui en woodlake ca a. Visalia ca.me gusta mucho.")	Thank you for the positive feedback.		Facebook. 3/30/23.

TC-32	Callie 152 S. Evans Rd Tipton, CA 93272 559.calilove.80@gmail.com	Track my bus on all buses, more synchronized routes for 11X and TCaT riders. Later TCaT routes to rural areas. Better communication throughout the transit frequency.	(1)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. (2)This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve connectivity during our short range transit planning. (3)This appears to be an operational issue, however we are evaluating the system and seeking ways to improve connectivity between communities.		Postcard 05018. Received 4/3/23.
TC-33	Rebecca Hernandez Tulare, CA	Need longer buses in town because of both 11 are usually running late at night, it makes people late.	This is an operational issue and not an unmet need. We appreciate the feedback we are constantly evaluating the service and seeking ways to improve the experience.		Postcard 05019. Received 4/3/23.
TC-34	Dewana Long Tulare, CA 93274 559-656-3804	The 11x driver she's really respectful. She needs a well deserved raise or promotion. She's a awesome driver to have. She was on time with her route. Courtney.	Thank you for the positive feedback.		Postcard 05020. Received 4/3/23.
TC-35	Debbie Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	Extended shadders at benched stops. Bus schedules too. It gets awful hot during the spring thru October.	(1)TCRTA currently has shelters at all stops with benches this is not an unmet need. (2) 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.		Postcard 05365. Received 3/29/23.
TC-36	Debbie Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	More stops. 1-stop at Ivanhoe Speedy Mart- one way, 1 stop. Then going with one stop at the hamburger diner. Both with benches and big extended shades.	This is an unmet need unreasonable to meet at this time. However we will evaluate the opportunity to improve bus stop ammenities during our short range transit planning.		Postcard 05364. Received 3/29/23.
TC-37	Debbie Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	Bikes are heavy. It would be a good thing to lower the bike racks on all the buses. If possible, another bike rack on the side of the bus.	This is an operational request and not an unmet need. However, TCRTA is always looking to improve the rider experience.		Postcard 05360. Received 3/29/23.
TC-38	Debbie Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	More stops! At the Cutler Park, before and the main gate. Includes a seating area and shades, and schedule.	TCRTA thanks you for your comments. This is not an unmet need reasonable to meet at this time.		Postcard 05363. Received 3/29/23.
TC-39	Debra Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	It would be nice to have an extra bike rack in a safe location for EZ access on and off the bus for another or 2.	TCRTA thanks you for your comments. This is not an unmet need reasonable to meet.		Postcard 05361. Received 3/29/23.
TC-40	559-280-4436	Tulare County needs to pave bus routes. And add more benches at stops, not take them away.	This is is an operational request and not an unmet need. However, TCRTA is always looking to improve the rider experience.		PublicInput. Received 3/31/23.

TC-41	Anonymous Porterville, CA 93257	Bring back route 7 and route 9 (the casino bus)in Porterville. On route 6 there needs to be a closer bus stop on S. E Street and also putting a bus stop on W. Date and S. G Street. Also, it would be nice if you put trash cans on all the bus stops and changing the times at each bus stops, so people won't get confused.	(1)Thank you for the comment. This is an unmet need reasonable to meet. TCRTA is currently evaluating transit services with the Tule River Reservation. (2)This is an operational request and not an unmet need. However, TCRTA is always looking to improve the rider experience.		PublicInput. Received 3/31/23.
TC-42	Debra Guerrero 32643 Road 158 #23 Ivanhoe, CA 93235 559-368-0571	The schedules need to be reinforced so that vandals can't tear them down. Sometimes my cell is forgotten. And it would be good to see the schedule.	TCRTA thanks you for your comments. This is not an unmet need reasonable to meet.		Postcard 05362. Received 3/29/23.
TC-43	Nancy Sanchez Gomez	More frequent transportation available in Woodlake. Possibly a route to Fresno available for some commuters.	TCRTA thans you for your comment. Route 30 provides service from Visalia to Woodlake 7days a week. This is not an unmet need. (2) Service to Freson is provided by the Visalia 11x, this is not an unmet need.		PublicInput. Received 3/31/23.
TC-44	Norma Eggman	I believe a lot of the transit waiting areas could be improved by providing roofing and seating. Several areas I noticed probably are to small to make a seating area with a roof but maybe moving the bus stop areas a little bit to a spot where if could be done. Also I think that having a machine where you can pay for your ticket and it prints out would be convenient for everyone. Or maybe an app to where you could download and E ticket and scan it on the bus. I understand this all costs money, maybe we could think about doing this in the future. I also see the vending machines aren't being utilized, keep them stocked, and close gates at night so nobody bothers them.	This is an operational issue and not an unment need. However, we take these comments very seriously and will be investigating the incidents you have reported.		PublicInput. Received 3/31/23.
TC-45	Lety Campos	I would like to know if there is a route from Porterville to Tulare and which one is it. Thank you very much. (Me gustaría saber si hay un transporte de Porterville a Tulare y cuál es muchas gracias)	TCRTA thanks you for your comments. Route 40 provides service from Porterville to Tulare 7 days a week. This is not an unmet need.		Facebook. Received 3/29/23.
TC-46	Courtney Van Zuyen 10977 Oakview Dr #B Hanford CA 93230 559-212-5051	1. Change cards for Tulare Transit 2. Same price fares all across the board. 3. Senior month pass discounted (T-Pass). 4. Security available at Tulare Transit. 5. Ability to give change or have change available.	TCRTA thanks you for your comments. (1,2) These are not unmet needs. (3) The senior discounted TPASS will be available with Phase II of our fare collection equipment once all Point of Sale machines have been installed, this is not an unmet need.		Postcard 05366. Received 4/6/23.
TC-47	559-516-6584	I Use the TCaT at least 5 days a week specifically the route 10. I currently live in Yetttem and would like it if there could be more times added to the Yetttem/Savile area.	TCRTA thanks you for your comment. TCRTA is in process of deploying Demand Response service 7 days a week which will provide service to Yetttem.		PublicInput. Received 3/28/23.
TC-48	Caroline Davis 1375 N. Crawford Ave. Dinuba, CA 93618 559-541-7891	please put a bench on Crawford Ave. Also please put out bus stop signs at all stops. I am disabled and I need a bench to sit on while waiting for the bus. Earlier schedule too.	TCRTA thanks you for your comments. TCRTA is currently evaluating all stops for improvments. This is not an unmet need.		Postcard 05607. Received 4/6/23.

TC-49	Leonard Ogans 255 E Beacon Ave Tulare, CA 93274 559-553-3656	Route #5 (Tulare) schedule at East Beacon + Casa STOP please. Map on where it can be found in front of city yard. Bus schedule for Route #5 City and Route #20 County for obvious and important reasons. If needed I will explain in full detail. 2nd request, county and city attention.	We appreciate the comment but it appears we need more information to determine the actual request.		Postcards 05132, 05133, 05134, Received 4/12/23.
TC-50	Carmen Munoz 393 S. K St Dinuba, CA 93618 559-591-8340	Restrooms! Or our needs for facilities!	TCRTA thanks you for your comments. The lobby and transit facility are open to the public 7 days a week. Restrooms are available for use while the lobby is open. This is not an unmet need.		Postcard 05032. Received 4/17/23.

Visalia Transit

V-1	Diane Molina 1047 S. Linwood St. Visalia CA 93277 559-690-9498	I boarded the #4 bus at the transit at 4:00. My last stop is Tulare & Linwood, that's where I get off. The driver, Greg, was very nice and helpful. He was very patient while I looked for my pass. Greg was very friendly and made my trip after a very trying day a nice surprise!	Thank you!		Postcard 02444. Received 04-18-22.
V-2	Connie Gonzales Visalia, CA	7 the old way like before.	Visalia Transit is currently working on finding a solution to Route 7.		Via Facebook.
V-3	Margarita Ríos Visalia, CA	Have more buses that go through Houston Ave in Visalia. (translated: Que aya más bases pase por lacaye Houston en bisalia.)	TCRTA		Via Facebook. 3/16/23.
V-4	Barry Caplan Visalia, CA	No one should line now than a 5 minute walk from a stop and no stop should have arrivals less frequently than 5 minutes no matter the time of day.	Not reasonable		Facebook. 3/20/23.
V-5	Jose Torres Visalia, CA	If the buses could run till 9:00 7 days a week and maybe add a couple more buses to the routes so that I could probably make a trip from here to Exeter. Without getting worried about missing the 7:30 bus to Exeter. I sometimes have meetings with clients downtown that run later than 7:30 and it's cutting into my business profits taking Ubers I would much rather take the bus. Please consider expanding hours and possibly adding a couple buses to the main routes or to the rural routes. Either way thank you for taking some to read this comment and also consideration of the things I have asked for I know you don't have to do it but it would be great if you did! Thank you	Thank you for the feedback. Our route schedules were shortened at the end of the day as directed by our Council due to low ridership.		PublicInput. 3/25/23.
V-6	Aidan Visalia, CA	There should be smaller shuttles instead of big buses. There is not always an uber available here, even in Visalia. The time for waiting for buses is way too long. The bus takes too long and doesn't come often enough. This is a problem because just taking the bus can take hours out of your day. People have school and work and a lot of things they need to do. You can say the bus will get there but it's so difficult and people have a lot to do. It's not fair for people who don't have cars for many reasons. It is an obstacle for people trying to get to work and school. I am in Visalia.	Visalia Transit is currently working on a MicroTransit solution.		PublicInput. 3/23/23.

V-7	Margarita Visalia, CA 93277	Im a disable person and i would love if You guys could add the Houston ave bus again alot of people like me would appreciate that, thank You and god bless You	TCRTA		PublicInput. 3/22/23.
V-8	Multiple	Petition submitted with 42 signatures. "We, the undersigned, are concerned citizens who urger our leaders to act now to restore the former Visalia Transit Route 7, or a comparable route that provides convenient service to residents of the Northside."	Visalia Transit is currently working on finding a solution to Route 7.		Hand delivered, 3/28/23.
V-9	P.O. Box 935 Visalia, CA 93279	Could you please have #15 go to Plaza Park before it goes to Goshen. Its 50 minutes to get out to the tennis courts and I do not have a car. Please and thank you.	Transit provided.		Postcard 4981. Received 3/20./23.
V-10	Esther P. Ruiz 221 N. Granite St. Visalia, CA 93291 559-635-1284	Could you please look into the route that use to go to FoodMaxx at Ben Maddox Ave. I miss shopping at Food Maxx. No Visalia Transit buses pass by Ben Maddox anymore.	TCRTA route that covers this area?		Postcard 04767. Received 4/12/23.

Comments to Multiple Providers					
G-1	Leonard Ogans 255 E Beacon Ave Tulare, CA 93274 559-553-3656	Transfers issued on 11X to and from.		This was previously solved. Do we have additional info on the comment?	Postcard #8423. Received 1 August 2022.
G-2	Rick Hampton Visalia, CA	AIR SERVICE		N/A	Via Facebook. Received 3/6/23.
G-3	Francisco Parra	More information on the routes because you can't see them anywhere. Place on each bus stop the map of the bus route and approximate hours so one can plan if it is convenient to use it as daily transportation. (Mas información de las rutas por que no se mira por ningun lado. Poner en cada parada de autobus el mapa que recorre el bus y los horarios aproximados para planear si es conveniente para usarlo como transporte diario.)			Via Facebook, received 3/7/23.
G-4	Cristian LeonVia Face	Drivers when standing pay attention and are not on the cell phone and drive with low lights and at night drive with high lights			Via Facebook. Received 3/9/23.
G-5	Tina Salmon	I had a thought about creating a program (like Mapquest) where you can enter in your current address and the address you need to go to and the program will give you info on what bus to catch (and location of closest but's stop) and if transfers are needed. The current route map is good but some people may not understand the route map.		Visalia Transit has an app.	Public Input. 2/23/23.
G-6	Anonymous 559-900-8835	My mother is 82 years old and she use to use dial a ride almost everyday but since you made it were she has to make a reservation 24 hrs in advice she is having alot harder time using it is there any way you can change it back to the way it use to be thank you		ADA or general public?	Public Input. 3/15/23.
G-7	Soco Villareal	Fix the roads that are bad, full of holes. (Translated: Fix the arrears that are very bad yenas demuchos oyos)			Facebook. 3/17/23.

G-8	Alma Cox	Acting like intelligent citizens, with academic preparation. From a First World country and not lower than those of a Third World country. (Actuando como ciudadanos inteligentes con preparacion Acad. de un Pais del primer Mundo y no como, mas bajo que los del Tercer Mundo.)			Facebook. 3/16/23.
G-9	Oscar Deleon Visalia, CA	Get an app.			Facebook 3/23/23.
G-10	Sherri Shields Tipton, CA	Make it FREE.			Facebook 3/24/23.
G-11	559-586-4943	What times do you bus for Cos come on in Cos			PublicInput. 3/22/23.
G-12	Anonymous	An app to download on phone to give you real time for your bus.+			Postcard #05016. Received 3/22/23.
G-13	Carlos Coronel.	Make it free free free.im senior			Facebook. 3/30/23.
G-14	Daniel Slover Visalia, CA	Make it free.			Facebook 3/30/23.

G-15	Josefina Madrigal	Thank you for the service. (Gracias por el servicio)			Facebook. 3/30/23.
G-16	Lopez Lopez	Your options are very good, gentlemen. (Está muy bien sus opciones señores)			Facebook. 3/23/23.
G-17	Angelica Pineda	Excellent! (Eccellent!)			Facebook. 3/30/23.
G-18	559-380-4436	www.tularecog.org doesn't compute.			PublicInput. 3/31/23.