

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA

May 12, 2020

Tulare County Association of Governments

CALL-IN ONLY

Dial: 877-858-5743

Passcode: 609873

10:00 a.m.

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. May 14, 2019 (Pages 1-3)
- b. August 13, 2019 (Pages 4-6)
- c. November 12, 2019 (Pages 7-9)
- d. February 11, 2020 (Pages 10-13)

III. Action: Adoption of Meeting Schedule for 2020-2021 (Page 14)

IV. Action: Election of Chair and Vice Chair for 2020-21

V. Action: Unmet Transit Needs Review and Recommendations (Pages 15-26)

VI. Transit Provider Updates

- a. Visalia Transit

- b. Dinuba Area Regional Transit (DART)
- c. Tulare Intermodal Express (TIME)
- d. Porterville Transit
- e. Tulare County Area Transit (TCaT)

VII. Social Service Provider Updates

- a. Optional updates from those in attendance

VIII. Other Items/Future Agenda Item Requests

- IX. Adjourn.** The next meeting is scheduled for August 11, 2020 at the Tulare County Association of Governments' Office, 210 N. Church St., Suite B, Visalia, CA, 93291 at 10:00 a.m. **Note: Meeting may be call in only. To be determined.**

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 Donabed ¹ – Vice Chair	Representative of Potential Transit User who is Disabled
Violeta Tapia ¹	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 Ortega ¹	Transit Operator Representative
Angelina Soper ³	Transit Operator Representative
Mary Wheeler ¹	Resources for Independence Central Valley Representative
Carlos Garza ³	Representative of Potential Transit Users from Local Youth

¹ indicates term ending June 30, 2020

² indicates term ending June 30, 2021

³ indicates term ending June 30, 2022

SSTAC Chair – term ending June 30, 2020

SSTAC Vice Chair – term ending June 30, 2020

=====

TCAG Transit Staff

Elizabeth Forte, Principal Regional Planner; EWright@TulareCOG.org

Giancarlo Bruno, Regional Planner; GBruno@TulareCOG.org

=====

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
May 14, 2019

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 local social service provider for seniors/social service transportation provider	Violeta Tapia (A)
Representative of local social service provider for seniors/social service transportation provider	Jamie Bacon – Vice Chair (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	Christine Chavez (P)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (P)

Others Present: Alberto Barragan, Tulare County; Richard Tree, Porterville Transit; Greg Gomez, TCAG Board
TCAG Staff: Elizabeth Forte, Giancarlo Bruno, Jenna Whitney

SUMMARY MEETING MINUTES

Public Comments

Public comments were received from Albert Cendejas from Community Services Employment Training (CSET). He discussed the success of the annual Senior Day in the Park, which was held on May 3rd, and thanked the transit operators & other local partners who helped facilitate the event.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:02 a.m. on May 14, 2019.

Chair Fox explains the purpose of the SSTAC and its role in the unmet needs process. Persons in attendance introduced themselves.

II. Action: Approval of Meeting Minutes

- a. November 13, 2018:** Upon a motion by Member Ortega and a second by Member Donabed the minutes were unanimously approved.
- b. February 12, 2019:** Upon a motion by Member Cendejas and a second by Member Donabed the minutes were unanimously approved.

III. Action: Adoption of Meeting Schedule for 2019-20

Upon a motion by Member Chavez and a second by Member Donabed, the meeting schedule for 2019-20 was unanimously approved.

IV. Action: Election of Chair and Vice Chair for 2019-20

Upon a motion by Member Cendejas and a second by Member Ortega, Dan Fox was unanimously selected as Chair.

Chair Fox asked members if they would like to put forth their names for the position of Vice Chair. Member Donabed expressed interest in serving in this capacity and discussed her qualifications. Motion to nominate Rebecca Donabed for Vice Chair made by Chair Fox, seconded by Member Ortega and passed unanimously.

V. Action: Unmet Transit Needs Review and Recommendations

a. Tulare County Area Transit (TCaT)

Comments received included requests for service to points outside Tulare County and more thorough cleaning of buses. Specific destinations requested included Corcoran and West Hills College Lemoore. Possibility of discussion with Kings County regarding demand for such services or coordination on transit passes was raised. Cleaning procedures mechanisms were discussed. None of the comments submitted were determined to be unmet transit needs reasonable to meet.

b. Porterville Transit

Comments received were of a very general nature, mostly concerning why respondents did not use transit. None were determined to be unmet transit needs reasonable to meet.

c. Visalia Transit

Comments included requests for additional evening runs of the V-Line & Route 2, the return of Route 12 to Exeter, improved bus stop safety in Farmersville & Exeter, and the provision of benches at the Fresno State bus stop. The aforementioned service extension requests were determined to be unmet needs not reasonable to meet due to low ridership when these services were last offered and on late evening runs generally. Benches at the Fresno State bus stop were also determined to be an unmet need not reasonable to meet due to lack of support from the university.

d. Dinuba Area Regional Transit (DART)

The only comment received was of a very general nature and determined not to be an unmet transit need.

e. Tulare Intermodal Express (TiME)

Comments included a request for direct service from Tulare to Corcoran and for a modification of Route 3 to serve the entire length of Inyo Avenue. This was determined not to be an unmet transit need due to the fact that both TiME's Route 5 and TCAT's Route 20 serve portions of Inyo Ave east of the portion served by Route 3.

After reviewing all comments, Chair Fox motioned to find that there were no unmet needs requests received which were reasonable to meet. Upon a second by Member Chavez, this finding was unanimously adopted.

VI. Coordinated Public Transit- Human Services Transportation Plan Update

Mr. Bruno briefly explained the purpose of the Coordinated Plan and the emphasis on the transportation needs of seniors, individuals with disabilities and people of limited financial means. He discussed the upcoming plan workshops and efforts to involve community groups and social services agencies.

VII. Transit Provider Updates

a. Visalia Transit

Member Chavez reported that a pilot of the Delerok electronic fare system would soon be launched on the V-Line fleet and that the launch of the Sequoia Shuttle was scheduled for May 23rd. She discussed a funding shortfall for the latter service and explained that alternative funding was being sought to preserve service at existing levels.

b. Dinuba Transit

Nothing was reported.

c. Tulare Transit

Nothing was reported.

Porterville Transit

Mr. Tree reported that the installation of electric bus infrastructure was nearly complete and that Porterville Transit was exploring micro-transit and other on demand services to replace some of their lower performing routes.

d. Tulare County Area Transit

Member Ortega reported that TCaT had recently launched its new website, which incorporates a trip planner and a more user friendly design.

VIII. Social Service Provider Updates

Member Cendejas again thanked TCaT, Visalia Transit and other participants for contributing to the success of Senior Day in the Park on May 3rd. Member Michaelian reported that Able Industries is using 5310 grant funds to purchase new shuttle buses, discussed need for more rider attendants and additional funding to operate the buses being purchased. He says there is demand for more door-to-services.

IX. Other Items/Future Agenda Item Requests

Mr. Tree asks for a status update on the Coordinated Plan at the August meeting. Ms. Forte requested a follow-up from the City of Tulare regarding the unmet needs comment requesting extension of Route 3 service across Inyo Ave.

X. Meeting Adjourned at 12:00 noon.

The next meeting is scheduled for August 13, 2019 at 10:00 at TCAG's office.

Tulare County Association of Governments
Combined Meeting
Social Services Transportation Advisory Council
& Coordinated Plan Advisory Committee
August 13, 2019
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-Vice Chair (A)
Representative of local social service provider for seniors/social service transportation provider	Violeta Tapia (A)
Representative of local social service provider for seniors/social service transportation provider	Jamie Bacon – (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 (P)
Transit Operator Representative	Teresa Ortega (P)
Transit Operator Representative	Angelina Soper (P)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (A)

Others Present: Rebecca Russell, Adventist Health; David Deel, Caltrans; Edgar Hernandez, Caltrans; Lori Olivero, Anthem Bluecross Medi-Cal.

TCAG Staff: Elizabeth Forte, Giancarlo Bruno

SUMMARY MEETING MINUTES

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:05 a.m. on August 13, 2019.

Chair Fox opened the public comment period and, no comments having been offered, closed it at 10:06 a.m. He then went on to emphasize the need for all transit agencies to participate in the annual review by SSTAC of unmet transit needs comments submitted by the public.

II. Action: Approval of Meeting Minutes for May 14, 2019

Due to the lack of a quorum, approval of minutes will be deferred to the next scheduled meeting.

III. Action: Coordinated Public Transit-Human Services Transportation Plan Update

Mr. Bruno provided an overview of public outreach efforts related to the Coordinated Plan update and shared data from a survey of transportation users that was collected with the help of local government agencies and community groups. He discussed responses related to travel purpose, destinations, modes of travel and the improvements most frequently requested by respondents.

Mr. Bruno then outlined the priority projects and strategies forwarded in the 2015 Coordinated Plan and provided an update on the progress made towards each goal. This was used as a starting point for a discussion among Coordinated Plan Advisory Committee (CPAC) members of current priorities and desired amendments to the project list. An updated list of projects and strategies was developed by the CPAC, these were then given a priority ranking according to the urgency of each need and the likelihood of successful implementation during the life cycle of the plan.

Ms. Russell then suggested that the Coordinated Plan could provide a useful vehicle for increasing collaboration between local government agencies, area non-profits and health care providers operating in the region. She explained that as a not-for-profit organization, Adventist Health must invest a portion of its funding in the communities in which they operate. By identifying regional priorities related to human service transportation, the Coordinated Plan can inform the judgments of hospital officials who are presented with funding requests.

IV. Transit Provider Updates

a. Visalia Transit

Nothing was reported.

b. Dinuba Transit

Nothing was reported.

c. Tulare Transit

Nothing was reported.

Porterville Transit

Nothing was reported.

d. Tulare County Area Transit

Member Ortega reported that TCaT is in the process of introducing three route modifications. Chair Fox elaborated: Route 60 has been truncated and combined with demand response service to Lindsay to create a flex route loop in that city, Route 80 has been extended to serve Ducor and Route 90 has been extended to cover the discontinued portion of Route 60.

Member Ortega added that TCaT's Transit Operations & Maintenance Facility (TOMF) is expected to be completed in September.

V. Social Service Provider Updates

Nothing was reported.

VI. Other Items/Future Agenda Item Requests

Ms. Forte briefly discussed the Regional Transit Coordination Study and the exploration of a countywide transit joint powers authority (JPA).

VII. Meeting Adjourned at 11:30 a.m.

The next meeting is scheduled for November 12, 2019 at 10:00 at TCAG's office.

Tulare County Association of Governments
Social Services Transportation Advisory Council
November 12, 2019
ATTENDANCE LIST

Representative of potential transit user 60 years of age or over	Dan Fox - Chair (A)
Representative of potential transit user who is disabled	Rebecca Donabed – Vice Chair (P)
Representative of local social service provider for seniors/social service transportation provider	Violeta Tapia (A)
Representative of local social service provider for seniors/social service transportation provider	Jamie Bacon (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 (A)
Transit Operator Representative	Angelina Soper (P)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (A)

TCAG Staff: Elizabeth Forte, Giancarlo Bruno,

SUMMARY MEETING MINUTES

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Vice Chair Donabed at 10:05 a.m. on November 12, 2019.

II. Action: Approval of Meeting Minutes

- a. **May 14, 2019:** Due to a lack of quorum, approval of meeting minutes will be deferred to the next scheduled meeting
- b. **August 13, 2019:** Due to a lack of quorum, approval of meeting minutes will be deferred to the next scheduled meeting

III. Transit Coordination Options Update

Ms. Forte explained that the Ad Hoc Committee is exploring different models for coordination. Particular areas of focus include asset management, service planning & provision, and the apportionment of funds & decision-making power. She added that comprehensive proposals are expected to be fielded in January or February.

IV. Coordinated Public Transit-Human Services Transportation Plan Update

Mr. Bruno gave a brief update on the Coordinated Plan project and strategies list. Ms. Forte added that this is intended to serve as a guide for closer coordination between disparate social service entities in the near future. For instance, some Medi-Cal providers offer non-emergency medical transportation to their clients at no additional cost.

Member Bacon explained that managed care Medi-Cal providers do provide transportation but regular Medi-Cal plans do not. CSET & KTAAA have information hotlines for seniors.

Mr. Bruno suggested that development of a 'one click, one call' resource for all social service transportation information would be desirable. Ms. Forte noted that this is a goal that can be pursued in the near future using grant funds.

Member Soper said Green Line may have the capacity for such an undertaking if staff is given the appropriate training and information.

V. Transit Provider Updates

a. Visalia Transit

Member Soper discussed upcoming route changes for Visalia Transit. Route 3 is to be eliminated, with a portion of its service area merged into Route 8. Route 15 will be extended to serve Goshen and the Visalia Industrial Park. Route 16 will no longer provide service to Visalia Medical Center and Route 7 will no longer provide service to/from Visalia Transit Center. Other smaller adjustments are also proposed. Planned effective date January 11, 2020.

b. Dinuba Transit

Nothing was reported.

c. Tulare Transit

Nothing was reported.

Porterville Transit

Nothing was reported.

d. Tulare County Area Transit

Nothing was reported.

VI. Social Service Provider Updates

Nothing was reported.

VII. Other Items/Future Agenda Item Requests

Vice Chair Donabed expressed a desire to see City of Tulare participate in the February 2020 and other future meetings of the SSTAC. Member Soper asked if the other transit agencies can share the impacts route changes have had, particularly on transfers between systems.

Vice Chair Donabed then asked if Visalia Transit ridership was continuing to decline. Member Soper answered that FY 19 ridership was roughly level with that of the previous year.

VIII. Meeting Adjourned at 10:30 a.m.

The next meeting is scheduled for February 11, 2020 at 10:00 a.m. at TCAG's office.

Tulare County Association of Governments
Social Services Transportation Advisory Council

February 11, 2020

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 local social service provider for seniors/social service transportation provider	Violeta Tapia (P)
Representative of local social service provider for seniors/social service transportation provider	<i>Vacant</i>
Representative of local social service provider for the disabled/social service transportation provider	Mark Michaelian (A)
Representative of local social service provider for the disabled/social service transportation provider	Norma Verduzco (P)
Representative of local social service provider for persons of limited means	Albert Cendejas (P)
Transit Operator Representative	Teresa Ortega (A)
Transit Operator Representative	Angelina Soper (P)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (A)

Others Present: Alberto Barragan, Tulare County; Paul Echevarria, City of Tulare; Samantha Gomez, Adventist Health
TCAG Staff: Elizabeth Forte, Giancarlo Bruno

SUMMARY MEETING MINUTES

Public Comments

Public comments were received from Mr. Bruno, as well as members Donabed , Cendejas and Verduzco.

Mr. Bruno shared concerns forwarded by Member Michaelian regarding the impacts of Visalia Transit's January route changes experienced by clients of ABLE Industries. Member Donabed elaborated on some of these issues, particularly relating to the closure of the stop at ABLE Industries' site. Member Soper reported that Visalia Transit is actively working with ABLE Industries to resolve these issues, and service to the bus stop has already been restored.

Member Cendejas reminded those present of the upcoming Senior Day in the Park on May 1st. He stated that he would greatly appreciate the assistance of local transit agencies in bringing seniors from across the county to and from Mooney Grove Park to participate in the event.

Member Verduzco noted that Family HealthCare Networks has recently acquired an additional van for non-emergency medical transportation purposes and plans to acquire another in the coming months. FHCN currently has a fleet of 15 8 passenger vans. None are currently ADA accessible.

Member Donabed asked how Family Health Care Network patients who require transportation will be

able to obtain such service. Member Verduzco suggested that scheduling rides with local paratransit operators is encouraged but FHCN also makes bus passes available for free to its clients.

Member Cendejas recommended LogistiCare as a useful resource for determining which transportation services are available locally and what the eligibility for each of these services is. Many of the services coordinated through LogistiCare are covered under major insurance plans.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:10 a.m. on February 11, 2020.

Chair Fox explains the purpose of the SSTAC and its role in the unmet needs process. Persons in attendance introduced themselves.

II. Action: Approval of Meeting Minutes

- a. **May 14, 2019:** Due to a lack of quorum, approval of meeting minutes will be deferred to the next scheduled meeting
- b. **August 13, 2019:** Due to a lack of quorum, approval of meeting minutes will be deferred to the next scheduled meeting
- c. **November 12, 2019:** Due to a lack of quorum, approval of meeting minutes will be deferred to the next scheduled meeting

A discussion of member attendance and ability to maintain a quorum followed. Chair Fox asked staff to urge members to attend each meeting, which staff agreed to do.

III. Update: Transit Coordination Efforts

Ms. Forte briefly reported on the status of efforts to consolidate local transit agencies through a joint powers agreement. She stated that the draft agreement has been transmitted to member agencies/cities for their consideration. It is expected that local agencies will determine how to proceed by summer of this year. Ms. Forte anticipates that an update for SSTAC members will be available by the time of the body's next regularly scheduled meeting on May 12, 2020.

Member Cendejas asked whether the organizational changes would result in changes in service delivery. Chair Fox suggested that the efficiencies achieved through consolidation and tighter coordination can also produce a more effective, user-friendly system for riders.

Ms. Forte then concluded by discussing how performance standards will be applied and how voting powers might be distributed amongst members under a theoretical joint powers authority.

IV. Discussion Regarding Unmet Transit Needs Process

Mr. Bruno outlined the outreach efforts made by staff related to Tulare County's 2020 unmet transit needs process. Outreach methods included direct mailings to government agencies and civic

organizations, advertising on social media, fliers in buses & high traffic public places and distribution of preaddressed comment cards. The majority of these materials had been sent out in the preceding week.

Mr. Bruno then provided the date as well as the times & locations of the two unmet needs public hearings: both on March 16, with a 1:00 PM hearing at the Board of Supervisors building in Visalia (2900 W. Burrell Ave) and a 5:30 PM meeting at Porterville Transit's administrative offices at 15. E Thurman Ave.

Member Donabed asked if comments would be accepted via text message. Mr. Bruno said that arrangements for this have not been made but that mobile phone users could submit via email, Survey Monkey or by responding to ads placed on social media.

Chair Fox stressed the importance of attendance by all members at the SSTAC's May meeting, when recommendations regarding unmet needs comments will be made. Mr. Bruno committed to providing ample and repeated notice to members ahead of the next meeting.

V. Transit Provider Updates

a. Visalia Transit

Member Soper discussed the issues arising from route changes instituted in January and the ways Visalia Transit was addressing them. She recommended that any travelers having difficulty navigating the changes to request information from The Green Line.

b. Dinuba Transit

Nothing was reported.

c. Tulare Transit

Mr. Echevarria informed those in attendance that the City of Tulare is currently recruiting for a new General Services Manager.

Porterville Transit

Nothing was reported.

d. Tulare County Area Transit

Mr. Barragan discussed route changes that were instituted in the second half of 2019. He also noted that TCaT is about to proceed with the purchase of three (3) new buses and the launch of WiFi across its existing fleet.

VI. Social Service Provider Updates

No additional updates were provided.

VII. Other Items/Future Agenda Item Requests

Chair Fox again stressed the importance of attendance and the need to remind members to attend the unmet needs meeting in May.

VIII. Meeting Adjourned at 11:25 AM.

The next meeting is scheduled for May 12, 2020 at 10:00 at TCAG's office.

Social Service Transportation Advisory Council (SSTAC)

Meeting Dates for Fiscal Year 2020/21

The following dates for SSTAC have been tentatively set as indicated below for FY 2020/21. Meetings (unless noted otherwise) will be held at the TCAG Office at 210 N. Church St., Suite B, Visalia, CA 93291

- **August 11, 2020**
- **November 10, 2020**
- **February 9, 2021**
- **May 11, 2021**
 - * **Unmet Needs Meeting**

Tulare County Unmet Transit Need Definition and Criteria

“Unmet Transit Need”: An unmet transit need, as identified during Tulare County Association of Governments annual Unmet Transit Needs Process, exists where public transit services are not currently provided for persons who rely on public transit to conduct daily activities. At a minimum, an unmet need must be identified by substantial community input through the public outreach process or identified in a Short Range Transit Plan, Coordinated Transportation Plan, or the Regional Transportation Plan and has not yet been implemented or funded.

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

Equity

1. The new, expanded, or revised transit service is needed by, and will benefit, either the general public or the elderly and disabled population as a whole. Transit service cannot be provided for a specific subset of either of these groups.
2. The proposed service will not require reductions in existing transit services that have an equal or higher priority.
3. The proposed service will require a subsidy generally equivalent to other similar services.

Timing

1. The proposed service is in response to an existing rather than future transit need.

Feasibility

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

Performance

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

Community Acceptance

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

ADA Conformity

1. The new, expanded, or revised transit service, in conforming with the requirements of the Americans with Disabilities Act, will not impose an undue financial burden on the transit operator if complementary paratransit services are subsequently required.

Operational Feasibility

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

Notes:

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

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

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

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

END OF TWELVE MONTHS OF SERVICE

Performance Level

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

END OF TWENTY-FOUR MONTHS

Performance Level

<i>Urban Service</i>	<i>Special/Rural Service</i>	<i>Recommended Action</i>
----------------------	------------------------------	---------------------------

Less than 10%	Less than 5%	Provider may discontinue service
10% or more	5% or more	Provider will continue service, with modifications, if needed.

END OF THIRTY-SIX MONTHS

Performance Level

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

2019/20 Unmet Needs Comments						
Number/Contact Info		Public Comments Received	Transit Provider Response	TCAg Staff Comments/Recommendations	SSTAC Recommendation	Source
	Tulare County Area Transit (TCaT)					
TC-1	Robert Weeks	Having considerable experience in the industry, my suggestion is that TCAT get rid of the cutaway vehicles and replace them with transit buses. The cutaways are purpose-built for airport car rental shuttles, and similar assignments. But they do not hold up on those county routes. Miserable to ride on, even more miserable to drive with the forward engine.	TCaT strives to provide excellent service to all of its clients. TCaT has successfully obtained grants to purchase large transit buses and has several expected to arrive in December 2020. TCaT will continue to consider costs, maintenance, fuel efficiency and other considerations in purchase of rolling stock. TCaT recommends this is an operational issue and NOT an unmet transit need.	Not an unmet need.		Facebook
TC-2	Virginia Ramos	We would like more transit service available in Terra Bella for everyone and service during the weekends as well.	TCaT strives to provide excellent service to all of its clients our TCaT Route 80 goes to Terra Bella twice daily at 10:08 and again at 3:55 Monday through Friday. Routes 80 serves approximately 6.5 riders per weekday. These low ridership numbers for weekday service do not justify adding weekend service or additional service at this time. TCaT recommends that this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Facebook (In Spanish)
TC-3	Alondra Campos	Please make bus service available to Porterville and all the surrounding communities like Terra Bella and Ducor. There are many people who need bus service in these areas.	TCaT strives to provide excellent service to all of its clients. TCaT provides service to Porterville, Strathmore, Plainview, Woodville, Terra Bella, Ducor and Springville Monday through Friday Starting at 6:20 am to 5: 54 pm. TCaT recommends that this is NOT unmet transit need.	Not an unmet need.		Facebook (In Spanish)
TC-4	Aileen Santana	How much does it cost and what are the days and hours of operation to get from Visalia to Delano?	TCaTs Route 20 provides transportation from Tulare City to Delano starting at 6:45 to 8:00 Monday through Friday and 8:30 to 6:42 Saturday and Sunday. General fare rides are \$2.00 one way. You can also obtain transit information by visiting www.ridetcat.org or by calling the Greenline at 1-877-404-6473. TCaT recommends that this is NOT an unmet transit need.	Not an unmet need.		Facebook
TC-5	Ana Maria Trejo Mancillas	Bus service should be made available for those in Visalia, Tulare, Lindsay, Porterville, Terra Bella, Pixley Delano, and Bakersfield for those that have doctor appointments or just need transportation to these locations.	Bus service is available in all of these cities and communities through existing routes on TCaT and other transit agencies. TCaT recommend that this is NOT an unmet need.	Not an unmet need.		Facebook
TC-6	Imelda Lopez	It would also be good if they put a bus stop on the way to Springville, there is none on the 190	There is not enough information for a specific response. Several stops are available along TCaT Route 70 between Porterville and Springville. In addition, buses will pick up riders who flag down the buses when safe. For the comfort/safety of the pick up, rider's can call dispatch at 685-2808 to alert the vehicle operator that a passenger will be waiting. TCaT recommends that this is not an unmet need.	Not an unmet need.		Facebook (In Spanish)
TC-7	Maria Sol Torres	They should improve the hours because sometimes we have doctor's appointments and we have to go wait for the bus about two hours before our appointment and even then we arrive late to our appointment or we lose our appointment because transit takes too long and it leaves us where we have still walk, the transit does not work and it is a waste of time there has to be transit that takes one where they want to go and that they don't have to still walk two miles to get where you need to go, I know someone that is disabled and they have to take the bus a lot that's why he finds a ride for his doctor appointments instead because transit doesn't work, it takes riders all day when they take transit	Not enough information is provided for a specific response. TCaT recommends that this is NOT an unmet transit need.	Not an unmet need. Not enough specific information.		Facebook (In Spanish)

T-8	Marco Ventura	A bus from Visalia to Cutler-Orosi, Orange Cove, Kingsburg, Selma and the last destination Fresno. I work for MV transportation and I have seen the need for transportation from Cutler-Orosi, Orange Cove, Kingsburg and Selma.	TCaT strives to provide excellent service to all of its clients. TCaT provides fixed route service between Visalia and Cutler-Orosi seven days per week. TCaT also provides Dial-A-Ride service to Cutler-Orosi with connections available to Kingsburg Monday-Friday. Service between Visalia and Fresno is available on Visalia Transit's V-Line. Orange Cove, Kingsburg, and Selma are outside of Tulare County and receive service from Fresno County transit agencies. Connections between all of these communities are currently available. TCaT recommends that this is not an unmet transit need reasonable to meet.	Not an unmet need because the requested areas within TCaT's jurisdiction are served but several are in Fresno County.		Facebook (In Spanish)
TC-9	Angelina Chavez	I would like one to the packing house Sun Pacific	Not enough information for a specific response. TCaT recommends that this is NOT an unmet transit need.	Not an unmet need. Not enough specific information. There are three Sun Pacific packing houses and it's uncertain where service is needed and/or provided.		Facebook (In Spanish)
TC-10	Graciela Garcia	We need transportation from Porterville to Bakersfield, even if it was only once or twice a week. Thank you for your attention.	Currently there is no direct bus from Porterville to Bakersfield, but connections between Porterville and Delano are possible through TCaT routes 40, TIME Route 7 and TCaT Route 20. Connections between Bakersfield and Delano are possible through the Kern County transit agencies. TCaT recommends that this is NOT an unmet transit need.	Not an unmet need. It would take many transfers but is technically possible.		Facebook (In Spanish)
TC-11	Ofelia Rios	Have an earlier start on Saturday and Sunday at 7:00 please, and Visalia one to Tulare by Mooney. The way it was before at Government Plaza please.	TCaT has not previously offered weekend service starting at 7:00 AM on any route. Government Plaza is currently served by TCaT Route 40, which offers weekend service departing from Government Plaza with stops in Tulare starting at 10:45 AM. Current ridership levels on Route 40 weekend service do not justify adding additional runs. TCaT recommends that this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Facebook (In Spanish)
TC-12	Rosa Cisneros	Put transit from Lindsay to Woodlake	Connections between Lindsay and Woodlake are currently available through TCaT Route 40, Visalia Transit Route 1, and TCaT Route 30. TCaT recommends that this is NOT an unmet transit need.	Unmet transit need not reasonable to meet.		Facebook (In Spanish)
TC-13	Wiwi Solarsano	Go from Tulare to Porterville as well	TCaT strives to provide excellent service to all of its clients. TCaT Route 40 provides service from Tulare to Porterville Monday through Friday starting at 5:25 am to 7:53 with 12 trips a day from each direction. Saturday and Sunday service begins at 9:45 am and ends at 6:40 pm TCaT recommends that this is NOT unmet transit need.	Not an unmet need.		Facebook (In Spanish)
TC-14	Armando Gonzalez	Please provide more transit service to Bakersfield.	Not enough information for a specific response. TCaT recommends that this is NOT an unmet transit need.	Not an unmet need.		Facebook
Porterville Transit						
		No comments.				

Visalia Transit						
V-1	Sergio Sanchez Ivanhoe, CA tepa.sergio@gmail.com	<p>I use Tulare County transit every day since I returned to the Central Valley. I have a suggestion for transit if it's possible, having an icon on the interactive bus map: where there are covers to wait for the bus and where there are bus stops where none exist.</p> <p>I was in Farmersville and instead of waiting for the bus stop without any cover, I walked a little bit to the next bus stop where there were roof cover and seat.</p> <p>It helps people and people with children to protect them for the weather elements. If there was a way for the interactive map of Visalia Transit to show the bus stops with cover and no cover.</p> <p>That's the idea/suggestion/thought I would like to pass along to Visalia Transit.</p>	<p>This is a great suggestion, and an inventory of bus stops would make utilizing transit a little more convenient especially in extreme weather. This is something we can consider when we go through the procurement process for different technologies.</p> <p>We can explore our existing application to see if these types of options are feasible.</p>	<p>Not an unmet need.</p> <p>A good recommendation that may be implemented in the future.</p>		E-mail (Received 9-10-2019)
V-2	Leo Line 5443 W. Laura Ct. Visalia, CA 93277 559-832-0147	Hire or retrain all staff of buses to be more friendly/helpful	<p>Thank you for the feedback. We strive every day to ensure that we have positive customer service skills. We continue to address every complaint individually in order to keep moving in the right direction.</p>	Not an unmet need.		Card 5401. Submitted at 2019 Tulare County Fair.
V-3	San Juana Teodocio 833 S. Farmersville Blvd. Apt. B107 Farmersville, CA 559-679-1726	Thank you for the service that you offer to us.	Thank you for your support.	Not an unmet need.		Card 6742. Received by mail.
V-4	Ed CA 93292 Visalia,	<p>Service hours and service area. We could have some of the buses start at the turnaround points to get people where they need to be before 7am. Some of the corridors that were previously served no longer has service, stranding people and having to look for a more expensive alternative like Uber or probably buying a car altogether, reducing the chance they'll go back to using public transit in the future and increasing congestion.</p>	<p>We appreciate the feedback. I will need more specific information on the areas you're referring to that don't currently have service.</p>	<p>Unmet need not reasonable to meet.</p> <p>Cannot make a service determination without locations.</p>		SurveyMonkey online submission
V-5	Elsa Stevens CA Visalia,	Longer hours 3 more would help .	<p>It's hard to justify later hours when in the past Ridership hasn't supported it. Our Council instructs us to maintain more than 5 riders per hour and often the late evening routes do not have those ridership numbers.</p>	Unmet need not reasonable to meet.		Facebook
V-6	Jacklyn L Mirabal	I Think There Need Be Bus 15 Bus Were I Live because It To Far Of Walk For Me	Not enough information for a specific response.	<p>Unmet need not reasonable to meet.</p> <p>Cannot make a service determination without locations.</p>		Facebook
V-7	Teri Martin	<p>I am currently without transportation due to car problems. Several years ago, under these same conditions, I was able to walk the 6 blocks to the bus stop, switch from TCAT to Visalia transit, walk between stops in town & do the reverse trips without too much difficulty. Now, that level of mobility is not possible. The recent bus route changes, with accompanying time changes, & bus eliminations, pretty much puts public transportation out of reach for many of the poor, elderly & infirm of Tulare County in certain areas.</p> <p>Yes, I have a friend who used the old Route 7 extensively to get to her doctors & just for shopping. She has a heart condition & uses a walker & does not drive. Your changes have impacted her life immeasurably.</p>	<p>It sounds like we need to explore Paratransit options based on the information given by this passenger.</p>	<p>Not an unmet need.</p> <p>Assuming paratransit is available.</p>		Facebook

V-8	Zureya Castillo	You can bring the original route 7 back. Theres alot of people on this route that are left without transportation because of the changes made. Personally my commute went from 30 min to 2 1/2 hrs due to the changes made to that route and the 15.	Yes the route 7 did change quite a bit. While the headways have increased, we do still offer service to the North Visalia Shopping center area and this can be accomplished with a transfer at the Visalia Transit Center.	Unmet need not reasonable to meet. Note: There are several requests for route reconfigurations. We encourage Visalia Transit to work with residents on trip planning and to modify routes and/or stops if warranted and feasible. However, residents are still able to access transit, albeit in less convenient travel patterns, which is why the recommendation is not reasonable to meet under this process.		Facebook
V-9	Ravinder Sandhu	The transit system in Visalia is great so far! I recommend operating buses as early as 5am instead of 6am. In addition, there should be a route and a bus stop on Ben Maddox and Monte Verde since there no routes that pass by and long walking distance. Other than that, the transit system has been improving, and I know it will keep on expanding in the future!	We appreciate your support! You can catch the route 12 a short walking distance at Ben Maddox and Walnut which will take you to the Mooney and Orchard transfer station where several other routes pick up.	Route 5 picks up at Ben Maddox and Walnut, and 12 picks up at Ben Maddox and Caldwell. Both locations are one-half mile or more from the intersection indicated. TCAG would like more information from Visalia Transit.		Facebook
V-10	Linda Marie Fontaine	Put Route 7 back where it was!	Will need more information to assist this passenger in trip planning. We have no stopped service to any areas, we have adjusted routes so that your trip may now require a different route or perhaps a transfer at the Transit Center to get you where you need to go.	Not an unmet need.		Comment Card 5052: via mail
V-11	Mike Smith Visalia, CA 93291	Have the drivers post their name in front of the Dial-a-Ride van. The driver knows the riders' but the passengers don't know theirs.	We will share this suggestion with the Operator.	Not an unmet need.		Comment Card 5051: via mail
V-12	Courtney Visalia, CA	I think that the buses should stay running until 12:00 am. I feel that they should run this late because of people who work that late. I use to work until 11pm and I would always have to walk home in the dark & that's scary for a young girl to be walking home that late. I think that it would make a lot of people's lives way easier. And I'm not the only one who things this should change. It would be greatly appreciated! Oh & lower the cost of monthly bus passes!	It's hard to justify later hours when in the past Ridership hasn't supported it. Our Council instructs us to maintain more than 5 riders per hour and often the late evening routes do not have those ridership numbers.	Unmet need not reasonable to meet.		Comment Card 7197: via mail
V-13	Maria Rodriguez	There should be a bus available that provides transportation to the shopping centers in Visalia, Fresno, and Bakersfield. If they are available, can you please inform me of the departure times and return times.	Our V-Line does take passengers to Fresno where there are stops downtown at the Courthouse, the University and the airport. You can also use the TCAT which provides service to Delano that can connect you to Bakersfield. You can contact the Green Line for schedule information: 877-404-6473	Not an unmet need.		Facebook (In Spanish)
V-14	Guadalupe Ledenza	I would like to know what bus will take me to Fresno State and how much it costs?	The V-Line can get you to Fresno state and it's \$10 each way. As a student, you can contact your counsellor at Fresno State to see if you qualify for the V-Line ticket program that they offer.	Not an unmet need.		Facebook
V-15	Teresa Sanchez	Have a transit bus that goes to Fresno State University, please	The V-Line can get you to Fresno state and it's \$10 each way. As a student, you can contact your counsellor at Fresno State to see if you qualify for the V-Line ticket program that they offer.	Not an unmet need.		Facebook (In Spanish)

V-16	Barbara Zramirez Palacios	They should return the routes to the way they were and have the bus on Houston like it used to be before, the 3 was there and that was good, not like now there is no bus and it is too far to find a bus stop like 30 or 40 minutes. All the buses just travel on the outskirts of town where there are not any people and they pass by the stores This doesn't work there are no buses that take us close to our house it has not helped at all on the contrary this has affected the community we hope you can return the routes to how they were before	We are hoping to work with TCAT in order to provide service on Houston where Visalia Transit previously used to pick up. TCAT has a route that travels down Houston therefore the Transit service was duplicated.	Unmet need reasonable to meet. TCAG staff recommends that Visalia and TCaT evaluate service feasibility for restoring stop locations previously served, and provide feasible service.		Facebook (In Spanish)
V-17	Ana Rocio Gastelim CA	Exeter, You should have smaller buses, they are never full of people and on the routes most used by the riders the buses should go by more often	Thank you for the feedback.	Not an unmet need.		Facebook (In Spanish)
V-18	Sabina Tapia	Would like a bus that takes people and myself to and from the Fresno Airport	The V-Line goes to the Fresno Airport every day. Tickets are \$10 each way.	Not an unmet need.		Facebook (In Spanish)
V-19	Sara Gaytan	We would like that you would return the service to the way it was please. Hello for the love of god put the routes the way they were. I want the routes 7A and 7B and route 6 where they were please I beg you. Leave the routes the way they were because you are leaving many people without transportation please. Please I ask you I need my buses to go to my doctors 6 7B 7A please.	Will need more information to assist this passenger in trip planning. We have no stopped service to any areas, we have adjusted routes so that your trip may now require a different route or perhaps a transfer at the Transit Center to get you where you need to go.	Unmet need not reasonable to meet.		Facebook (In Spanish)
V-20	Lidia Silva	Return the 7A how it was previously, please and thank you. I would like that they put back the 7B back to the way it was before	Will need more information to assist this passenger in trip planning. We have no stopped service to any areas, we have adjusted routes so that your trip may now require a different route or perhaps a transfer at the Transit Center to get you where you need to go.	Unmet need not reasonable to meet.		Facebook (In Spanish)
V-21	Irma Ochoa	For this one very well because it passes every half hour the number 2, for me that is good, for other routes, I don't know it is not good service	Not enough information for a specific response.	Not an unmet need.		Facebook (In Spanish)
V-22	Cindy Cazares	I go to Porterville and Visalia and I have to take the 7 bus, and they took it away no no	Will need more information to assist this passenger in trip planning. We have no stopped service to any areas, we have adjusted routes so that your trip may now require a different route or perhaps a transfer at the Transit Center to get you where you need to go.	Not an unmet need. Not enough information.		Facebook (In Spanish)
V-23	Maritza Abigail	I would like that the buses would be the same that one that goes by Vallarta. Like the bus 7B and another that comes faster, but I don't know why they made the changes to the buses. Now I don't see the 3 that one takes to Walmart.	Will need more information to assist this passenger in trip planning. We have no stopped service to any areas, we have adjusted routes so that your trip may now require a different route or perhaps a transfer at the Transit Center to get you where you need to go. You can now get to Walmart on the route 8.	Unmet need not reasonable to meet.		Facebook (In Spanish)

V-24	Olga Lonzano	That the buses pass by more frequently.	We are governed by ridership numbers. We cannot increase the frequency of headways on routes unless the ridership numbers suggest that it's needed.	Unmet need not reasonable to meet.		Facebook (In Spanish)
V-25	Flor Benitez	I would like that they return to their same hours on the weekends, because those of us that don't have a car don't catch the buses that go to Tulare	I would need more information on this. Our Route changes were supported by ridership numbers therefore headways are only changed when there's not enough riders to justify the frequency.	Although location isn't specified, believe it's an unmet need not reasonable to meet. Weekend hours were adjusted per ridership rates systemwide.		Facebook (In Spanish)
V-26	Otilia Garcia Ramos	Please make transit service available for students that attend CSU Fresno and do not have a car or other mode of transportation available to them.	The V-Line can get you to Fresno state and it's \$10 each way. As a student, you can contact your counsellor at Fresno State to see if you qualify for the V-Line ticket program that they offer.	Not an unmet need.		Facebook (In Spanish)
V-27	Ofelia Zamora	Thank you we already have service close to where we live thank you very much, it is by Golden West thank you for your service	Thank you.	Not an unmet need.		Facebook (In Spanish)
V-28	J Pack 5505 West Tulare Ave	You should put the senior discount back to 60 or older not 65. You should protect the people who are riding the bus. Give out masks and sanitizer.	Unfortunately masks and sanitizer are very hard to come by.	Not an unmet need.		Comment Card 7317: via mail
	Dinuba Area Regional Transit					
D-1	Mauricio Ramirez	I would like one to the packing house here in Reedley.	Not enough information to provide an adequate response. DART is unable to determine where in Reedley the responder is requesting service and if this request is reasonable to meet	Not an unmet need. Reedley is outside of Tulare County.		Facebook (In Spanish)

	Tulare Intermodal Express (TIME)					
T-1	Gris Perez	They should put bus outside tulare casino they come this way for the outskirts of tulare	Ther are no Casinos in or near the City of Tulare. Nearest Casino is 30 miles away.	Not an unmet need.		Facebook (In Spanish)
T-2	Dulcinea D'ramirez	Can you please provide a bus from Visalia to Tulare and vice versa?	Route 11X provides express service between Visalia and Tulare.	Not an unmet need.		Facebook
T-3	Conchita Sanchez	I always have to walk to buy food to the supermarkets, or to go to church on Sundays St. Rita church, I live at 979 N. A St. Tulare and I have to walk to E and on Tulare I turn to the left towards O St and I turn to the right till I reach the church, I walk one hour and 30 minutes	Route 1 in Tulare runs down Pleasant less than 300 yards South from the address given. Transfer at the Transit Center to Route 2. Route 2 stops directly in front of St. Rita Church.	Not an unmet need.		Facebook (In Spanish)
T-4	Elvia Flores	They should place bilingual employees in the Tulare office	This is an item we can talk with our contractor to see if they do have someone who is bilingual.	Not an unmet need.		Facebook (In Spanish)
T-5	Rosario Torres	Place more buses in Tulare, the few that are there are go around every 45 minutes. And on the weekends they do a double route, they take too long and that they add routes to more places	Monday thru Saturday are all 30 minute loops for all routes except after 6:45 PM. Sundays are 1 hour loops for all routes	Unmet need not reasonable to meet.		Facebook (In Spanish)
T-6	Elizabeth Pineda	I need to know what buses can I take, or where it stops to travel to Walmart leaving from West and Plasant (Pleasant???)	Take Route 3 at A - Pleasant School, B - Belmont & West or C -Altura Medical Climci at West & Cross and get off at the transit center. Once at the transit center get on the Route 4 bus to get to Walmart.	Not an unmet need.		Facebook (In Spanish)
T-7	Gris Perez	We need more service along Inyo Street in Tulare, please!	All but 5 blocks of Inyo Street is served with over 18 stops. The portion of Inyo not servred is served 2 blocks to the North	Unmet need not reasonable to meet.		Card 5402. Submitted at 2019 Tulare County Fair (In Spanish)

	Comments to Multiple Providers					
G-1	Irene Huizar Tulare, CA 93274 687-0929	559	For people needing transportation direct to Porterville from Tulare, Earlimart: is that in future plans? Kings View Mental Health.	TCaT strives to provide excellent service to all of its clients. TCaT Route 40 provides service between Tulare and Porterville Monday through Friday starting at 5:25 am to 7:53 with 12 trips a day from each direction. Saturday and Sunday service begins at 9:45 am and ends at 6:40 pm TCaT recommends that this is NOT unmet transit need.	Unmet need not reasonable to meet. Earlimart connects to Tulare directly, but indirectly to Porterville.	Card 5403. Submitted at 2019 Tulare County Fair.
G-2	Lisa Marie Alvarado		If you considered that low income folks normally have more than 1 job and varying hours it would be wildly supportive to change transportation to accommodate for longer hours... Especially on the weekends. I also think we should consider adjusting the cost for folks on public assistance.	Current ridership statistics do not warrant extended weekend hours. In the past, agencies have extended weekend service and have since reduced those hours due to low-performance. Tulare County transit providers have implemented day passes, week passes, and monthly passes that offer discounted pricing for regular passengers. Social Service providers in Tulare County also purchase monthly passes for their clients to support the low income population. A Fair Fares Program, a subsidy program that offers reduced passes to qualifying low-income residents should be analyzed prior to implementation.	Unmet need not reasonable to meet.	Facebook
G-3	Juanita Robles		Do you provide transportation to San Jose, CA?	Tulare County transit providers do not provide transportation directly to San Jose, but do have connections directly to the Fresno Airport, and into Kings, Kern, and Fresno counties that can connect you to additional bus, train, and airline services.	Not an unmet need.	Facebook (In Spanish)
G-4	Barbara Zramirez Palacios		Bus stops should be placed in the middle of the county not out on the periphery where there are no people. They should be along the more highly traveled roads like Houston Avenue and on Dinuba Boulevard. Those are the locations where there is a larger concentration of people using transit.	There are several things considered when determining where to place stops. We consider how close the next stop is, how safely a bus could stop in that area, and whether or there's sufficient space. With more specific areas we can make one on one determinations for adding stops. Also, we have recently eliminated some stops on Houston as it's an area already covered by the TCAT.	Unmet need not reasonable to meet. Not enough information.	Facebook (In Spanish)
G-5	Alicia Villaseñor		(I think they are indicating where there should be stops located: Tulare and Road 200 and Tulare and Rankin Avenue) A Tulare x la.200. Y la Rankin. Avnida	[Response not provided by agencies. To discuss at SSTAC]	Unknown/need provider response.	Facebook
G-6	Maria Gonzalez		I would like for disabled people to be able to utilize transit service.	All services provided by Tulare County transit providers are accessible. For assistance contact you provider or call the Green Line: 877-404-6473	Not an unmet need.	Facebook
G-7	Maria Ruiz		I don't know if there is a bus to take us on a trip to Las Vegas, but that it is a special one for the casinos, if there is one already let me know	Tulare County providers do not provide service to Las Vegas. Connections are available to Fresno, Kern, and Kings counties that facilitate traveling extended distances.	Not an unmet need.	Facebook (In Spanish)
G-8	Felipa Ortega		Don't work for the contagion	No response required.	Not an unmet need.	Facebook (In Spanish)

G-9	Gonzalo Mora	More reliable service on Sunday from Dinuba to Visalia and expanding the service from Dinuba to Fresno	<p>Dinuba: Sunday service in Dinuba is not feasible. Small rural agencies such as Dinuba typically do not offer service on Sunday due to demand being low and ridership projections not justifying the additional cost. Dinuba already offers limited service to Fresno via the Dinuba Connection route connecting to FCRTA.</p> <p>TCaT strives to provide excellent service to all of its clients. Service from Dinuba to Visalia is provided 7 days a week. Weekend hours of service starting from Dinuba are 9:20 am to 5:47 pm. TCaT recommends this is NOT unmet transit need.</p>	Unmet need not reasonable to meet. Not enough information and unreasonable to meet criteria.		Facebook (In Spanish)
G-10	Adele Ibarra	A public service that has more frequent stops in front of the clinics and stores here in Porterville and Visalia	<p>From Visalia: There are several things considered when determining where to place stops. We consider how close the next stop is, how safely a bus could stop in that area, and whether or there's sufficient space. With more specific areas we can make one on one determinations for adding stops.</p> <p>From Porterville: Porterville bus stops are positioned every 1/4 mile which meets the FTA requirement. In order to meet ontime performance requirements, Porterville does not install additional bus stops. Porterville can make some minor adjustments to bus stop placements. Porterville will need specific locations to submit to the City Engineer for review and approval.</p>	Unmet need not reasonable to meet. Not enough information.		Facebook (In Spanish)
G-11	Ade Corona	They go by real late we cannot get to our appointments on time, we get there faster by walking than on the bus, from my house to the clinic it takes me 40 minutes and in those 40 minutes we don't even see the lights from the bus and the ones that drive are very quick tempered	Not enough information for a specific response.	Not an unmet need.		Facebook (In Spanish)