

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA

May 14, 2019

Tulare County Association of Governments

210 N. Church St., Suite B

Visalia, CA 93291

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. November 13, 2018 (Pages 1-2)
- b. February 12, 2019 (Pages 3-7)

III. Action: Adoption of Meeting Schedule for 2019-20 (Page 8)

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

V. Action: Unmet Transit Needs Review and Recommendations (Pages 9-14)

VI. Coordinated Public Transit-Human Services Transportation Plan Update

VII. 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)

VIII. Social Service Provider Updates

- a. Optional updates from those in attendance

IX. Other Items/Future Agenda Item Requests

- X. Adjourn.** The next meeting is scheduled for August 13, 2019 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
for the
Tulare County Regional Transportation Planning Agency (TCAG)

Dan Fox ² – Chair	Representative of Potential Transit User 60 Years of Age or Older
Rebecca Donabed ³	Representative of Potential Transit User who is Disabled
Violeta Tapia ³	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
Jaime Bacon ² – Vice Chair	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
Mark Michaelian ¹	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Norma Verduzco ¹	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Albert Cendejas ¹	Representative of a Local Social Service Provider for Persons of Limited Means
Teresa Ortega ³	Transit Operator Representative
Christine Chavez ²	Transit Operator Representative
Mary Wheeler ³	Resources for Independence Central Valley Representative
Carlos Garza ²	Representative of Potential Transit Users from Local Youth

¹ indicates term ending June 30, 2021

² indicates term ending June 30, 2019

³ indicates term ending June 30, 2020

SSTAC Chair – term ending June 30, 2019

SSTAC Vice Chair – term ending June 30, 2019

TCAG Transit Staff

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

Giancarlo Bruno, Regional Planner; GBruno@tularecog.org

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Tulare County Association of Governments
Social Services Transportation Advisory Council
November 13, 2018
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 (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	Vacant
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 (A)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (P)

***(P)=Present (A)=Absent**

Others Present: Melody Murch, Visalia Transit

TCAG Staff: Elizabeth Forte

SUMMARY MEETING MINUTES

Public Comments

Member Cendejas discussed transit services for seniors. He stated that other transportation measures have senior transit programs, and asked whether Measure R funds can be used to provide free rides to seniors. Perhaps a free ride day or shuttle/loop bus could be provided. Ms. Forte responded that Measure R provides transit expansion funds to transit-providing agencies for them to use at their discretion.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:03 a.m. on November 13, 2018.

Persons in attendance introduced themselves.

II. Action: Approval of Meeting Minutes

a. May 15, 2018

Upon a motion by Member Ortega and a second by Member Fox the minutes were unanimously approved.

b. August 14, 2018

Upon a motion by Member Ortega and a second by Member Bacon the minutes were unanimously approved.

III. Election of Vice Chair

Upon a motion by Member Cendejas and a second by Member Donabed, Jaime Bacon was unanimously elected Vice Chair of the SSTAC.

IV. Presentations

- a. Jaime Bacon – Kings/Tulare Area Agency on Aging (KTAAA): Multipurpose Senior Service Program (MSSP)**

Member Bacon provided a presentation on the many services provided by the MSSP.

- b. TCaT Update**

Member Ortega presented on TCaT services, trends, and programs.

V. Transit Provider Updates

- a. Visalia Transit**

Melody Murch updated the Council regarding new electric bus operations, the hiring of a new transit manager, and the federal grant award for two V-LINE buses.

- b. Dinuba Transit** (no one present to report)

- c. Tulare Transit** (no one present to report)

- d. Porterville Transit** (no one present to report)

- e. Tulare County Area Transit** (Update provided in item IV-b.)

VI. Social Service Provider Updates

- a. Updates from those in attendance**

KTAAA update was provided in item IV-a.

VII. Other Items

Member Fox stated that the price of the T-Pass is incorrect on the TCAG website and requested that it be fixed.

Member Donabed stated that transit drivers often refer to her as a “wheelchair.” She stated that she is not a chair, she is a person and does not appreciate being called that.

Member Garza responded to a question regarding his experience riding public transit, stating that the Visalia Transit application is not always working.

VIII. Meeting Adjourned at 11:07 a.m.

The next meeting is scheduled for February 12, 2019 at TCAG’s office.

Tulare County Association of Governments
Social Services Transportation Advisory Council
February 12, 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 (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	Christine Chavez (A)
Resources for Independence Central Valley Representative	Mary Wheeler (A)
Representative of potential transit users from local youth	Carlos Garza (A)

Others Present: Albert Barragan, Tulare County; Robert Tree, Porterville Transit; Angelina Soper, Visalia Transit; Lourdes Chavez, City of Dinuba; Paul Echevarria, City of Tulare; Chris Tovey and Reloy Gainey, Jr., First Transit; and Georgeina Bettencourt, MV Transit.

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 announced that the annual Senior Day in the Park was coming up, likely to be hosted on May 3rd from 9:00-2:00, and would potentially be 1950s themed to celebrate its 50th anniversary. The event will be free to the public, have entertainers, and provide food. Mr. Cendejas noted that he was mentioning the event because he will soon be contacting many of the transit agencies present to arrange transportation to the event.

A. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:00 a.m. on February 12, 2019.

Persons in attendance introduced themselves.

B. Action: Approval of Meeting Minutes for November 13, 2018

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

C. Discussion Regarding Unmet Transit Needs Process

Chair Fox explained why the Unmet Transit Needs Process is important and how SSTAC benefits from and works with it. Ms. Forte explained the steps of the process and where TCAG is currently at; the posters are being printed, the radio ads are in negotiation, the newspaper public notice has been scheduled for print, and an online survey was created to complement the comment cards that provide the majority of the feedback. So far TCAG has received eight comment cards from attending an event. There will be two public hearings on March 18th, both will have Spanish interpreters. TCAG has received up to hundreds of comments in past years, mostly for minor improvements, but there will be a wide variety of comments to go through at the next SSTAC meeting. Ms. Forte gave an open invitation for feedback from SSTAC members about how TCAG could improve the Unmet Needs Process or for questions. Questions and comments can be given to Elizabeth Forte directly or emailed to transitneeds@tularecog.org.

Member Cendejas asked to have the comments data forwarded to him and/or the senior centers: Ms. Forte agreed to do so.

Chair Fox questioned why the public hearings will be held at the Lamp Liter Inn this year instead of the Board of Supervisor's as per previous years. Ms. Forte responded that the Board of Supervisor's location was booked on the day of the public hearings and the Lamp Liter Inn was a good fit for the budget and centrally located compared to the other options considered.

The Unmet Transit Needs process will be the first item on the agenda for the TCAG Board meeting on March 18th.

D. Presentations

a. Transit Operations Managers

i. Tulare County Area Transit (TCaT) and Tulare Intermodal Express (TIME)

Georgeina Bettencourt discussed day-to-day operations. Member Cendejas said that seniors have trouble getting used to new drivers, as the drivers know their routines and needs, and questioned why the drivers seem to switch so often if the transition could be made smoother. Ms. Bettencourt answered that the union requires that routes are bid on every three months, so the drivers shuffle around. Seniors or other interested parties can contact Ms. Bettencourt or the TCaT/TIME offices to discuss their needs on their route.

Member Donabed asked about new vehicles. Ms. Bettencourt answered that the fleet has increased by one minivan so far but will be getting two more buses that are wheelchair compatible. Rebecca asked about the driver's being certified in ADA assistance, and Ms. Bettencourt explained that the problem is getting the drivers certified. They're working on getting more drivers certified. Member Donabed's last question was about fire safety and evacuation; Ms. Bettencourt explained that there are yearly trainings on bus evacuation, including for wheelchair bound riders, for a variety of problems such as fires/electrical problems/other.

ii. Visalia Transit

Chris Tovey, representing First Transit, discussed the Visalia service operations. First Transit was contracted for Visalia in the Fall and has been implementing new policies and procedures targeting efficiency. Visalia has three new electric buses and has been working out the kinks with adopting new technology. Visalia Transit plans to have up to twenty electric buses, depending on how the trial goes with the first three. They're

currently in the process of recruiting for summer staff when it is a busier time for the service. Three Dial-a-Ride shuttles are being replaced and two new buses for the V-line are being procured. All drivers are being recertified for wheelchair tie downs. First Transit is also working on driver morale systems in response to comments/complaints about unwelcoming drivers, and they're already seeing improved morale.

Chair Fox asked if Mr. Tovey knew why First Transit was hired instead of the other option considered, which would have been approximately \$1 million cheaper. Chris explained that Visalia's service needed a lot of work and First Transit was a good fit and brings a lot to the table and provided a few examples.

Reloy Gainey, a road supervisor for First Transit, discussed some of the new efficiency procedures. One example is how having assigned bus stalls has saved 3 minutes of pre-trip time in the mornings for bus drivers. Pre-trip is the time spent finding one's bus, preparing it, making sure there are no malfunctions or things to fix, and doing a thorough walk-through. A post-trip is done at night as well, but things such as headlight bulbs burning out can happen at any time.

Ms. Forte asked what the reason was for buses not being assigned to a specific route. Mr. Gainey explained that driver favoritism for vehicles, making sure vehicles are used and age more evenly, a rotating maintenance schedule, and the unexpected maintenance needs create the bus shuffle.

Ms. Forte asked if bus stop usage can be tracked. Mr. Tovey and Mr. Gainey answered that the schematics should be available if the right person who has the data is asked.

Member Donabed asked about the cockpit differences in the new electric buses. Mr. Tovey answered that the cockpits are larger, but the wheelchair securement area is smaller. They are discussing this with the manufacturer.

Member Cendejas asked what the pick-up time is for ADA services. Mr. Tovey explained that by regulation they are between 15-30 minutes, and drivers have a three minute window to wait for a rider.

Member Donabed asked how the recent government shutdown will affect the shuttle's driving to the Sequoias. Mr. Tovey answered that it could have an impact on the summer service, but they're not sure yet. Budgets and other factors will be the determining factors.

Chair Fox questioned what is being done about increasing operating costs. Mr. Tovey answered that the company is always willing to work with the client on budget cuts, but it's not part of their purview. They provide the best service they can for the budget they receive.

Ms. Forte commented that she's noticed that First Transit is investing time into autonomous vehicles and she's glad that they're looking toward the future and preparing for it. Mr. Tovey noted that First Transit would be happy to work on an autonomous vehicle pilot for the area, and though the future timeline of autonomous vehicles is

unknown, until vehicles are fully autonomous and drivers are unneeded, the new technology will still be helpful in improving safety and riders' experience.

iii. Porterville Transit

Robert Tree discussed day-to-day operations. There are nine routes in Porterville; the most popular is the route running to the reservation's casino. The casino is likely switching locations, which might prompt routes to be rearranged. Long routes in Porterville are being negatively impacted by traffic, specifically from schools. They're looking to make routes more efficient to avoid the traffic and to respond to decreasing ridership. While Porterville has six electric buses, they can only run two at a time because Porterville Transit doesn't have their own charging facilities yet. They are also working out the kinks of the new technology and adapting the local facilities for it. They are experiencing a driver shortage, and the fare box technology for collecting fares is getting too old and having issues.

Chair Fox asked if anything has been implemented regarding the ride hailing style service Rich Tree mentioned at the last meeting. Mr. Robert Tree answered that the short-range transit plan, adopted last year, will likely lead to replacing outlying routes with ride hailing services. Chair Fox asked if the idea came from Porterville Transit or through a consultant. Mr. Robert Tree answered that this comes at the recommendation of Porterville's consultant, who was looking into it and seeking inspiration from larger cities. Ms. Forte noted that TCAG has staff looking into it if Porterville would like to discuss it. Chair Fox asked how much the ride hailing services would cost and how it would be paid for; Mr. Robert Tree is not sure as it is something the consultant will be looking into.

Member Cendejas commented that the Porterville seniors are loving the senior monthly pass.

Chair Fox asked for an update on the charging stations. Mr. Robert Tree answered that they're in the design stage of the process and figuring out funding. Since the project started charging technology has evolved, which has altered plans and slowed the process. Chair Fox asked about the location of the charging facilities; Mr. Robert Tree answered that most will be at the bus yard to charge vehicles overnight, but there will be one station at the transit center for Route 9's vehicle.

iv. Dinuba

No one present to report. The transit manager position is unfilled at present.

E. Transit Provider Updates

a. Visalia Transit

Angelina Soper reported that the new contractor is working out well.

b. Dinuba Transit

Lourdes Chavez reported that they have been approved to purchase a class C and a class E bus and they are moving forward with purchasing the two buses. They are also starting work on their short-range transit plan.

c. Tulare Transit

Paul Echevarria reported that Tulare Transit is getting into new performance metrics and modernizing. They have bought two new cut-a-ways and two new vans to replace older vehicles. They are thinking of transitioning to passes with magnetic strips.

Porterville Transit

Mr. Robert Tree reported that the current focus is on the new electric vehicles. They are receiving feedback on them, so far things are going well. They are looking at different manufacturers to replace the Dial-a-Ride vehicles with electric vehicles.

Chair Fox asked about the difference in cost between fuel and charging; Mr. Robert Tree noted that other places have had a cost reduction of 50% but Porterville doesn't have the numbers yet to give an accurate answer. Ms. Forte commented that she's heard it may cost a small amount more to charge vehicles rather than fuel them at the moment, but it fits the California Air Resources Board's vision and it is environmentally more responsible. The cost may fluctuate.

d. Tulare County Area Transit

Albert Barragan reported that TCaT is planning for new bus stop shelters and is on hold for purchasing the three new buses that they were approved to buy.

Chair Fox asked how the new transit center was coming along. Mr. Barragan responded that it's scheduled to finish construction on time, in August.

F. Social Service Provider Updates

Nothing was reported.

G. Other Items/Future Agenda Item Requests

Member Donabed stated that member Violeta Tapia no longer works for Resources for Independence Central Valley (RICV). She asked for a copy of the SSTAC application to provide to another staff person at RICV.

H. Meeting Adjourned at 11:20 a.m.

The next meeting is scheduled for May 14, 2019 at 10:00 at TCAG's office.

Social Service Transportation Advisory Council (SSTAC)

Meeting Dates for Fiscal Year 2019/20

The following dates for SSTAC have been tentatively set as indicated below for FY 2019/20.

Meetings (unless otherwise noticed) are held at the
TCAG Office at 210 N. Church St., Suite B, Visalia, CA 93291

- **August 13, 2019**
- **November 12, 2019**
- **February 11, 2020**
- **May 12, 2020**
 - * **Unmet Needs Meeting**

2018/19 Unmet Needs Comments						
Respondent/Contact Info		Public Comments Received	Transit Provider Response	TCAG Comments / Recommendations	SSTAC Recommendation	Source
Tulare County Area Transit (TCaT)						
TC-1	Jacob Rivas 1896 Pamela Ave Porterville 93257 Phone: 559-361-3959	Too many stops from Porterville to Visalia.	TCaT strives to provide excellent service to all of its clients. This is an unmet need not reasonable to meet due to the costs of running a third bus duplicating service, which would increase operating costs by 50-100% for Route 40 without appreciably increasing fare revenue.	An unmet transit need that is not reasonable to meet.		Card
TC-2	Andrew Cervantes 41235 Road 128 Orosi, CA 93647 Phone: 559-595-4839	We'll for the most part the bus arrives on time. The one problem that I have is there is not a direct ride to Kingsburg. To get there I have to take the 6:30 am #10 bus to Visalia, then to Hanford, then to Selma, then to Kingsburg. To return to Orosi, I have to do the same.	TCaT offers Dial-A-Ride service to the Kingsburg transit stop location on Lewis St with day in advance notice from 10:30 to 12:30 and again at 2:30 to 4:30 Monday through Friday. This is not an unmet need.	Not an unmet transit need.		Card 1478 Distributed by Cutler-Orosi Senior Center.
TC-3	Anita Espinosa 350 N. "M" St, Apt. 114 Dinuba, CA 93618	The safety belts need fixing from the morning on some of them (bus). Please put sanitizer spray.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. These are operational issues and NOT an unmet transit need.	Not an unmet transit need.		Card 1744 Distributed by Cutler-Orosi Snr. Ctr.
TC-4	Elena Moreno 250 N. "M" St Apt. 213 Dinuba, CA 93618 Phone: 541-231-5162	The buses are very dirty. Clean them inside.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. This is an operational issue and NOT an unmet transit need.	Not an unmet transit need.		Card 1750 Distributed by Cutler-Orosi Snr. Ctr.
TC-5	Maria Orteza 350 N. "M" St. Apt. 124 Dinuba, CA 93618	Please fix the seatbelts. Check them out please. The belt needs to be cleaned with sanitizer spray.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. These are operational issues and NOT unmet transit needs.	Not an unmet transit need.		Card 1747 Distributed by Cutler-Orosi Snr. Ctr.
TC-6	Vicenta Paredes 350 N. "M" St. Apt. 102 Dinuba, CA 93618	Fix the seatbelts. Check them please. Belts need to be sanitized.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. These are operational issues and NOT an unmet transit need.	Not an unmet transit need.		Card 1746 Distributed by Cutler-Orosi Snr. Ctr.
TC-7	Tina Alvarado 1655 N. Crawford #E102 Dinuba, CA 93618 559-397-2593	Fix the seatbelts. Tie walkers.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. These are operational issues and NOT unmet transit needs.	Not an unmet transit need.		Card 1743 Distributed by Cutler-Orosi Snr. Ctr.
TC-8	Marie G. Garza 35328 Road 124 (mailing) Visalia, CA 93291	I feel buses should be more sanitized by cleaning + spraying as often as possible. I am satisfied as far as routes that are provided.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients and will address these comments with our operator. These are operational issues and NOT unmet transit needs.	Not an unmet transit need.		Card 1741, Distributed by Cutler-Orosi Snr. Ctr.

TC-9	Shelley Visalia, CA Phone: 559-563-1577	Connector that would utilize a monthly bus pass to get from Visalia city transit or TCAT to the KART transit center. Better connection between Visalia & West Hills College in Lemoore, please! Thank you	(1) A fare media between TCaT and/or Visalia and KART is not an unmet transit need reasonable for TCaT to meet, as connection is provided. (2) This comment includes a request for better service to West Hills College, which is approximately 20 miles outside of the jurisdiction of Tulare County, so this is not an unmet need reasonable for TCaT to meet. Further, service is available through connections between TCaT and KART at the Visalia Transit Center. This is not an unmet need reasonable to meet.	An unmet transit need that is not reasonable to meet.		Online survey response
TC-10	Margaret Lirones P.O. Box 1105 Corcoran, CA 93212 Phone: 559-798-4844	Need bus service Corcoran to Tulare and Corcoran to Visalia, and more frequent service Hanford to Visalia.	(1) This comment includes a request for better service to Corcoran, which is outside of the jurisdiction of Tulare County, so this is not an unmet need reasonable for TCaT to meet. Further, service is available through connections between TCaT and KART at the Visalia Transit Center. This is not an unmet need reasonable to meet. (2) This comment includes a request for more frequent service between Visalia and Hanford. Service is currently offered by KART, to which TCaT connects at the Visalia Transit Center. This is an unmet need that is not reasonable for TCaT to meet.	An unmet transit need that is not reasonable to meet.		Online survey response
TC-11	Joseph Mello 615 W. Maple St. Exeter 93221 559-472-7046	Have the schedules more accessible: mail or email schedules (county wide)	Thank you for your comment. TCaT strives to provide excellent service to all of its clients. TCaT, upon request, will email or mail schedules to customers. Schedules are also available at the transit centers and various locations around the county, as well as being offered online. This is an unmet transit need that is reasonable to meet. TCaT staff will discuss with various public facilities throughout the County to find additional locations to make schedules available.	Not an unmet transit need.		Card 5010, Start Smart Class

Porterville Transit						
P-1	Danielle Rivas 1896 Pamela Ave Porterville 93257 Phone: 559-462-9722	[Why I don't ride the bus.] I don't need to because I drive, but I know my friends wouldn't want to because it's dirty.	This request is an operational request and not considered an unmet need.	Not an unmet transit need.		Card
P-2	Jada Rodriguez 2008 LaVida Ct. Porterville 93257 Phone: 559- 202-7108	[I would ride the bus] if the bus was a bit cleaner or had some type of security.	This request is an operational request and not considered an unmet need.	Not an unmet transit need.		Card 5003, Start Smart Class
P-3	Amy Navarro 2008 La Vida Court Porterville 93257 Phone: 559-359-9319	Don't utilize bus, never have. However in Porterville stop is rather far from our address & does not run often enough.	Porterville Transit has a bus stop within walking distance to the home address. Need more information regarding not running often enough. This is not an unmet transit need.	Not an unmet transit need.		Card 5002, Start Smart Class
Visalia Transit						
V-1	Angel Lopez 1209 W. Clinton Ct. Visalia 93291 Phone 559-802- 2514	Work 2 jobs, bus schedule doesn't work.	Thank you for your feedback. This is not an unmet transit need.	Not an unmet transit need.		Card
V-2	Isaiah Martin 4634 S Nellis Ave Visalia 93277	[Why I don't ride the bus.] No need.	Thank you for your feedback. This is not an unmet transit need.	Not an unmet transit need.		Card
V-3	Christy Martin 4634 W. Nellis Ave. Visalia 93277 Phone: 559-786- 4155	[Why I don't ride the bus.] Getting to bus stop. Time waiting for bus.	Thank you for your feedback. This is not an unmet transit need.	Not an unmet transit need.		Card
V-4	Roger Rubio 221 Waldo Ave. Exeter, CA 93221 Phone: 559-769- 7828	1. As a Fresno State V-Line passenger, I would like to see one more route after 9:00pm (Visalia) (7:45 pm- F/S), go around. (Highest priority) 2. One more suggestion: have the 12 return to Exeter if possible. (lower priority) 3. Last suggestion: Have some benches at Fresno State location.	1. The City of Visalia will be evaluating services including stop times and locations for the V-LINE in 2019. Ridership is significantly lower the last run of the day. Extending the route operating hours would directly increase support staff operating hours (dispatch, management, maintenance staff), taking additional resources from existing V-LINE runs, potentially resulting in the reduction of higher performing runs. This is an unmet transit need that is not reasonable to meet. 2. Due to funding constraints in the City of Exeter, the Route 12 has been reduced to its current route. The scheduled times for Route 12 allow so that passengers can easily transfer to Route 9, which duplicates former Route 12's operational path. This is an unmet transit need that is not reasonable to meet. 3. The City of Visalia has discussed the need for bus stop infrastructure at Fresno State. Due to Security concerns by Fresno Police Department, and Fresno State Security, adding a bus shelter at the V-LINE stop is not an option. This is an unmet transit need that is not reasonable to meet.	Unmet transit needs not reasonable to meet.		Card 1501 Distributed by Tulare Cty. Public Library- Exeter

V-5	Shelley Visalia, CA Phone: 559-563-1577	Connector that would utilize a monthly bus pass to get from Visalia city transit or TCAT to the KART transit center. Better connection between Visalia & West Hills College in Lemoore, please! Thank you	<p>The City of Visalia does not have a direct agreement or exchange with KART. KART comes to the Visalia Transit Center 7:35 AM, 11:50 AM, 5:10 PM 5 days a week (M-F). Visalia does participate in the T-Pass program, and COS Student Transit Pass Program, which allows COS Students to travel anywhere within Tulare/Kings County. Visalia Transit provides Fixed Route Transit Services only within its designated Urbanized Area. A more specific agreement and funding source for services in Kings County is something that could be discussed regionally, and evaluated for cost feasibility, if so desired. Visalia is currently unable to fund such a service with the current revenue sources without taking from existing, higher performing routes. This is an unmet transit need that is not reasonable to meet.</p>	An unmet transit need that is not reasonable to meet.		Online survey response
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V-6	Kylie Adams 1176 Bel Air Circle Porterville, CA 93257 Phone: 559-556-1631	I am a student who goes to Fresno from Porterville. I need to go downtown sometimes and the V-Line bus driver refuses to stop there, making me go all the way to the airport to go back to downtown! This is outrageous and inconvenient I just watch my destination sail by right in front of my eyes. Akso sometimes if I am downtown and need to get back to the university the V-Line would be the fastest way to get there but it doesn't stop downtown. Please let the V-Line get off the freeway on its way North. Thank you, I love riding the bus other than this.	Thank you for the feedback. The V-LINE bus is optimized to provide service between Visalia and Fresno, not necessarily within Fresno. If you would like a reverse commute to the V-LINE Service, it is recommended the FAX system be utilized. The Downtown Courthouse stop is a major transfer hub for the Fresno Area Express (FAX) transit system. With the Airport and Fresno State being our highest ridership stops, their arrival is scheduled prior to the arrival at Downtown Fresno to accomodate flights and classes. This is an unmet transit need that is not reasonable to meet.	An unmet transit need that is not reasonable to meet.		Online survey response
V-7	Ronnie 386 E. Costner St. Farmersville, CA 93223 Phone: 559-305-1479	I would like to see better buses. The ones that are here are old and always breaking down. More comfortable seats.	Thank you for your feedback. The City of Visalia strives to keep vehicles in optimal conditions to provide service and comfort for our passengers. New buses are scheduled to be purchased as vehicles reach the end of their useful life. This is not an unmet transit need.	Not an unmet transit need.		Online survey response
V-8	Brian Doe 3224 S. Crenshaw St. Apt. E Visalia, CA 93277	I wish Visalia Transit's Route 2 ran a bit later at night. I have a class at COS that ends at 9:00pm, which gives me barely enough time to catch the last Route 1 bus to Mooney & Caldwell to get home because Route 2 ended already.	Due to increasing costs to provide services, and declining ridership, in August of 2018, the City of Visalia eliminated the 9:00 PM run from the Route 2A/2B. The costs of providing the extended Route 2 service would require reductions in existing transit services that have a higher priority. This is an unmet transit need that is not reasonable to meet.	An unmet transit need that is not reasonable to meet.		Online survey response
V-9	Amanda Pereira 615 W. Maple St. Exeter 93221 (559) 731-6644	Safer pick up areas near Exeter/ Farmersville. Need more patrol in area of bus stops. Use technology for buses to be able to track locations and arrivals.	All bus stops in the Visalia Transit service area are located in places that are the best fit for the surrounding neighborhoods and route services. Specific details are needed to determine which stops could be safer. Technology is utilized to track bus locations and arrivals. The Visalia Transit App provides real time tracking information. This is an operational issue, this is not an unmet transit need.	Operational issue/ not an unmet transit need.		Card 5011, Start Smart Class
V-10	Topanga Jackson 2650 S Peppertree St Visalia 93277 832-257-5443	Very unsanitary, crowded, dirty	It is unknown what is being described. This is not an unmet transit need.	Not an unmet transit need.		Card 5006, Start Smart Class
V-11	Mary Kinser 631 E. K Road Visalia, CA 93292 559-358-1844	I love the bus. I use the bus every day. Real Time is a good tool. Thank you-	Thank you for your feedback. This is not an unmet transit need.	Not an unmet transit need.		Card 2032. Received via post.

Dinuba Area Regional Transit						
D-1	Vicky, Dinuba 93618.	Error for my daughter not using transit is because as parents we make error of purchasing vehicle & make things easy for them.	Unsure what the passenger is claiming is an unmet need. Appears to be a general comment.	Not an unmet transit need.		Card
Tulare Intermodal Transit (TIME)						
T-1	Josh. 384 Mitchell Ave Tulare 93274. Phone: 559-909-1914	Does not go where I need it to.	Comment is to general, not an unmet need. City regularly reviews passenger requests for additional stops and destinations	Comment is too general, not an unmet need.		Card
T-2	Margaret Lirones 384 Mitchell Avenue Tulare 93274 Phone: 559-909-1857	[Needs to be] easier to get around when you need to.	Comment is to general, not an unmet need. City regularly reviews passenger requests for additional stops and destinations	Comment is too general, not an unmet need.		Card
T-3	Margaret Lirones P.O. Box 1105 Corcoran, CA 93212 Phone: 559-798-4844	Need bus service Corcoran to Tulare and Corcoran to Visalia, and more frequent service Hanford to Visalia.	Comment is not specific to Tulare and is not a reasonable request of service expansion	An unmet transit need which is not reasonable to meet.		Online survey response
T-4	Raquel 421 W. Inyo Ave Tulare, CA 93274 Phone: 559-544-0695	Please help us to change the route of Bus #3 to all of Inyo Ave and please have the driver be more friendly to the passengers. Thanks a bunch. (SIC? Translated from Spanish)	Inyo is serviced by several routes and requires a change to complete end to end. It would not be practical to include both east and west portions of that road serviced by a single bus.	An unmet transit need not reasonable to meet.		Online survey response