

Social Services Transportation Advisory Council (SSTAC)

MEETING AGENDA

May 11, 2021

Tulare County Association of Governments

ZOOM/ CALL-IN ONLY

Meeting ID: 744 710 0343

Passcode: 82243742

Join by Phone: 833 548 0282

10:00 a.m.-12:00 noon

In compliance with the Americans with Disabilities Act and the California Ralph M. Brown Act, if you need special assistance to participate in this meeting, including auxiliary aids, translation requests, or other accommodations, or to be able to access this agenda and documents in the agenda packet, please contact the TCAG office at 559-623-0450 at least 3 days prior to the meeting.

PUBLIC COMMENTS:

This portion of the meeting is reserved for persons wishing to address the Council on items within its jurisdiction but not on this agenda. Unscheduled comments are limited to 3 minutes.

Note: Prior to action by the Council on any item on this agenda, the public may comment on that item.

ITEMS FOR ACTION AND DISCUSSION:

I. Welcome & Introductions.

II. Action: Approval of Minutes

- a. February 9, 2021 (Pages 4-7)

III. Action: Adoption of Meeting Schedule for 2021-2022 (Page 8)

IV. Action: Election of Chair and Vice Chair for 2021-22

V. Action: Unmet Transit Needs Review and Recommendations (Pages 9-15)

VI. Tulare County Regional Transportation Agency (TCRTA) 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 10, 2021 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 ¹ - Chair	Representative of Potential Transit User 60 Years of Age or Older
Rebecca Donabed ² – Vice Chair	Representative of Potential Transit User who is Disabled
Michael Esquibel ²	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
John Mauro ¹	Representative of a Local Social Service Provider for Seniors/Social Service Transit Provider
Mark Michaelian ³	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Norma Verduzco ³	Representative of a Local Social Service Provider for the Disabled/Social Service Transit Provider
Albert Cendejas ³	Representative of a Local Social Service Provider for Persons of Limited Means
Teresa Ortega ²	Transit Operator Representative
Angelina Soper ¹	Transit Operator Representative
Carlos Garza ¹	Representative of Potential Transit Users from Local Youth

¹ indicates term ending June 30, 2022.

² indicates term ending June 30, 2023.

³ indicates term ending June 30, 2024.

SSTAC Chair – term ending June 30, 2021.

SSTAC Vice Chair – term ending June 30, 2021.

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TCAG Transit Staff

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

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Tulare County Association of Governments
Social Services Transportation Advisory Council
February 9, 2021

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	<i>Vacant</i>
Representative of local social service provider for seniors/social service transportation provider	John Mauro (P)
Representative of local social service provider for the disabled/social service transportation provider	Mark Michaelian (P)
Representative of local social service provider for the disabled/social service transportation provider	Norma Verduzco (P)
Representative of local social service provider for persons of limited means	Albert Cendejas (P)
Transit Operator Representative	Teresa Ortega (P)
Transit Operator Representative	Angelina Soper (P)
Representative of potential transit users from local youth	Carlos Garza (P)

Others Present: Manny Correa, City of Tulare; Richard Tree, City of Porterville; Caleb Bowman, City of Visalia; Darlene Thompson, City of Tulare; Albert Barragan; County of Tulare

TCAG Staff: Elizabeth Forte, Giancarlo Bruno, Benjamin Kimball, Maria Garza

SUMMARY MEETING MINUTES

Public Comments

Mr. Cendejas noted that CSET and its partners continue to provide Meals on Wheels to seniors aged 60 and over. He also shared information on a housing payment assistance program for households falling below a certain income threshold.

I. Welcome & Introductions

The Social Services Transportation Advisory Council (SSTAC) was called to order by Chair Fox at 10:05 a.m. on February 9, 2021. Persons in attendance noted presence over Zoom teleconference.

II. SSTAC Mission & Purpose

Chair Fox provided an overview of the mission of the SSTAC, detailing its responsibilities to examine transportation issues facing vulnerable population and to make recommendations to the TCAG governing board regarding comments collected as part of the annual unmet transit needs process.

Chair Fox then went on to provide a brief background on the Transportation Development Act (TDA), State Transit Assistance (STA), and Local Transportation Fund (LTF).

III. Recruitment & Attendance, Expiring Terms

Chair Fox noted that there is currently a vacant position in the SSTAC, designated for a representative of a social service provider to seniors or a social service transit provider. He asked the members present if they had any candidates in mind to serve in the position.

Mr. Bruno informed members that he had provided a membership application to Michael Esquibel of Resources for Independence Central Valley at the recommendation of Vice Chair Donabed. Vice Chair Donabed added that Mr. Esquibel is based in Visalia and spoke highly of his helpfulness and qualifications.

Mr. Cendejas remarked that he also had a potential applicant in mind. Ms. Forte directed staff to provide membership applications to all members so that interested parties can apply.

Chair Fox reminded members Cendejas, Michaelian, and Verduzco that their terms are due to expire on June 30th and asked whether each were interested in serving a subsequent term. All three indicated that they would like to serve an additional term.

Chair Fox then spoke briefly about the importance of regular attendance and thanked all members for being present.

IV. Action: Approval of Minutes

Minutes from the August 11, 2020 were unanimously approved upon a motion from Vice Chair Donabed and a second from Member Verduzco. Minutes from November 10, 2020 were unanimously approved upon a motion from Vice Chair Donabed and a second from Member Ortega.

V. Transit Coordination Efforts: Update

Chair Fox discussed the resumption of fare collection and asked which agencies were now collecting fares. Ms. Forte responded that all agencies except for Dinuba Area Regional Transit (DART) had resumed collecting fares by the beginning of February.

Chair Fox asked about the impacts of resumed fare collection on ridership. Ms. Forte answered that it is difficult to find a reasonable baseline from which to measure ridership in recent months, given the impacts of COVID over the last year. Member Soper explained that Visalia Transit currently averages between 40-50% of its normal ridership.

Chair Fox asked what spurred the decision to resume collecting fares and asked about TDA farebox recovery compliance. Member Soper answered that the initial CARES Act funding that was used to substitute lost fare revenues had been depleted and that Visalia was not eligible for additional operating funds under the subsequent American Rescue Plan. She also noted that a two (2) year waiver on the TDA's farebox recovery requirements had been issued by the state.

VI. Information: 2021 Unmet Transit Needs Campaign

Mr. Bruno provided a brief summary of TCAG's outreach efforts for the 2021 Unmet Transit Needs campaign. He noted some of the local stakeholder groups that had been contacted by direct mail and shared an example of the print advertising being placed in transit buses. He encouraged all members to contact him if they had any questions or would like more detailed information about the process.

VII. Information: TCAG 2022 Regional Transportation Plan

Mr. Kimball introduced himself and provided a broad overview of the 2022 Regional Transportation Plan, describing it as a collection of long-term transportation plans consisting of projects that can be reasonably expected to be completed within the planning horizon. He spoke about the challenges related to public outreach and observed that TCAG collects much of its public feedback by attending existing events in the community. He noted that this strategy might be limited by public health restrictions on large gatherings and added that social media outreach will be a significant component. He encouraged members to contact him if they had additional questions about RTP outreach.

Chair Fox remarked that he is a member of the Regional Transportation Plan (RTP) Roundtable representing public transportation and that several vacancies currently exist in other positions. He concluded by thanking Mr. Kimball for his presentation.

VIII. Transit Provider Updates

Member Soper reported that the resumption of fare collection was the biggest change since the November meeting, and thanked Mr. Bowman for his assistance in completing the driver shield installation on all city transit vehicles. She also explained that a final decision regarding the 2021 season for the Sequoia Shuttle was expected by March 12.

Mr. Correa detailed TIME's installation of driver shields, enhanced sanitation protocols, and some operational challenges related to social distancing requirements.

Mr. Tree informed members that the FTA had issued an executive order requiring transit passengers to wear face masks on board buses, and that Porterville Transit had begun to shift emphasis from rider education to enforcement as a result. He added that Porterville continues to operate on a Sunday schedule and that several routes, most notably route 9 to the Tule River Indian Reservation, had been suspended indefinitely. He concluded by discussing the recently added TransPort micotransit service, noting it has been a relative success and has experienced increased ridership each month since its introduction.

Mr. Barragan reported that TCaT resumed collecting fares on February 1, had completed installation of its driver shields, and is currently experiencing relatively stable ridership at roughly 50% of pre-COVID levels. He added that the county expects to move into the new Transit Operations and Maintenance Facility (TOMF) shortly. He concluded by informing members that TCaT has begun to obtain quotes for automatic passenger counters to be installed in buses.

IX. Social Service Provider Updates

Member Mauro informed members of ongoing HHSA efforts to provide more comprehensive services to home-bound clients of social services agencies. Chair Fox suggested that transit agencies would likely be a helpful resource in these matters.

X. Other Items/Future Agenda Item Requests

Mr. Tree informed members that the TCRTA governing board is interested in pursuing microtransit services in other smaller communities within the county and is also exploring partnerships between transit and social services agencies to deliver non-emergency medical transportation (NEMT). He encouraged all those present to attend the TCRTA board meeting if they wished to learn more.

Chair Fox stressed that he would like all agencies that have received unmet transit needs comments to be present at the next SSTAC meeting in May. He also requested a regular update on TCRTA developments.

Ms. Forte shared that TCaT will provide free rides to people aged 18 and under beginning March 1st.

Chair Fox concluded by again reminded those present of the importance of the upcoming May meeting and sharing past transit improvements brought about by unmet transit needs such as the College of the Sequoias transit passes and the regional T-Pass. He requested that staff provide members with unmet transit needs comments and agency responses at least 5 days prior to the next meeting.

XI. Adjourn

Meeting adjourned at 11:30 am.

Social Service Transportation Advisory Council (SSTAC)

Meeting Dates for Fiscal Year 2021/22

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

- **August 10, 2021**
- **November 9, 2021**
- **February 8, 2022**
- **May 10, 2022**
 - * **Unmet Needs Meeting**

2020/21 Unmet Needs Comments						
Number/Contact Info		Public Comments Received	Transit Provider Response	TCAG Staff Comments/Rec	SSTAC Recommendation	Source
	Tulare County Area Transit (TCaT)					
TC-1	Jesus Barralas (SIC?) P.O. Box 281 Earlimart, CA 93219 661-778-2848	I would like for the bus driver to wait for me as I walk towards the bus. I've been left a few times before. I would like a better attitude from the bus drivers.	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.		Comment Card 7367. Rec'd 4/2020.
TC-2	Darold Hoppen P.O. Box 529 Three Rivers, CA 93372 559-679-4626	More bus times	Thank you for your comment. Without a more specific request, this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		SurveyMonkey submission 2-17-21.
TC-3	Brenda M. Farias 16041 Heather Ave. Ivanhoe, CA 93235 559-563-1208	Need Some Shades to protect from sun and rain while wait for the bus at the bus stops from Ivanhoe, Rd 160 and Heather AVE , Guadalajara Supermarket before Ave 328 and Rd 160 Visalia bus stops between E Houston Ave and McAuliff ST Front of Visalia Adult School Between Lovers Ln and E Houston Ave 216	Thank you for your comment. TCaT strives to provide excellent service to all of its clients. Each request will be addressed in turn: 1) Rd 160 and Heather Ave - At this time, the identified location does not appear adequate to place an ADA-compliant bus shelter. TCaT staff will work with the Tulare County Resource Management Agency to include a bus shelter in this area as part of the forthcoming Road 160 Sidewalk Improvement Project. 2) The current stop location at Guadalajara Market is not adequate for an ADA-compliant bus shelter. A location approximately 150 ft to the south has been identified as a potential location, which is along State right-of-way. Staff will prepare a design and apply for an encroachment permit with Caltrans and install a shelter if approved. 3) E Houston Ave btwn Lovers Ln & McAuliff St/Visalia Adult School - A bus shelter will be placed near the current stop. This is an unmet need reasonable to meet.	Concur with TCaT response.		SurveyMonkey submission 2-18-21.
TC-4	Jeanette McDonald P.O. Box 129 Three Rivers, CA 93271 jeanettemcdonald999@gmail.com	Regular service to/from Visalia/Three Rivers.	Thank you for your comment. This response is limited to your requests for TCaT and does not include Woodlake Dial-A-Ride, which is not operated by TCaT. 1) TCaT currently offers service on Route 30 seven days per week, including service to Three Rivers departing Visalia Transit 4 times a day for weekdays and 2 departures on weekends. Current weekend ridership level typically average approximately 8 or fewer riders per trip during weekends on Route 30 and do not justify additional weekend trips. TCaT recommends that this is NOT an unmet transit need reasonable to meet. 2) TCaT is currently working with other transit providers in the County to deploy a new regional fare system. This is NOT an unmet transit need reasonable to meet, however staff are working hard to provide this to improve the rider experience.	Not an unmet transit need.		SurveyMonkey submission 2-22-21.

TC-5	EJ Byus	More buses running on the weekends; the Visalia to Dinuba route. I know some people who got to the mall and other places to buy things and the weekend is the only time they can go to Visalia	Thanks you for your comment. TCaT Route 10 with service from Visalia to Dinuba runs from 9:20 AM to 5:47 PM on Saturdays. Current ridership levels on Route 10 do not justify additional weekend runs. This is NOT an unmet transit need reasonable to meet.	Unmet transit need that is not reasonable to meet.		Via Facebook.
TC-6	Nelson Medina	3 buses every hour...Because some already like the convenience of the hourly time slots. (Follow up comment) Dinbua bus from Visalia thank you TCAG	Thank you for your comment. At this time, TCaT does not have enough resources to provide three buses each hour along Route 10 and current ridership does not indicate adequate demand for three buses each hour along Route 10. This is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Via Facebook.
TC-7	Jennifer Garcia	"By traveling to Bakersfield to Visalia and Visalia to Bakersfield"	Thank you for comment. Bakersfield is not within the jurisdiction of Tulare County. Further, connections are available to provide service from Visalia to Bakersfield. Kern Regional Transit offers connections from Delano to Bakersfield, Monday through Friday 5:50 am to 7:25 pm Saturday and Sunday service from 8:47 am to 5:57 pm. Service from Tulare Transit Center to Delano is provided by TCaT Route 20 seven days a week. Multiple connection options exist between the Tulare Transit Center and the City of Visalia. This is NOT an unmet transit need reasonable to meet.	Unmet transit need that is not reasonable to meet.		Via Facebook.
TC-8	Pedro Carrillo 37595 Rd 140 Yetttem, CA 93670 carr82388@gmail.com 559-521-5225	I would like to see more dial a ride times available in my area as well as being able toS call the day of for reservations.	Thank you for your comment. TCaT strives to provide excellent service to all of its clients. TCaT provides Dial-a-Ride reservations up to the day before service is requested. Same day reservations may be available if the schedule permits. Current ridership levels on North County Dial-a-Ride are very limited and do not justify additional service hours. This is NOT an unmet need reasonable to meet.	Unmet transit need not reasonable to meet.		SurveyMonkey submission 3/1/2021.
TC-9	Graciela Garcia	I would like for there to be transportation from Porterville to Bakersfield, even if it is once a week. Please. (Me gustaría que hubiera trasportacion de Porterville a Bakersfield, aunque sea una vez por semana. Por favor)	Thank you for comment. Bakersfield is not within the jurisdiction of Tulare County. Further, connections are available to provide service from Porterville to Bakersfield. Kern Regional Transit offers connections from Delano to Bakersfield, Monday through Friday 5:50 am to 7:25 pm and Saturday and Sunday service from 8:47 am to 5:57 pm. Connections are available from Porterville to Delano via TCaT Routes 40 & 20, with service seven days a week. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need. While not convenient, it is possible to travel to Bakersfield indirectly. TCAG recommends further evaluation of connections to Bakersfield.		Via Facebook.
TC-10	Maria Gonzalez	Why don't you put a bus to the Flea Market in Visalia on Sundays and Thursdays? I think that it would be used, and it would serve the people that do not have a car.	Thank you for your comment. Service is currently provided by Visalia Transit Route 9 along Noble Ave, with stops located approximately 0.5 miles away by walking. This is NOT an unmet need reasonable to meet.	Request response from agency for review.		Via Facebook.
TC-11	Eva 363 Danielle Way, APT G Woodlake, CA 93286 floresmeva3089@gmail.com 559-769-3328	I'm a resident of Woodlake CA and I ride the bus to Visalia and 3 Rivers. I'm a busy mom and I would like for the schedules to be a bit different for route 30, for example the times for 3 rivers should be the same as the times to go to Visalia or come to Woodlake, is more convenient for lots of people that work or run errands. Weekends and week days should be the same schedule. It would be amazing if the schedule was from 6am to 9m or so instead of having short schedule on weekends, sometimes I work weekends in Visalia and it is hard for me to find rides because in the morning I start at 8am and I'm off at 6-7pm so there's no more buses. Another thing that can help is if TCaT can have an all day pay. I know we can use the monthly pass but sometimes we just need it for one day! I'm not sure if TCaT is the same company that manages the city bus (dial a ride) here in Woodlake, but if it is we can also use extended hours and maybe have 2 buses instead of one and also have an all day pass! Thank you for helping out our community!	Thank you for your comment. This response is limited to your requests for TCaT and does not include Woodlake Dial-A-Ride, which is not operated by TCaT. 1) TCaT currently offers service on Route 30 seven days per week, including service to Three Rivers departing Visalia Transit 4 times a day for weekdays and 2 departures on weekends. Current weekend ridership level typically average approximately 8 or fewer riders per trip during weekends on Route 30 and do not justify additional weekend trips. TCaT recommends that this is NOT an unmet transit need reasonable to meet. 2) TCaT is currently working with other transit providers in the County to deploy a new regional fare system. This is NOT an unmet transit need reasonable to meet, however staff are working hard to provide this to improve the rider experience.	Request 1: additional weekend hours. Unmet need not reasonable to meet. Request 2: day pass. Unmet need reasonable to meet; TCAG recommends establishing a day pass for all agencies.		SurveyMonkey submission. March 4, 2021.

TC-12	Peter Sodhy 42490 Kaweah River Drive Three Rivers, CA 93271 psodhy@threeriversbedandbreakfast.com 559-561-4270	Convenient bus transit from Three Rivers to Visalia, Exeter, Porterville, Tulare.	Thank you for your comment. TCaT currently offers service on Routes 30 seven days per week, including service to Three Rivers. Connections are available between Route 30 and various Visalia Transit routes with services to Exeter and Tulare, as well as to TCaT Route 40 with service to Porterville. Without a more specific request, this is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		SurveyMonkey submission. March 8, 2021.
TC-13	Ronnie Sanders	For the Route 10 to Dinuba, please open the bathrooms.	Thank you for your comment. Bathrooms are typically available at the Visalia Transit Center and Dinuba Transit Centers along Route 10, however access may be limited or unavailable due to the COVID-19 pandemic. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		Via Facebook, 3/9/21.
TC-14	Brenda M. Farias 16041 Heather Ave. Ivanhoe, CA 93235 559-563-1208	Need a short bus route to County Tulare of Human & Health Agency located 1845 N. Dinuba Blvd Visalia, CA 93291. Bus route for E. Houston Ave to transit.	Thank you for your comment. Service to this location is currently available via Visalia Transit Route 7, however Route 10 does not have any nearby stops currently. TCaT will add an additional stop on Route 10 in both directions near the intersection of Dinuba Blvd and Vine Ave, which is located approximately 1/4-mile from the County facility. This is an unmet transit need reasonable to meet.	Unmet transit need reasonable to meet.		SurveyMonkey submission. 3/10/21.
TC-15	Teri Martin Ivanhoe, CA	I live in Ivanhoe. Unable to use my walker to walk the distance to the bus stop. Public transportation no longer feasible for me. I have a friend in Patterson tract who can no longer use the bus, either, due to scheduling changes	Thank you for your comments. TCaT strives to provide excellent service to all of its clients. TCaT offers blended paratransit services to our ADA-eligible passengers, which may include pickups or drop offs within 3/4-mile of existing fixed route services, including Route 30 through Ivanhoe. Services to Patterson Tract are also available through the County's North County Dial-A-Ride, which is open to the general public. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need. Commenter was notified of ability to request fixed route deviation of up to 3/4 mile if ADA certified.		Facebook.
TC-16	Donna Morse 36538 Bowhay Traver, CA 93673 dmorsetvr@gmail.com 559-469-4546	Need to be able to get from Traver to Visalia without having to go to dinuba,cutler,orosi before getting there. Literally even a connection from Traver to Goshen would be better!	Thank you for your comment. Connections between Traver and the City of Visalia are currently available via TCaT Routes 10 and 50. Currently, Route 50 with service to Traver averages approximately 4 riders per day, which does not justify additional services including a more direct route. This is NOT an unmet transit need reasonable to meet.	Unmet transit need that is not reasonable to meet.		SurveyMonkey submission 3/29/21.
TC-17	Thomas Lee Reynolds, Jr.	A route to tachi casino & back ! Back before I got my Car I couldn't find a bus or shuttle going there	Thank you for your comments. Tachi Palace Casino is located in Lemoore and is not within the TCaT jurisdiction. However, connections between Tulare County and Kings County are available through Kings Area Regional Transit (KART). This is NOT an unmet transit need reasonable for TCAT to meet.	Not an unmet transit need.		Via Facebook.
TC-18	Kara Danvers	I love the mobile GPS tracking app. When do we get access to the wifi?	TCaT appreciates your comments regarding our buses, we are happy to hear you have a good experience with our bus tracking app. Wi-Fi is currently available on all our buses. Wi-Fi was installed on our bus fleet October of 2020. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		Via Facebook.
TC-19	Esmeralda Garcia	Teri Martin I agree with needing more accessibility for those with a disability. Also a covered waiting area with a bench would allow community members to sit while they wait for TCat in Ivanhoe (rd 160 and ave 327).	Thank you for your comments. 1) TCaT strives to provide excellent service to all of its clients. TCaT offers blended paratransit services to our ADA-eligible passengers, which may include pickups or drop offs within 3/4-mile of existing fixed route services, including Route 30 through Ivanhoe. This is NOT an unmet transit need reasonable to meet. 2) A location near the southwest corner of Rd 160 and Ave 327 has been identified as a potential location for a bus shelter, which is along State right-of-way. Staff will prepare a design and apply for an encroachment permit with Caltrans and install a shelter if approved.	Request 2, unmet need reasonable to meet.		Via Facebook

Porterville Transit						
		No comments.				
Visalia Transit						
V-1	Jeanne Cassidy	I have been riding Dial a Ride for years and for the most part been very happy. This latter is to express my sincere thanks for you allowing us to ride all these months free of charge. I do not know how this business survived but must tell you what a lifesaver it was to those of us who Dial a Ride is our only means of transportation. Without you I could never see my doctors to have tests done. I don't have half the special words needed to properly say thank you! What you did was certainly one of the nicest things any business has ever done for me. You saved me a lot of money which is in short supply this last year. I am grateful to management plus all employees for such a wonderful effort to help us out. Please share my thanks with everyone, everywhere in Dial a Ride. God bless you all. One Happy Rider, Sincere Thanks, Jeanne Cassidy.	Thank you.	Not an unmet transit need.		Letter to Visalia Transit.
V-2	Leonard Ogans 255 E Beacon Ave Tulare, CA 93274 559-553-3656	Transfers issued on 11X to and from.	Tulare and Visalia passengers with active day passes (at the least) can ride either 11x bus in either direction for no additional charge. The only time they would be charged is if they only purchased a single one-way pass on either bus and tried to use it a second time in the reverse direction.	Transfer scenarios vary depending on where the rides originated. Recommend that this is an unmet need reasonable to meet via a regional day pass.		Comment Card 8423. Received in post 3-16-21.
V-3	Albert Rodriguez 725 W. Prospect Ave Visalia, CA 93291 purorodriguez2003@yahoo.com 559-553-5294	Route 7!!! Rt 7 needs to return to its previous route down on Court St to Robin to Dinuba Blvd to Vallarta/Target to Prospect to Giddings and back to downtown! I speak for those who can't because they have no resources or voice to do so. For those students that commute to Green Acres, Redwood, Sierra Military, college of the Sequoias, Mt. Whitney. For those workers employees whom used this transportation. For all the sick to get to their dr appts, to get their medicine. For those shoppers to get their daily meals. We need Rt 7 again to be active to its previous route this new route that's active it takes a longer wait, there's no connection to Court or schools. It makes it hard for us the true passengers and not some Visalia employee who gets to decide our routes for us. Thank you for your time.	We are currently working on the update to our Short Range Transit plan and will have this evaluated.	TCAG staff recommends targeted evaluation of Route 7 in the SRTTP development due to comments received this year and last year.		SurveyMonkey submission 3/28/21.
V-4	Daniel Sisk 2137 S. Jacques St. Visalia, CA dsisk559@gmail.com 559-690-4758	Please add the transit center back to route 7.	We are currently working on the update to our Short Range Transit plan and will have this evaluated.	TCAG staff recommends targeted evaluation of Route 7 in the SRTTP development due to comments received this year and last year.		SurveyMonkey submission 3/30/21.
V-5	Domenica 501 Emperor St Exeter 93221 domenicacarillo@gmail.com 559-679-8364	I still need transit bus number 12 it's essential. For work. Not just myself but allot of people use this bus please bring it back	Note from TCAG staff: Route 12 was discontinued in Exeter due to service being provided by Route 9 and per the request of the City of Exeter, which compensates Visalia Transit for providing service to their residents. Service in Exeter will be re-evaluated with the TCRTA Short Range Transit Plan, scheduled to be prepared this year.	Unmet transit need not reasonable to meet.		SurveyMonkey submission 3/30/21.

V-6	A. Garza Visalia mgarza3@gmail.com	Visalia Transit should change routes back to the way they had them. Route 8 used to get me to the Transit Center in 10 minutes now it takes an hour. People are not going to use transit if it takes forever to get somewhere. Route 8 takes twice as long to get me where I need to go, takes me on a tour of the North side before I get to my stop.	Current routes will be evaluated during our Short Range Transit Plan which is an ongoing project this year.	TCAG staff recommends evaluation in S RTP development.		Surveymonkey submission 3/31/21.
V-7	Heriberto Jimenez 2128 N. Bridge St. Visalia, CA 93291 yahudim290@gmail.com 559-804-2744	We need route #7 back in court st again students from middle schools need this route also regular people need it to we. Have to walk 6 or 8 blocks plus we put in danger our life's and you will be. Responsables for a human loss	We are currently working on the update to our Short Range Transit plan and will have this evaluated.	TCAG staff recommends targeted evaluation of Route 7 in the S RTP development due to comments received this year and last year.		Surveymonkey submission 3/31/21.
V-8	Joe Morales 2232 N. Ben Maddox Way Visalia 93292 joelonebear@yahoo.com 559-723-1981	A BIS STOP CLOSER TP MY HOUSE LIKE YOUR OLD 8 A THE ROUT ON BEN MADDOX and st John's am disable the closes stop is 3 blocks away	Referred to The Greenline for trip planning.	Not at unmet transit need (trip planning and paratransit service available).		Surveymonkey submission 3/31/21.
V-9	Marina Pina	Good afternoon, I would like the # 7 bus to return as it was before, it went to the center of Prospect Ave. and Giddings at.	We are currently working on the update to our Short Range Transit plan and will have this evaluated.	TCAG staff recommends targeted evaluation of Route 7 in the S RTP development due to comments received this year and last year.		Via Facebook.
	Dinuba Area Regional Transit					
		No comments.				
	Tulare Intermodal Express (TIME)					
T-1	Ronnie Sanders	How about extending the Tulare city buses in hillman past the Carls jr to the Adventist health clinic?	Health Clinic was recently opened, and the City continues to evaluate this request as well as to additional new residential construction that continues north bound on Hilman,	Resolution on providing service to this area is an unmet need reasonable to meet.		Via Facebook, 3/9/21.
T-2	Leonard Ogans 255 E Beacon Ave Tulare, CA 93274 559-553-3656	Transfers issued on 11X to and from.	No detail as to what need is requested. TIME and Visalia who operate jointly 11X route both offer transfers on that route.	Transfer scenarios vary depending on where the rides originated. Recommend that this is an unmet need reasonable to meet via a regional day pass.		Comment Card 8423. Received in post 3-16-21.
	Comments to Multiple Providers					

G-1	J. Pack 5505 W. Tulare Ave #386 Visalia, CA 93277	You should put the senior discount back to 60 or older, not 65. should protect the people who are riding the bus: give out masks & hand sanitizer.	You Thank you for your comments. 1) The Tulare County transit agencies agreed to set a uniform age for senior eligibility at 65, which corresponds with the standard retirement age by the Social Security Administration. This is NOT an unmet transit need reasonable to meet. 2) TCaT currently follows the guidance of the Federal Transit Agency and the Transportation Security Administration regarding operations during the COVID-19 pandemic, including requiring masks be worn by all passengers. This is an operational issue, not an unmet transit need.	Unmet transit need that is not reasonable to meet.		Comment card 7317. Rec'd 4/2020.
G-2	Miguel Uribe	More hours.	Thank you for your comment. Without a more specific request, this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Via Facebook.
G-3	Rebecca Donabed 1077 E. La Mesa Dr. Tulare, CA 559-303-4027	for the people who can't see very well /blind all route buses needs to talk inside and outside of the bus	Thank you for your comment. Buses are supposed to announce time stops, either by the driver or with the use of an automatic annunciator. 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.	Unmet transit need reasonable to meet; feasibility to be assessed by operators.		SurveyMonkey submission 2/23/2021.
G-4	Claudia Moreno	That the drivers speak Spanish too. (K ablen español tanvien los conductors)	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. In addition TCaT Spanish speaking dispatchers are available for the majority of the hours of service that can assist Spanish speaking passengers, Visalia Greenline also has bilingual Spanish speaking staff that can also assist Spanish speaking passengers. Therefore TCaT staff recommends that this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Facebook
G-5	Rosa Valladolid	More Spanish speaking drivers, because sometimes we don't know how to tell them that we need to go to a certain place, thank you. (Más español porque algunas veces no sabemos decir que necesitamos ir alguna parte, gracias)	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. In addition TCaT Spanish speaking dispatchers are available for the majority of the hours of service that can assist Spanish speaking passengers, Visalia Greenline also has bilingual Spanish speaking staff that can also assist Spanish speaking passengers. Therefore TCaT staff recommends that this is NOT an unmet transit need reasonable to meet.	Unmet transit need not reasonable to meet.		Facebook
G-6	Andy Aguilera	Be nice if worked together with neighboring cities and have same system and online purchase of passes or allow to purchase from driver's especially monthly pass. Other than that all drivers minus one in visalia are nice, friendly, reliable on time and im very grateful for using them last 3 months to get to work and back home.	Thank you for your comment. TCaT is currently working with other transit providers in the County to deploy a new regional fare system. This is NOT an unmet transit need reasonable to meet, however staff are working hard to provide this to improve the rider experience.	Unmet transit need reasonable to meet.		Facebook.
G-7	Victoria Montoya Mello	Be nice to come to all of King's County, and for longer places I feel all buses should have a bathroom in them like Gray Hound does.	Thank you for your comments. Kings County is not within the TCaT jurisdiction. However, connections between Tulare County and Kings County are available through Kings Area Regional Transit (KART). This is NOT an unmet transit need reasonable for TCAT to meet.	Unmet transit need that is not reasonable to meet.		Facebook

G-8	Mercy 1850 S. College Ave. Dinuba, CA 93618 m.archivokozitro@gmail.com	As a bus rider at times, I feel like there should be one or 2 needs that the transit buses need. With the pandemic situation I have some suggestions for what the buses can include. For example, one of them can be having a hand sanitize dispenser on the bus doors before entering. Another thing would probably be some sort of protection that separates the wheelchair passengers from the other passengers. Like some sort of plastic shield. Another thing I would suggest is for there to be bigger buses with enough space for the wheelchair passengers. This can go for TCAT buses, city of Dinuba buses, etc	TCaT thanks you for your comments. Passenger safety is a top priority for TCaT. TCaT currently follows the guidance of the Federal Transit Agency and the Transportation Security Administration regarding operations during the COVID-19 pandemic, including requiring masks be worn by all passengers. Currently, TCaT will only transport one wheelchair passenger at a time to maintain social distances. This is an operational issue, not an unmet transit need.	Not unmet needs per the TDA process.		SurveyMonkey submission 3/16/21
G-9	Susan Leary 1301 S. Central St Apt 3 Visalia, CA 93277 mikensusan@comcast.net 559-733-3826	Walking and biking	Thank you for your comment. TCaT strives to provide connection between walking and biking trails and public transit. In addition, all buses are equipped with bicycle racks to further improve accessibility. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		SurveyMonkey submission 3/28/21.
G-10	Jaye Bea 720 S. County Center Visalia, CA 93277 jeanette_brrnts@yahoo.com	A debit card reader! I missed the bus today because I didn't have cash on me 😊	Thank you for your comment. TCaT is currently working with other transit providers in the County to deploy a new regional fare system. This is NOT an unmet transit need reasonable to meet, however staff are working hard to provide this to improve the rider experience.	Unmet transit need reasonable to meet (improved fare system).		SurveyMonkey submission 3/29/21.,
G-11	Annette Hays	They do a good job, that may only be mine opinion.	TCaT thanks you for your comment. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		Via Facebook.
G-12	David Withey 3227 S Lovers Lane Apt H Visalia, CA davidwithey@gmail.com 559-972-1636	Better cycling infrastructure, more protected cycle lanes.	Thank you for your comment. TCaT strives to provide connection between biking trails and public transit. In addition, all buses are equipped with bicycle racks to further improve accessibility. This is NOT an unmet transit need reasonable to meet.	Not an unmet transit need.		SurveyMonkey submission 3/29/21.,