

2019/20 Unmet Needs Comments

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.	Concur	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.	Concur	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.	Concur	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?	TCaT's 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.	Concur	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.	Concur	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 686-2808 to alert the vehicle operator that a passenger will be waiting. TCaT recommends that this is not an unmet need.	Not an unmet need.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	Facebook (In Spanish)
TC-13	Wiwi Solorsano	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.	Concur	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.	Concur	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. We can explore our existing application to see if these types of options are feasible.</p>	<p>Not an unmet need. A good recommendation that may be implemented in the future.</p>	<p>Not an unmet need; however, Visalia will evaluate preparing a bus stop inventory.</p>	<p>E-mail (Received 9-10-2019)</p>
V-2	Leo Line 5443 W. Laura Ct. Visalia, CA 93277 559-832-0147	<p>Hire or retrain all staff of buses to be more friendly/helpful</p>	<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>	<p>Not an unmet need.</p>	<p>Concur</p>	<p>Card 5401. Submitted at 2019 Tulare County Fair.</p>
V-3	San Juana Teodocio 833 S. Farmersville Blvd. Apt. B107 Farmersville, CA 559-679-1726	<p>Thank you for the service that you offer to us.</p>	<p>Thank you for your support.</p>	<p>Not an unmet need.</p>	<p>Concur</p>	<p>Card 6742. Received by mail.</p>
V-4	Ed Visalia, CA 93292	<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. Cannot make a service determination without locations.</p>	<p>Concur</p>	<p>SurveyMonkey online submission</p>
V-5	Elsa Stevens Visalia, CA	<p>Longer hours 3 more would help .</p>	<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>	<p>Unmet need not reasonable to meet.</p>	<p>Concur</p>	<p>Facebook</p>
V-6	Jacklyn L Mirabal	<p>I Think There Need Be Bus 15 Bus Were I Live because It To Far Of Walk For Me</p>	<p>Not enough information for a specific response.</p>	<p>Unmet need not reasonable to meet. Cannot make a service determination without locations.</p>	<p>Concur</p>	<p>Facebook</p>
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. 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. Assuming paratransit is available.</p>	<p>Concur. See comments in staff report regarding requests mentioning Route 7.</p>	<p>Facebook</p>

V-8	Zureya Castillo	You can bring the original route 7 back. There's a lot 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.	Concur	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 are 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.	Unmet need not reasonable to meet; however, Visalia Transit will evaluate service to the area along Ben Maddox between Walnut and Caldwell.	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.	Unmet need not reasonable to meet.	Concur	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.	Concur	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 thinks 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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Unmet need reasonable to meet. Providers state that service is provided to all of the same areas as before; however, Visalia no longer runs along that route. TCAT and Visalia shall prepare an agreement to allow riders to transfer systems for free in that area.	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Unmet need not reasonable to meet; however, Visalia will check on signage at Walmart.	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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	There are no Casinos in or near the City of Tulare. Nearest Casino is 30 miles away.	Not an unmet need.	Concur	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.	Concur	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.	Concur	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.	Concur that it is not an unmet need through this process but Tulare will ensure they have a Spanish speaker available at all times.	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.	Concur	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 Pleasant (Pleasant???)	Take Route 3 at A - Pleasant School, B - Belmont & West or C - Altura Medical Clinic 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.	Concur	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 served is served 2 blocks to the North	Unmet need not reasonable to meet.	Concur	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.	Concur	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.	Concur	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.	Concur	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.	Concur	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	TCAT strives to provide excellent service to all of its clients, for the location at Ave 200 a TCAT shelter is in place for the northbound route 20 in front of the Fun N Sun Rv Park and a bus stop sign for the southbound route 20 directly across the street from the northbound stop at the Fun N Sun RV Park.	Not an unmet need.	Concur	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 your provider or call the Green Line: 877-404-6473	Not an unmet need.	Concur	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.	Concur	Facebook (In Spanish)
G-8	Felipa Ortega	Don't work for the contagion	No response required.	Not an unmet need.	Concur	Facebook (In Spanish)
G-9	Gonzalo Mora	More reliable service on Sunday from Dinuba to Visalia and expanding the service from Dinuba to Fresno	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. 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.	Unmet need not reasonable to meet. Not enough information and unreasonable to meet criteria.	Concur	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.	Concur	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.	Concur	Facebook (In Spanish)