

**AGENDA**  
**Tulare County Regional Transit Agency**

**May 16, 2022, 6:00 p.m.**

**Tulare County Regional Transit Agency**  
**210 N. Church Street**  
**Visalia, CA 93291**

NOTE: This meeting will allow Board Members and the public to participate in the meeting via Teleconference, pursuant to Assembly Bill 361, available at:

[https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\\_id=202120220AB361](https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB361)

**Zoom Meeting | Direct Link:** <https://bit.ly/2Zt4BQY>

**Toll Free Call in:** (888) 475-4499 | **Meeting ID:** 744 710 0343 | **Passcode:** 82243742

**Call in only instructions:** Enter your meeting ID followed by #, Enter # for participant ID, Enter the passcode followed by #.

*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 Tulare County Association of Governments ("TCAG") office at 559-623-0450 at least 3 days prior to the meeting. Any staff reports and supporting materials provided to the Board after the distribution of the agenda packet are available for public inspection at the TCAG office.*

- I. CALL TO ORDER, WELCOME, AND ROLL CALL**
- II. PLEDGE OF ALLEGIANCE**
- III. PUBLIC COMMENT**

**NOTICE TO THE PUBLIC**  
**PUBLIC COMMENT PERIOD**

At this time, members of the public may comment on any item of interest to the public and within the subject matter jurisdiction of TCRTA but not appearing on this agenda. Under state law, matters presented under this item cannot be discussed or acted upon by the Board at this time. For items appearing on the agenda, the public is invited to make comments at the time the item comes up for Board consideration. Any person addressing the Board will be limited to a maximum of three (3) minutes so that all interested parties have an opportunity to speak with a total of fifteen (15) minutes allotted for the Public Comment Period. Speakers are requested to state their name(s) and address(es) for the record.

**IV. CLOSED SESSION ITEMS:**

It is the intention of the Board of Directors to meet in closed session concerning:

- A. None

**RECONVENE OPEN SESSION**

**V. REPORTS:**

This is the time for all committee reports; executive committee reports; and staff informational items:

- A. Technical Advisory Committee (No Report)
- B. Board Executive Committee (No Report)

**VI. PRESENTATIONS:**

- A. None

**VII. CONSENT CALENDAR ITEMS:**

All Consent Calendar Items are considered routine and will be enacted in one motion. There will be no separate discussion of these matters unless a request is made, in which event the item will be removed from the Consent Calendar. All items removed from the Consent Calendar for further discussion will be heard at the end of Action and Information Items.

- A. Action: Approve Minutes of April 18, 2022 (Pages 01-02)
- B. Action: Reaffirm Resolution No. 2021-11 to Approve Remote Attendance at Public Meetings Pursuant to State Assembly Bill 361 (Pages 03)

**VIII. ACTION AND INFORMATION ITEMS:**

- A. Public Hearing: Proposed 2022 Fare and Service Changes (Pages 05-26)
- B. Action: Special Meeting on May 18, 2022 (Pages 27)
- C. Action: Transit Safety and Security (Pages 29)

**IX. OTHER BUSINESS:**

- A. Director's Report
- B. Request from Board Members for Future Agenda Items

**X. ADJOURN:**

The next scheduled Tulare County Regional Transit Agency (TCRTA) Special Meeting will be **May 18, 2022 at 6:00 p.m.** if approved and next Board meeting date will be **June 27, 2022 and will take place at 6:00 p.m.** at the Tulare County Regional Transit Agency (TCRTA), 210 N. Church Street, Suite B, Sequoia Conference Room, Visalia, CA 93291.

**TULARE COUNTY REGIONAL TRANSIT AGENCY**

<b>BOARD OF DIRECTORS</b>	<b>ALTERNATE</b>	<b>AGENCY</b>
Kuldip Thusu	Armando Longoria	City of Dinuba
Steve Garver	Dave Hails	City of Exeter
Greg Gomez – Vice Chair	Tina Hernandez	City of Farmersville
Ramona Caudillo	Hipolito Cerros	City of Lindsay
Milt Stowe	Monte Reyes	City of Porterville
Jose Sigala – Chair	Terry Sayre	City of Tulare
Rudy Mendoza	Jose Martinez	City of Woodlake
Eddie Valero	Amy Shuklian	County of Tulare

**EX OFFICIO MEMBERS**

Georgina Landecho, CalVans

**TCRTA STAFF**

**OFFICE INFORMATION**

Rich Tree, Executive Director

\*The TCRTA is temporarily receiving support from the Tulare County Association of Governments and County of Tulare

TCAG  
210 N. Church Street, Suite B  
Visalia, CA 93291  
Phone: (559) 623-0450  
Fax: (559) 733-6720  
[www.tularecog.org](http://www.tularecog.org)

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**Tulare County Regional Transit Agency  
Minutes**

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**April 18, 2022, 6:00 p.m.**

**Members Present:** Thusu, Garver, Caudillo, Stowe, and Sigala  
**Members Absent:** Gomez, Mendoza, and Valero  
**Alternates Present:**  
**Staff Present:** Rich Tree, Servando Quintanilla, Brideget Moore, Giancarlo Bruno, Leslie Davis and Elizabeth Forte  
**Counsel Present:** Jeff Kuhn

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**I. CALL TO ORDER:**

Chair Sigala called the meeting to order at 6:01 p.m.

**III. PUBLIC COMMENT:**

None

**IV. CLOSED SESSION ITEMS:**

**It is the intention of the Board of Directors to meet in closed session concerning:**

A. Government Code Section 54957.6 – Conference with Labor Negotiator.  
Agency Negotiator: Richard Tree. Employee Organizations: All unrepresented employees.

**V. COMMITTEE REPORTS:**

None

**VI. PRESENTATIONS:**

**A. FY 2021/2022 and 2022/2023 Transit Budget**

Mr. Tree gave a presentation on the TCRTA Budget FY 21/22 and 22/23 Transit Budget. Ms. Davis also gave clarification on budget and actuals.

**B. Fare Free 4 All Program Update**

Ms. Ortega gave a presentation on the LCTOP Free Rider Campaign Ridership from July 2021 – March 2022 and ridership increased in the cities of Porterville, Tulare, Dinuba, Woodlake, and Tulare County.

**VII. CONSENT CALENDAR ITEMS:**

**Request Approval of the Consent Calendar Action Items V-A through V-D**

A. Action: Approve Minutes of April 18, 2022

B. Action: Reaffirm Resolution No. 2021-11 to Approve Remote Attendance at Public Meetings Pursuant to State Assembly Bill 361

C. Action: FTA Section 5311 Funding Resolution

D. Action: FTA Section 5339(c) Funding Resolution

Upon motion by Member Thusu and seconded by Member Caudillo the Tulare County Regional Transit Agency unanimously approved the Consent Calendar Action Items V-A through V-D.

## **VIII. ACTION AND INFORMATION ITEMS:**

### **A. Action: Notice of Intent to Award – Transit Operations Services**

Mr. Tree stated that an RFP went out for Transit Operation Services back in December of 2021 and an evaluation committee was created to establish and determine responsiveness of Proposers, determine responsible Proposers, determine ranking based on evaluation matrix points rated by the evaluation Committee, identify the proposals that fall within the competitive range, which would be those proposals that are responsive, responsible, and whose total points from the evaluation matrix are clear leaders amongst the Proposers, request Best and Final Offers, as necessary, of those within the competitive range, and recommend an award on Best Value of those within the competitive range. The evaluation committee had determined that it was not necessary to afford proposers an opportunity to amend their proposal and make a best and final offer. The following is the ranking of the proposals by the selection committee 1 Transdev, 2 First Transit, 3 National Express, and 4 MV Transportation and any proposers can submit a protest if they follow the requirements. TCRTA has selected Transdev Services, Inc. for Transportation Operation Services.

Upon motion by Member Stowe and seconded by Member Garver the Tulare County Regional Transit Agency unanimously approve the recommendations as presented.

### **B. Action: Accepting and Appropriating \$3 million in STBGP funding for Zero-Emission Vehicles and Related Charging Infrastructure**

Mr. Tree stated that Tulare County Association of Governments (TCAG) meeting held on April 18, 2022, TCAG redistributed up to \$3 million in Surface Transportation Block Grant Program (STBGP) funding to TCRTA to assist the agency in purchasing zero-emission vehicles and related charging infrastructure and TCAG is requesting that STBGP funds be repaid with local transportation funds (LTF) over a period of five years.

Upon motion by Member Thusu and seconded by Member Sigala the Tulare County Regional Transit Agency unanimously approve the recommendations as presented.

## **IX. OTHER BUSINESS**

### **A. Information: Directors Report**

Mr. Tree shared that TCRTA would be holding public hearings on Zoom and Facebook regarding planned changes designed to enhance mobility, improving fare payment and rider experience and people can visit TCRTACares website to take a survey and enter to win a gift card.

### **B. Request from Board Members for Future Agenda Items**

Chairman Sigala would like to add an agenda item on the proposed budget for next fiscal year and would like to see if there are any items that need to be revisited, and would like to see if the current budget can be posted online somewhere for the public to see.

## **X. ADJOURN**

The meeting adjourned at 8:01 p.m. Chair Sigala confirmed the next scheduled meeting of the Tulare County Regional Transit Agency (TCRTA) Board of Directors will be held on **May 16, 2022 and will take place at 6:00 p.m.** at the Tulare County Regional Transit Agency (TCRTA), 210 N. Church Street, Suite B, Sequoia Conference Room, Visalia, CA 93291.

## Tulare County Regional Transit Agency

### **AGENDA ITEM VII-B**

**May 16, 2022**

**Prepared by Richard Tree, TCRTA Staff**

#### **SUBJECT:**

**Action:** Reaffirm Conditions of State Assembly Bill 361 to Continue Remote Attendance

#### **BACKGROUND:**

In response to the COVID-19 pandemic, the Governor suspended part of the Brown Act concerning the requirements for allowing Governing Board members to remotely participate in Board meetings. The suspended provisions require that 1) Governing Board meeting agendas allowing remote Board Member participation list each of the specific locations from which Board members will be remotely participating, 2) such agendas be posted at each such location, and 3) members of the public must be allowed to remotely participate in the meeting from each of the listed locations. The suspension was done to promote social distancing and so to help limit the spread of COVID-19.

#### **DISCUSSION:**

The Governor's suspension of these Brown Act provisions expired as of September 30, 2021, and was replaced by State Assembly Bill (AB) 361, an urgency statute that became effective as of September 30, 2021. Under AB 361, Governing Boards can continue to allow remote Board members participation in Brown Act public meetings if several conditions are met:

1. The meeting is held during a declared State of Emergency (Like the Governor's COVID-19 pandemic State of Emergency that's still in effect in California);
2. The Governing Board adopts findings to the effect that allowing remote meeting participation by Governing Board members promotes social distancing, which in turn helps prevent the spread of COVID-19;
3. The Governing Board confirms these conditions continue to be met every 30 days.

The Tulare County Regional Transit Agency Board of Directors passed a resolution adopting a policy of remote attendance pursuant to AB 361 on October 18, 2021.

#### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors reaffirm Resolution No. 2021-11 to continue to participate in its governing board meetings remotely by the teleconferencing provisions of AB 361.

#### **FISCAL IMPACT:**

None

#### **ATTACHMENT:**

None

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## Tulare County Regional Transit Agency

### **AGENDA ITEM VIII-A**

**May 16, 2022**

**Prepared by Richard Tree, TCRTA Staff**

#### **SUBJECT:**

**Action:** Public Hearing on 2022 Fare and Service Changes

#### **BACKGROUND:**

At the Board meeting of January 24, 2022, the Board of Directors authorized a public hearing for the 2022 fare and service changes and directed staff to prepare an outreach plan to ensure public participation.

At the Board meeting of February 28, 2022, the Board of Directors approved a series of virtual community meetings to inform the public of the proposed 2022 fare and service changes, survey the public on the proposed changes, and create a website, [tcrtacares.com](http://tcrtacares.com), to inform the public on the proposed changes. Virtual community meetings were held on April 27, 2022, April 28, 2022, May 4, 2022, and May 5, 2022.

As of May 10, 2022, the [tcrtacares.com](http://tcrtacares.com) website received 837 page views, 340 site sessions, and 308 unique visitors. The four virtual community meetings that were available on Facebook Live reached 956 people with 110 engagements. Regarding the community survey, the agency received 76 submissions.

Staff published the required legal notice in a local newspaper. In addition, information on the proposed fare and service changes were posted on the TCRTAcares website, and printed materials were distributed to the riding public. A range of social media posts directed the public to the Agency's website for further information. The public was invited to submit comments at the public hearing or via email to staff.

TCRTAcares.com analytics and survey results and comments have been attached.

#### **DISCUSSION:**

The proposed 2022 fare and service changes included the following:

1. Restore Fare Collection.
2. Adopt 2022 TCRTA Fares Schedule.
3. Replace local flex routes, TCaT Routes 50 and 60, with on-demand service.
4. Create uniformity in the local fixed route schedule across the TCRTA system. Currently, local fixed routes have unique service hours for each individual member agency. The uniform schedule will have all local fixed routes operating on the same service hours

and on the same days. It is proposed that local fixed routes operate Monday – Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm.

5. Create uniformity in the ADA paratransit schedule across the TCRTA system. ADA regulations require that ADA paratransit operate on the same days and hours of the local fixed route system, therefore the current ADA paratransit schedule is unique to each member agency's fixed route service. This service change will insure TCRTA is ADA compliant regarding paratransit service. It is proposed that ADA paratransit service operate Monday – Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm.
6. Create uniformity in the On-Demand schedule across the TCRTA system. On-Demand service is being planned to expand to all member agencies starting next fiscal year. It is proposed that On-Demand service operate Monday – Saturday from 6:00 am to 10:00 pm, and limited Sunday service from 8:00 am to 8:00 pm.

### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors:

1. Conduct a public hearing to receive public comment on the proposed 2022 fare and service changes;
2. Consider adopting the draft resolution restoring fare collection and the 2022 fare schedule effective September 1, 2022; and
3. Consider adopting the draft resolution for the 2022 service changes effective July 1, 2022.

### **FISCAL IMPACT:**

All activities associated with the 2022 fare and service changes will be included in the FY 2022 budget.

### **ATTACHMENT:**

1. TCRTAcares outreach and survey results
2. 2022 Fare Schedule
3. Draft Resolution - Restoring fare collection and the 2022 Fare Schedule
4. Draft Resolution - 2022 Service Changes

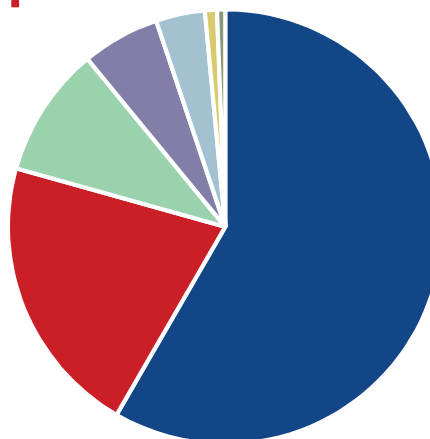
## 2022 Fares & Service Changes

# PUBLIC OUTREACH

## TCRTACARES.COM

Insights from 4/25/22 - 5/10/22

**PAGE VIEWS:** 837  
**SITE SESSIONS:** 340  
**UNIQUE VISITORS:** 308



### Traffic Source

- Direct (58%)
- Facebook (21%)
- Google (10%)
- Bing (6%)
- Wikipedia (4%)
- Instagram (1%)
- Wikipedia, mobile (1%)

## SOCIAL MEDIA

### FACEBOOK LIVE

The following insights are provided for FaceBook Live only, as we cannot provide data for Zoom.

Wednesday, 4/27: 886 people reached, 79 engagements  
 Thursday, 4/28: 48 people reached, 13 engagements  
 Wednesday, 5/4: (Facebook Live was not functioning)  
 Thursday, 5/5: 22 people reached, 18 engagements

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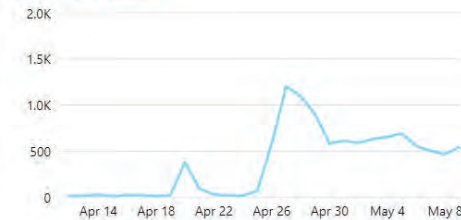
**TOTAL:** 956 people reached, 110 engagements

## FACEBOOK & INSTAGRAM INSIGHTS - 4/12 - 5/9

### Reach

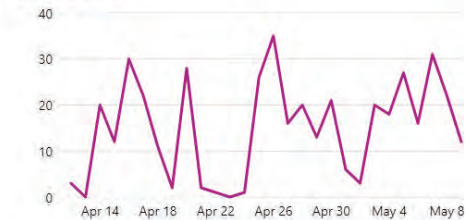
#### Facebook Page Reach 1

7,701 ↑ 234.2%



#### Instagram Reach 1

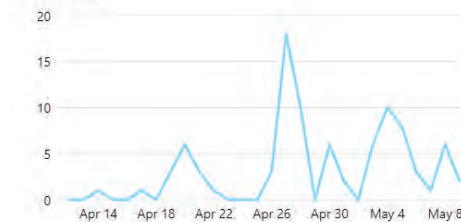
201 ↓ 53.7%



### Page and profile visits

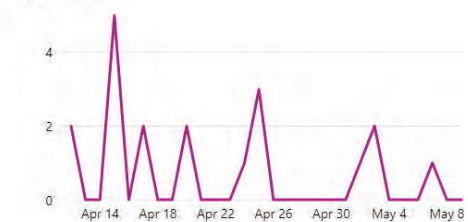
#### Facebook Page Visits 1

90 ↑ 83.7%



#### Instagram Profile Visits 1

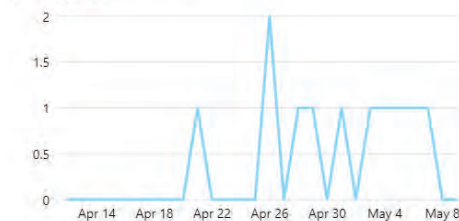
19 ↓ 36.7%



### New likes and follows

#### New Facebook Page Likes 1

11 ↓ 26.7%



#### New Instagram Followers 1

**No Activity During Selected Date Range**  
Please select a different date range and try to load your report again.

### Ad trends

#### Paid Reach 1

4,392 ↑ 100%

#### Paid Impressions 1

7,014 ↑ 100%

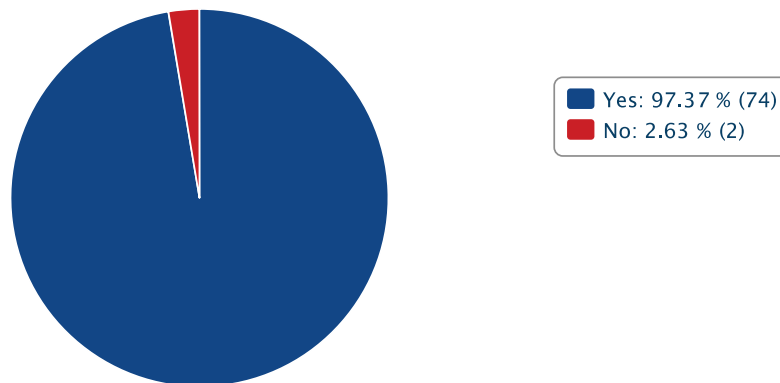


The Facebook post introducing TCRTAcares.com and inviting the community to complete the survey online and enter to win one of (10) \$15 gift certificates to local businesses was boosted to reach a wider audience in Tulare County.

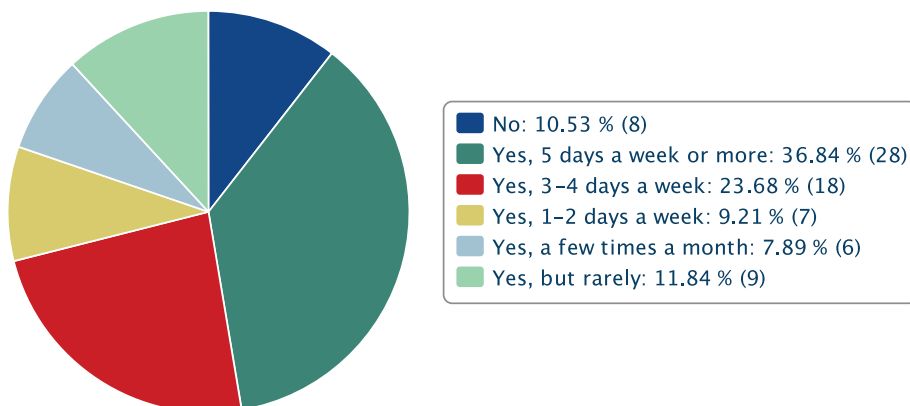
# SURVEY RESULTS

Submissions  
76

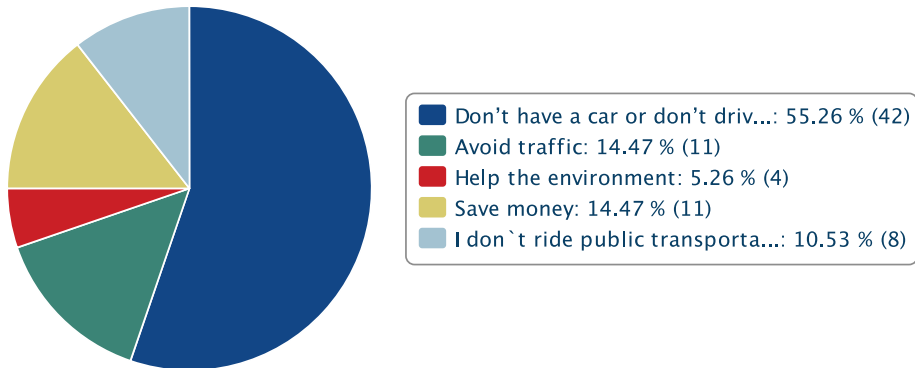
**1. Do you know about the Tulare County Regional Transit Agency, which operates the public transportation services for the cities of Dinuba, Exeter, Farmersville, Lindsay, Porterville, Tulare, Woodlake and the County of Tulare?**



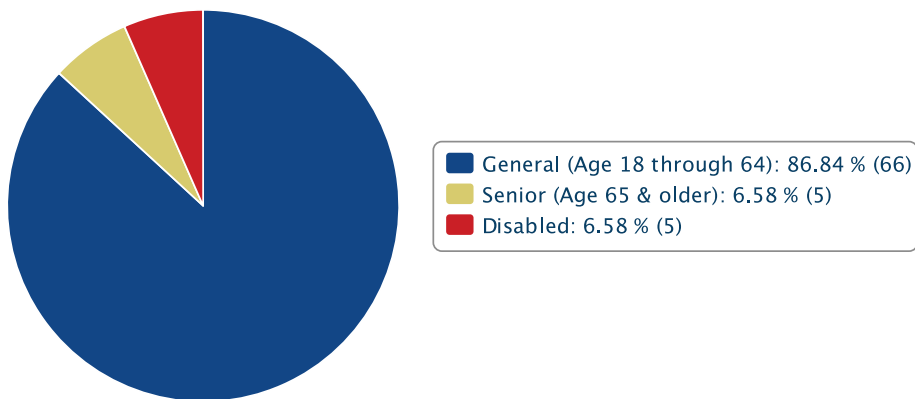
**2. Do you currently ride with TCRTA?**



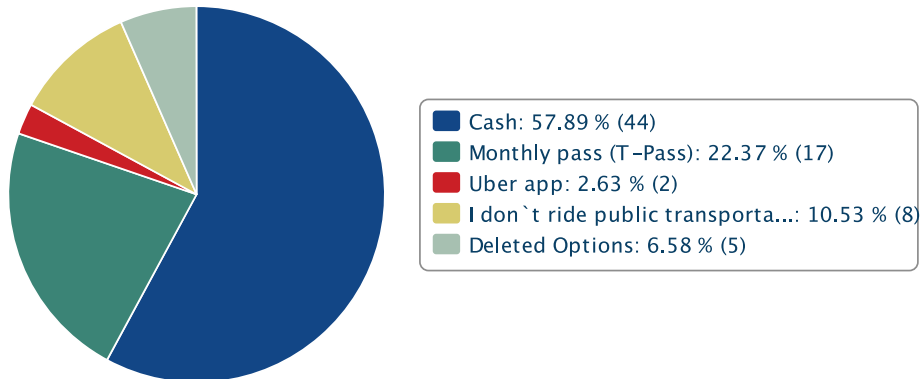
## 3. What is your MAIN reason for riding TCRTA?



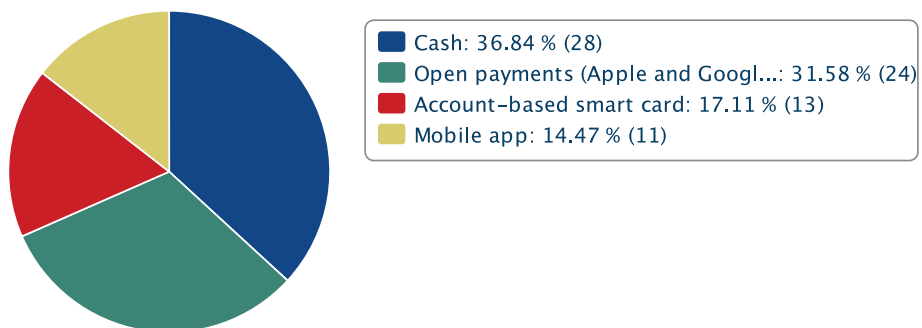
## 4. What is your fare category?



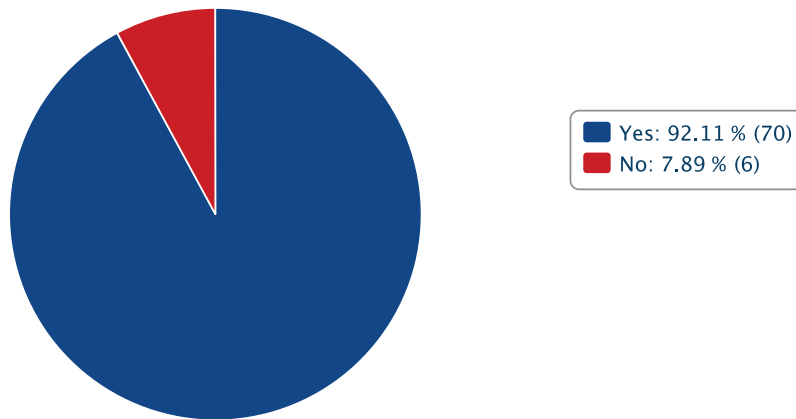
### 5. How do you normally pay your fare?



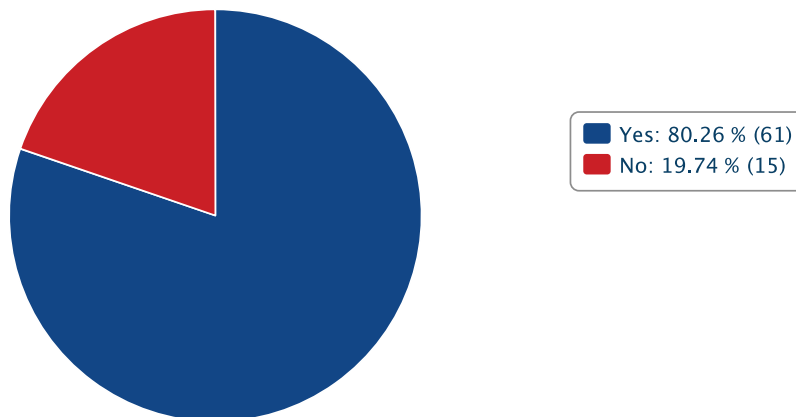
### 6. TCRTA and Visalia Transit have partnered to deploy a regional fare collection system that is designed to improve the fare payment experience. To assist us with designing the next-generation fare collection system, how would you prefer to pay your fare?



**7. Starting July 1, 2022, TCRTA is proposing the local routes fares to be \$1.50 for general, \$0.75 for senior/disabled/military, and free for youth aged 12 and younger. Do these fares seem reasonable?**

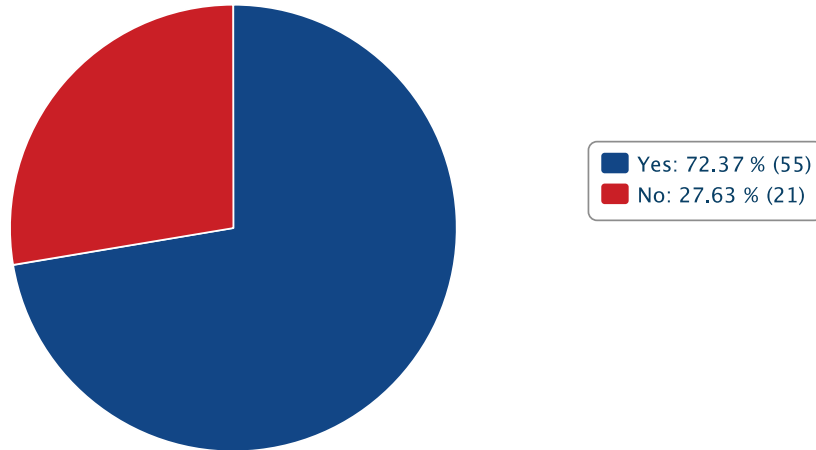


**8. Starting July 1, 2022, TCRTA is proposing the commuter routes fares to be \$2.00 for general, \$1.00 for senior/disabled/military, and free for youth aged 12 and younger. Do these fares seem reasonable?**

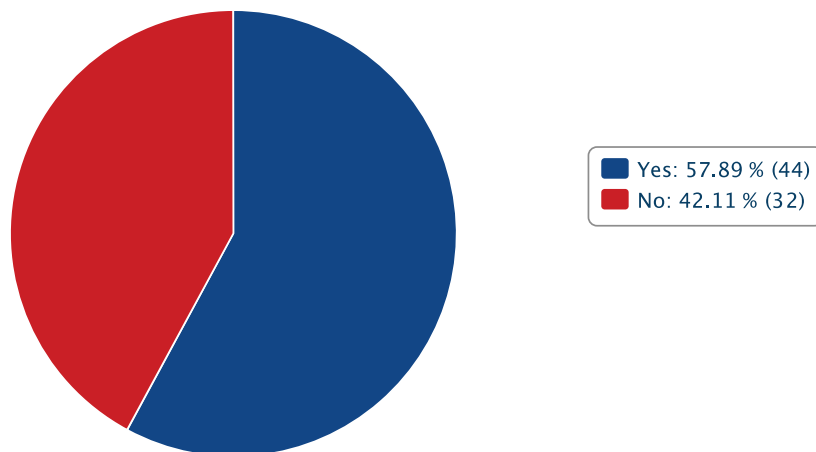




**9. Starting July 1, 2022, TCRTA is proposing the ADA paratransit fare to be \$3.00 per passenger, per trip. Do these fares seem reasonable?**

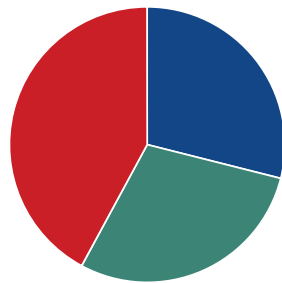


**10. Starting July 1, 2022, TCRTA is proposing the microtransit (on-demand) fare to be \$5.00 per passenger, per trip. Do these fares seem reasonable?**



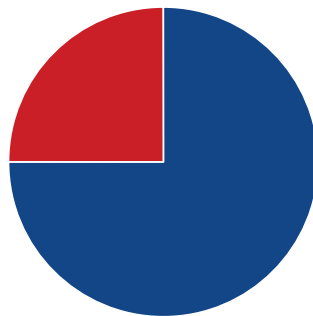
## 2022 Fares & Service Changes

**11. TCRTA is planning to operate microtransit service throughout Tulare County. TCRTA's microtransit service is a simple tech-enabled shared transportation service where riders can request a trip on the Uber app allowing rider to go anywhere in the service zone on-demand. The Uber app schedules the trip with real-time dynamic routing providing efficient and innovative mobility**



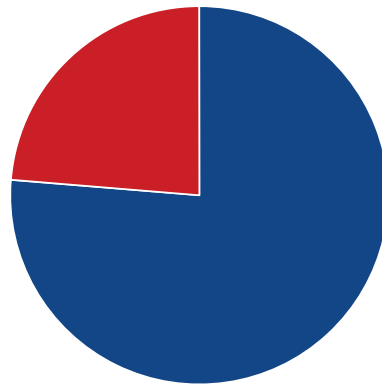
■ High Familiarity (i.e. aware of...: 28.95 % (22)  
■ Some Familiarity (i.e. know about...: 28.95 % (22)  
■ No Knowledge (i.e. never heard...: 42.11 % (32)

**12. To improve mobility for Dinuba/London/Traver/Delft Colony residents, starting July 1, 2022, TCRTA is proposing to provide Dinuba / London / Traver / Delft Colony residents with microtransit service rather than fixed route service (currently TCaT Route 50). Do you agree with these service changes?**

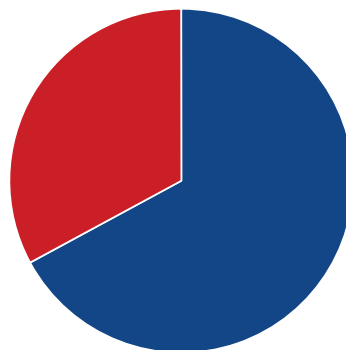


■ Yes: 75.00 % (57)  
■ No: 25.00 % (19)

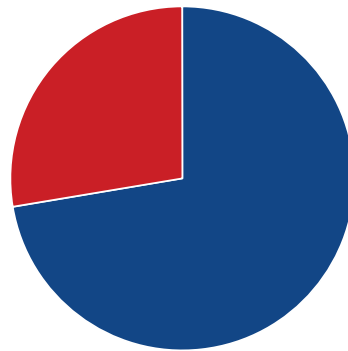
**13. To improve mobility within Lindsay, starting July 1, 2022, TCRTA is proposing to provide Lindsay residents with microtransit service rather than flex route service (currently TCaT Route 60). Do you agree with these service changes?**



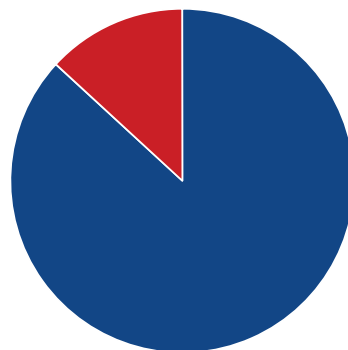
**14. To create uniformity across all local routes, TCRTA is proposing that all local routes operate Monday through Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm. Do you agree with the service hour changes for local fixed routes?**



**15. To create uniformity across ADA paratransit services, TCRTA is proposing that all ADA paratransit services operate Monday through Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm. Do you agree with the service hour changes for ADA paratransit?**



**16. To create uniformity across microtransit (on-demand) services, TCRTA is proposing that microtransit service operate Monday through Saturday from 6:00 am to 10:00 pm, and limited Sunday service from 8:00 am to 8:00 pm. Do you agree with the service hour changes for microtransit?**



# SURVEY COMMENTS

- 1 I used to ride the fixed route in Porterville everyday, then covid happened and they took my route away. When they brought back route for they didn't bring my stop back. I would ride more often if I had a bus stop closer, I do ride the on demand from time to time when I can afford it. With it being a credit card only system makes it difficult because I am cash based.
- 2 Tried to clean up homeless people that hang around the transit area
- 3 I will be getting off work at 7pm, and will miss the last bus home. It is a 4 mile walk. This is a very inconvenient change for those of us who work late.
- 4 More frequency In the routes going from town to town. One hour or more is a long time in between bus pick up
- 5 We need security at Tulare depot
- 6 Start allowing metal folding carts back on the buses for seniors and persons with physical disabilities. Have the drivers learn when to use the ramps for people who need it and have them make people that are not disabled move out of the disability seating area when someone who is disabled gets on and needs to sit down. Also start using day passes for the regular buses and not just monthly passes
- 7 I tink you should honestly make people wear mask how do you know if they are sick or not y'all need to figure out the rules and stick to a uniformed set half of the foks right now on route 3 have no masks on and 1/3 of those are hcking up a lung I wear a mask have no shot and guess what never got covid what's that tell you WEAR MASKS ENFORCE RULES the drives ar way to laxed
- 8 Provide the Uber related transit to Lindsay please I'm disabled and t would make it alot ease for Drs also please have drivers enforce rules better such as stinky urine soaked people or people carrying large trashy bags or people who are dangerous to others safety mentally or physically either way there where times I've felt u safeor disgusted. Also some drives act lie it's a chore to ot he ac on just cause they are only up there doest meant the rest of the bus isn't hot as heck I've had a driver ignore me and then sigh when I got loud to where he couldnt ignore me.
- 9 Could there be a go card that covers all the TCRTA transportation instead of having several go cards?
- 10 More chances to get to Hanford transit

## 2022 Fares &amp; Service Changes

- 11 I love your transit system the only thing that really bothers me is the shakyness of the bus it's really loud. I ride 3 times a week all the way to Fresno. But I love it.
- 12 Keep time schedule TCAT 6:19AM to 7:00 PM. Shade on stops From Ivanhoe, CA to Visalia . CA and Visalia , CA to Ivanhoe , CA
- 13 I need transportation to my dialysis treatments.
- 14 Should be some kind of family pass created many family households have both parents and children going to school and colleges that don't have a car and that all need to use this transit to get to where they need to be to further their future there should there should be some kind of family flat-rate plan that is available
- 15 Keep same time 6:20 am bus route from woodlake to visalia, Ca shades in bus stops from Ivanhoe to visalia, CA and from visalia to Ivanhoe ,CA
- 16 Help each other
- 17 Need an app  
And shade in some stops Rd160 and before Heather Ave Ivanhoe , CA . Houston Ave and after Lovers Lane and Houston Ave and after Mc Auliff Ave in Visalia , CA
- 18 Sometimes the drivers are rude they Don't say thank you or Yourwelcome
- 19 i see in Poterville CA i see they are using this strange electric uber thing, i hate the the idea they are & you are going to use this UBER & i feel you should build your own outside of uber to give users a fair competitive fee. i hate the idea that i have to be forced to use this uber app in hopes it connects to your driver vs a random one outside your system. i only use uber when i have no choice like not getting to the TCAT RT 40 by 6:53 uber is about \$18 to \$34 Visalia to Lindsay and Taxi is \$60 flat fee NOT including tip. i also hate the idea that drivers can lie say i did something and pay a cleaning fee with out proof it was me and forced to pay so the chances of me using this UBER TCRTA is going to be based on IF I REALLY NEED TO GET HOME. i also wish we had later services past 5pm on weekends i hate on weekends i cant plan anything other wise get stock outside Lindsay and pay a huge fee to get home and also hate that the buses from Visalia to Lindsay is 6:53pm wish it was 11pm so i can stay in Visalia longer not feel rushed for my appointments or dinner plans etc. my current issue is Fresno trying to Plan Visalia toFresno\$20 2-way trip on top of trying to get home before i miss the 6:53pm lindsay bus having to pay uber a lot to get home if i cant get uber \$60 taxi. also the current TCAT buses sometimes smell like pee, ive seen ppl get up out of seat with poop/pee and ive sat in it had to throw wallet & backpack away this year also teh A/C breaks a lot and the seat belts dont always work, i hate we dont have more BIKE space, so many Homeless bring bikes and other passengers that when the whim i can bring a bike i RISK not being able to bring it back from Visalia to Lindsay have to pay uber or taxi to get it and me home so it dont get stolen over nite. we need more seating on TCAT and we need more bike space. also at times the wifi breaks down.

- 20 Why not leave it as is Dial A Ride....why all the micro transit and ADA the Dial a Ride covers all of it now
- 21 The bus stops in Porterville, ca Don't seem to have enough bus stops around neighborhoods such as like the bus stop near Sequoia middle school and The high school on pioneer st . The bus stops were removed from those areas and most residents have to walk Over a mile to find the nearest bus stops Which is on stores areas only. There needs to be more stops in neighborhoods as well.
- 22 As a passenger from dinuba, I would say there shouldn't be a lot of changes just because people are already used to the routes now. If the routes change, I think some people might not like it and will stop riding the bus. Not only that, but they will struggle again. As for fares, there shouldn't be an increase because people ride the bus because its affordable. If there's a drastic change, people will not ride the bus. Some of us ride the bus because the gas is expensive so making the fare higher will be a problem too.
- 23 I would like a closer bus stop on West Date & South E St in Porterville Ca which is route 6. I would also appreciate it if there would be benches and trash cans in all the bus stops. Also, I would appreciate it if you could bring back route 9 here in Porterville. I don't drive or have a car and I don't have a way to get to the casino.
- 24 New buses and cleaned better
- 25 I've see the shortage with drivers in the Porterville area, the drivers are working 6 days a week. The offic staff is also have to drive to cover the driver shortage. Raising pay would help get people intrigued in a driving position. The Morning supervisors at the Porterville transit have bad attitudes and don't know what they're talking about. Replacing them would benefit the staff.
- 26 Many people that take the T cat are T card whatever you want to call it or on a fixed income and for these new changes to apply would not be feasible for the seniors and the disabled people and then to entertain the idea of Uber the Uber at micro transactions are you gonna do is confuse everybody I understand there's a new company coming in but Hey keep everything simple that's how we like it simple We understand we have a new mayor we have new people coming in do people come in but sometimes they don't care about the residents about the people did you see us as dollar signs and that's not right
- 27 Rethink the proposal to out the current company operating our services throughout the county!

## 2022 TCRTA FARES & PASSES TCRTA Tarifas y Pases

Local Fixed and Circulator Routes (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	\$1.50	\$3.00	\$10.00	\$55.00
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$.75	\$1.50	\$5.00	\$25.00
Military / Veteran <i>Militar / Veterano</i>	\$.75	\$1.50	\$5.00	\$25.00
Youth <small>age 12 and younger</small> <i>Jóvenes de 12 años o menos</i>	FREE	N/A	N/A	N/A
Commuter Routes (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	\$2.00	\$4.00	\$15.00	\$55.00
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$1.00	\$2.00	\$7.50	N/A
Military / Veteran <i>Militar / Veterano</i>	\$1.00	\$2.00	\$7.50	N/A
Youth <small>age 12 and younger</small> <i>Jóvenes de 12 años o menos</i>	FREE	N/A	N/A	N/A
ADA Paratransit (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base			
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$3.00			
Personal Care Attendant <i>Asistente de cuidado personal</i>	FREE			
On-Demand (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base			
General	\$5.00			



**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
RESTORING FARE COLLECTION AND ADOPTING 2022 FARE SCHEDULE**

**WHEREAS**, the California Transit Development Act requires operators of general public transit to achieve a farebox ratio (the ratio of passenger revenue to total operating expenses) of 10 to 20 percent; and

**WHEREAS**, the Tulare County Regional Transit Agency conducted a series of community meetings to inform the public of the proposed restoring of fare collection and the 2022 fare schedule; and

**WHEREAS**, the Board of Directors conducted a public hearing and approved the restoring of fare collection and the 2022 fare schedule.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, does hereby authorize the restoration of fare collection effective September 1, 2022; and be it further

**RESOLVED** that the following 2022 fare schedule are hereby adopted as follows, with said fare schedule to be effective September 1, 2022:

<b>2022</b> <b>TCRTA FARES &amp; PASSES</b> <b>TCRTA Tarifas y Pases</b>				
Local Fixed and Circulator Routes (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	\$1.50	\$3.00	\$10.00	\$55.00
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$.75	\$1.50	\$5.00	\$25.00
Military / Veteran <i>Militar / Veterano</i>	\$.75	\$1.50	\$5.00	\$25.00
Youth age 12 and younger <i>Jóvenes de 12 años o menos</i>	FREE	N/A	N/A	N/A

Commuter Routes (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base	Day Pass Pase de un día	7-Day Pass Pase de 7 días	31-Day Pass Pase de 31 días
General	\$2.00	\$4.00	\$15.00	\$55.00
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$1.00	\$2.00	\$7.50	N/A
Military / Veteran <i>Militar / Veterano</i>	\$1.00	\$2.00	\$7.50	N/A
Youth <small>age 12 and younger</small> <i>Jóvenes de 12 años o menos</i>	FREE	N/A	N/A	N/A
ADA Paratransit (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base			
Senior / Disabled / Medicare Card Holder <i>Mayor / Discapacidad / Titular de la tarjeta de Medicare</i>	\$3.00			
Personal Care Attendant <i>Asistente de cuidado personal</i>	FREE			
On-Demand (per passenger / Por pasajero)				
Fare Categories Categoría de tarifa	Base Fares Tarifas base			
General	\$5.00			

**PASSED AND ADOPTED** this 16<sup>th</sup> day of May 2022 by the Board of Directors of the Tulare County Regional Transit Agency.

**THE FOREGOING RESOLUTION** was passed and adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 16<sup>th</sup> day of May 2022.

AYES:

NOES:

ABSTAIN:

ABSENT:

SIGNED:

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Jose Sigala, Board Chair

ATTEST:

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Richard Tree, Executive Director

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING THE 2022 SERVICE CHANGES**

**WHEREAS**, the Tulare County Regional Transit Agency is comprised of five previously individual transit operators; and

**WHEREAS**, the Tulare County Regional Transit Agency desires to create uniformity across its services and to comply with regulatory requirements; and

**WHEREAS**, the Tulare County Regional Transit Agency conducted a series of community meetings to inform the public of the proposed 2022 service changes; and

**WHEREAS**, the Board of Directors conducted a public hearing and approved the 2022 service changes.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, does hereby adopt the following 2022 Service Changes effective July 1, 2022:

1. Interchange the local flex routes, TCaT Route 50 and 60, with on-demand service.
2. Local fixed routes operate Monday – Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm.
3. ADA paratransit service operate Monday – Saturday from 7:00 am to 7:00 pm, and limited Sunday service from 8:00 am to 5:00 pm.
4. On-Demand service operate Monday – Saturday from 6:00 am to 10:00 pm, and limited Sunday service from 8:00 am to 8:00 pm.

**PASSED AND ADOPTED** this 16<sup>th</sup> day of May 2022 by the **Board of Directors of the Tulare County Regional Transit Agency**.

**THE FOREGOING RESOLUTION** was passed and adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 16<sup>th</sup> day of May 2022.

AYES:

NOES:

ABSTAIN:

ABSENT:

SIGNED:

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Jose Sigala, Board Chair

ATTEST:

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Richard Tree, Executive Director

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## Tulare County Regional Transit Agency

### **AGENDA ITEM VIII-B**

**May 16, 2022**

**Prepared by Richard Tree, TCRTA Staff**

#### **SUBJECT:**

**Action:** Authorize a Special Meeting for May 18, 2022

#### **BACKGROUND:**

At the meeting of April 18, 2022, the Board of Directors approved the Notice of Intent to Award the Transit Operations Services 2021-01 to Transdev Services Inc. and authorized staff to negotiate and draft an agreement.

#### **DISCUSSION:**

Negotiations of the Transit Operations Services 2021-01 with Transdev Services Inc. is progressing but has taken a little longer than expected and staff was not able to draft an agreement in time for the regularly scheduled board meeting on May 16, 2022.

Staff is confident that a draft agreement can be recommended to the board at a special board meeting on May 18, 2022. If approved, this would allow Transdev Services Inc. to mobilize in time for the July 1, 2022 startup.

#### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors approve a special board meeting to be held on May 18, 2022 at 6:00 p.m. to consider the Transit Operations Services 2021-01 agreement with Transdev Services Inc.

#### **FISCAL IMPACT:**

None

#### **ATTACHMENT:**

None

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## Tulare County Regional Transit Agency

### **AGENDA ITEM VII-C**

**May 16, 2022**

**Prepared by Richard Tree, TCRTA Staff**

#### **SUBJECT:**

**Action:** Transit Safety and Security

#### **BACKGROUND:**

Over the past year safety and security incidents have increased at TCRTA transit centers and on buses. These increases have led to increased expenses and a rise in safety and security concerns for both passengers and employees.

One of the most significant barriers for transit operators is the perception that transit is unsafe. Historically, transit agencies have sought to create a sense of safety and security through the use of police presence. However, this approach has shortcomings as it has placed an unjust burden on the local police department having to respond to non-violent offenses.

Currently, TCRTA does not have security guards at its transit centers. Visalia Transit has a minimum of two security guards at its transit center from 6:00 a.m. to 10:00 p.m.

The Federal Transit Administration requires grantees to invest a minimum of two percent (2%) of its total budget in safety and security.

#### **DISCUSSION:**

Safety of Passenger and Employee is TCRTA's top priority. Due to the increase in safety and security incidents, staff has started to draft its Public Transportation Agency Safety Plan which will include the following:

1. Designation of a Chief Safety Officer.
2. TCRTA Safety Management Policy.
3. Process for Safety Risk Management, Safety Assurances, and Safety Promotion.
4. Employee Reporting Tool.
5. Performance Targets based on safety performance measures established in FTA's National Public Transportation Safety Plan.

#### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors provide direction on how to address the increase in safety and security concerns for both passengers and employees.

#### **FISCAL IMPACT:**

Any activities authorized by the Board of Directors will be included in the 2022 budget.