

**Transit Advisory Committee
Wednesday, January 17, 2018, 5:30 PM
Visalia Transit Center
425 E Oak Ave, Suite 201, Visalia, CA**

AGENDA

Approx.

Time: **ACTIVITY:** Regular Meeting

5:30 p.m.	Call to Order, Introductions
5:32 p.m.	<u>Public Comment:</u> This is the time set aside for the Committee to receive public comment on issues which are not already included as public testimony items on the agenda. Public comment regarding items on the agenda may be open to public comment prior to the committee's discussion of the agenda item and before any action is taken on the agenda item. The Members ask that comments are kept brief and positive. In fairness to all who wish to speak, each speaker will be allowed three minutes. Please begin your comments by stating and spelling your name and the street you live on.
5:35 p.m.	Review & Approval of Minutes from December 2017 Meeting
5:40 p.m.	Review Monthly Reports Visalia Transit Monthly Report MV Monthly Report Marketing Report
5:50 p.m.	Update on ADA Reservation Policy Changes for Dial-A-Ride
5:55 p.m.	Request for TAC committee member to participate in Review of Operations RFP 17-18-23
6:00 p.m.	Ridership Report for Calendar year 2017
6:05 p.m.	Interview James Runyon - Applicant for TAC
6:20 p.m.	Items of Interest/Request for Future Agenda Items
6:30 p.m.	Adjourn General Meeting

NEXT MEETING TO BE HELD: February 21, 2018 at the Transit Center: 425 E. Oak Avenue, Suite 201, Visalia, CA

- **Hearing-Impaired:** Call (559) 713-4900 TDD 24 hours in Advance of the scheduled meeting time to request signing services.
- **Visually Impaired:** If enlarged print or Braille copy is desired, please request in advance of the meetings and services will be provided as soon as possible.

VISALIA TRANSIT WILL PROVIDE FREE DIAL-A-RIDE SERVICE HOME. PLEASE MAKE YOUR RESERVATIONS IN ADVANCE.

Any written materials relating to an item on this agenda submitted to the Transit Advisory Committee after distribution of the agenda packet are available for public inspection in the Transit Office, 425 E Oak Ave., Suite 301, Visalia CA 93291, during normal business hours.

Transit Advisory Committee
Wednesday, December 20, 2017
Visalia Transit Center
425 E. Oak Avenue
Visalia, CA 93291

Action Minutes:

December 20, 2017

Meeting called to order: 5:30 PM

MEMBERS ATTENDING: Chairperson: Glen Stewart (GS), Vice Chairperson: Ed Jones (EJ), Michael Esquibel (ME), Karen Varner (KV), Albert Aguilera (AA), and Claudine Sahagun (CS)

MEMBERS NOT PRESENT: Derek Davis (DD)

CITY STAFF PRESENT: Melody Murch (MM), and Genesis Steinline (GS)

GUESTS: Tracy Harrell (TH) and Elizabeth Watlington (MV)

CALL TO ORDER: Glen Stewart (GS) called the meeting to order at 5:30 PM and asked Melody Murch (MM) to introduce Visalia Transit's new Office Assistant, Genesis Steinline (GS). Glen then asked all attendees to introduce themselves in seating order.

PUBLIC COMMENT: Tracy Harrell (TH) spoke about cars parking too close to the bus stop by her residence. This issue was referred to the Streets department which will be painting the curb red to prevent this from happening in the future.

APPROVAL OF NOVEMBER 15, 2017 MINUTES: Albert Aguilera (AA) motioned to approve the minutes as written. The motion was seconded by Karen Varner (KV). Motion approved 6-0.

VISALIA TRANSIT MONTHLY REPORT: Report was provided by Melody Murch (MM). The Monthly Report was accepted by all members; no action was taken.

MV MONTHLY REPORT: Report was provided by Elizabeth Watlington of MV and accepted by all members; no action was taken.

MONTHLY MARKETING REPORT: Report was provided by Melody Murch (MM) and accepted by all members; no action was taken.

REVIEW ADA RESERVATION REQUIREMENTS FOR DIAL-A-RIDE: Melody Murch discussed the ADA requirements for one-time and standing Dial-A-Ride reservations. Visalia Transit will be scheduling standing reservations to expire to enable these to be recertified on a regular basis which is a significant change in the current process. Michael Esquibel (ME) shared his experience with reservations for DAR getting dropped in error and commented that it would be better if the reminder calls went out earlier to allow time to make changes or corrections for the next day. Transit staff will bring a draft of the letter to be sent back to the TAC for discussion. No action was taken.

MV NOVEMBER SAFETY MEETING UPDATE FROM TAC MEMBERS: Karen Varner (KV) and Glen Stewart (GS) spoke about the MV safety meeting they attended on November 16th. Both expressed appreciation

for Christine Chavez's help in facilitating the discussion. Items discussed were the use of ramps and the clearing of bus aisles to assist the physically challenged and sight impaired when boarding.

ITEMS OF INTEREST:

- Melody Murch (MM) announced the new Transit guides are going to press soon.
- Elizabeth Watlington confirmed the Transit drivers who had been planning to strike had settled tentatively.

REQUEST FOR FUTURE AGENDA ITEMS:

- Bring back ADA Dial-A-Ride draft letter for discussion.
- Offer for TAC member to participate in the Proposal evaluation process for the Operations and Maintenance contract (RFP 17-18-23).

Meeting was adjourned at 6:35 p.m.

Minutes prepared by Melody Murch.

Next meeting:

Wednesday, January 17, 2018
Visalia Transit Center
425 E Oak Ave, Suite 201, Visalia, CA
5:30 pm

Committee Attendance (last 12 months)

Member Name	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Albert Aguilera									A	P	P	P
Claudine Sahaguan	P	P	P		P	P	P	P	P	P	A	P
Derek Davis	P	P	P		P	P	P	P	P	P	A	A
Ed Jones	P	P	P		P	P	P	P	P	P	P	P
Glen Stewart	P	P	P		P	P	A	P	P	P	P	P
Karen Varner	P	A	P		P	P	P	P	P	P	P	P
Michael Esquibel	P	P	P		P	P	P	P	P	P	P	P

“In order for a commission/committee to meet, conduct business and take action, a quorum must be present. A quorum is generally defined as a majority (one more than half) of appointed members to the particular advisory body.” As such, the Transit Advisory Committee, which has nine appointed positions, must have a minimum of five members present to reach a quorum.

Effective April 1, 2012, excessive absenteeism, which is defined to mean missing three consecutive regular meetings or four regular meetings in a 12 month period, shall constitute resignation of the member and the member shall be considered removed from the advisory board.

TRANSIT DIVISION

December 2017 ACCOMPLISHMENTS

New Happenings:

- The Holly Trolley ran service through December 24th providing holiday shoppers with rides to Downtown and Mooney shopping areas. Please see the attached flyer for more information.
- Sequoia Park Internal Shuttles ran for the Christmas Holiday December 23rd through January 1st, completing the Winter Service for this contract year.
- The Transit Ticket Counter hours changed on January 1, 2018. The Ticket counter is now closed on Saturdays, but remains open for an additional hour (8am-6pm) on Wednesday evenings. All other weekdays, the counter is open from 8am to 5pm.

Call Center:

- Call Center staff took a total of 1,691 calls during the month of December. This is a 21.35% decrease over the previous year. In addition to taking calls, Greenline staff has been assisting with the transition to Syncromatics by monitoring live bus information for discrepancies, running reports, and assisting customers with accessing and using the new resources.

Council Items / RFPs:

- January 16th the SRTP is scheduled to be reviewed for adoption by the City of Visalia Council.

ITS Project – Transit staff has been working to educate passengers about the new technology available to them and transition them to automated bus tracking systems. Throughout the month of December, there were 1,502 visits to VisaliaTransit.info, 2,404 text-to-track messages sent, and 0* calls made to the IVR system, for a grand total of 3,906 inquiries to passenger information systems (excluding Greenline).

Marketing – During the month of December, marketing efforts focused on social media, V-LINE, Trolley and informing passengers about the changes with Orange Belt and Visalia Transit ticket sales. Social media focused on rider alerts / detours, V-LINE, ongoing Construction, Rider Rewards, Sequoia Shuttle Holiday Service, Keep Moving Visalia, and the Holly Trolley. Rider Rewards vendor giveaways, which continue to be the highest performing posts, reached 9,060 people throughout the month. Combined followers on Facebook, Instagram, and Twitter grew by 123 in December for a total of 14,193 followers across all platforms.

Sequoia Shuttle Service

The National Park Service leadership has approved the initial budget for the internal shuttle for submittal and VT is now working with the NPS to draft the next 5-year agreement for this service.

Short Range Transit Plan (SRTP) If the SRTP is approved by Council on January 16th, staff will begin the public review process for any schedule changes and move forward with a study to determine best location and implementation strategy for the recommended Transfer Stations and the conversion of Bus Routes to a grid network.

Transit Funding – Staff is beginning the 2-year budget process and will be submitting budget requests to Finance for capital projects at the end of January and operating funds at the end of February. The full 2-year budget will go to Council in June for adoption. Staff is working with Cal Trans staff on a contract for the 5310 funds awarded of \$653,270 to use over a three-year period from CalTrans FTA 5310 for mobility management. These funds will be used to provide continued funding for Greenline. Because Greenline provides county-wide bus and route information, the award was comprised of \$200,800 under the Small Urban / Rural area and \$452,470 under the Large Urbanized Area.

V-LINE – V-LINE had a total of 1,494 passengers during the month of December, which is a 42.56% increase over the previous year. Marketing efforts included digital ads, travel pre-roll, and social media promotions focused on commuting, Fresno State students, and stop locations in Fresno. Social media followers increased by 63 in December and totaled more than 4,979 on Facebook, Twitter, and Instagram combined.

**TRANSIT DIVISION
DECEMBER 2017 ACCOMPLISHMENTS**

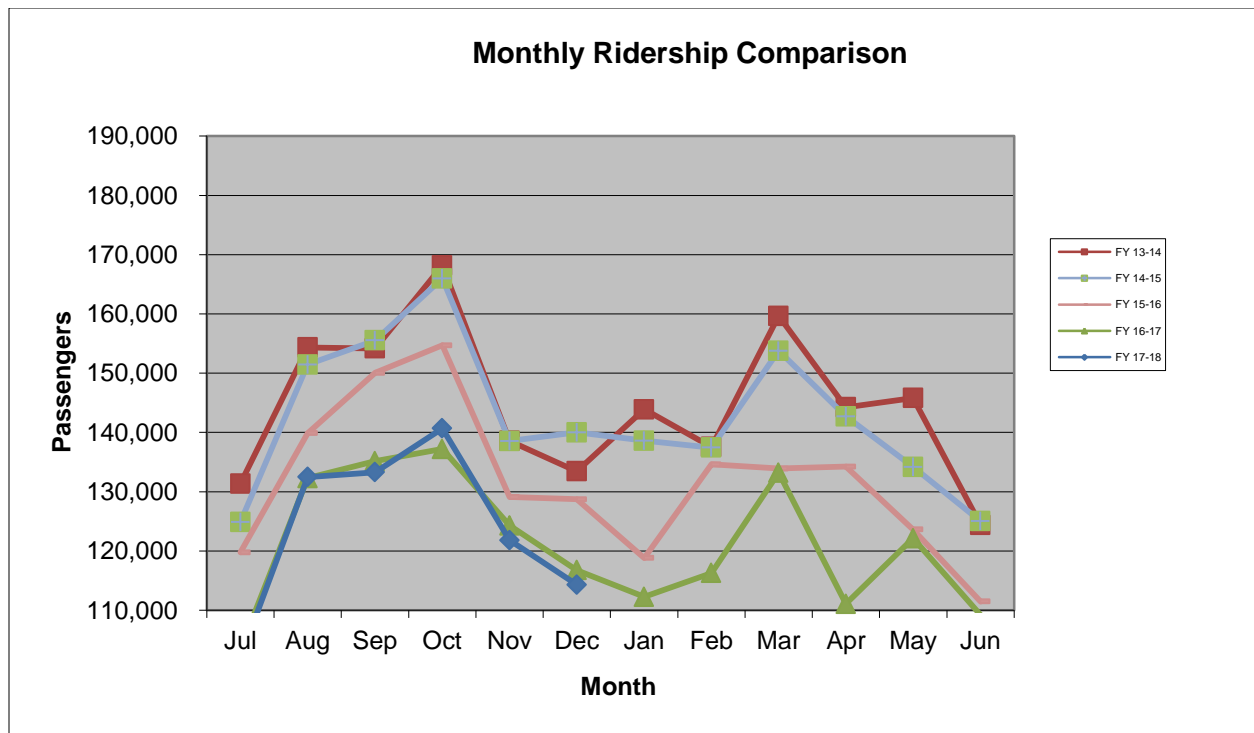
Fixed Route	Dec-17	Dec-16	Difference	% Change
Ridership	108,514.00	111,719.00	-3,205.00	-2.87%
Passengers per Hour	10.30	10.26	0.04	0.39%
Revenue Hours	10,515.69	10,889.00	-373.31	-3.43%
FY-YTD Ridership	721,154.00	727,243.00	-6,089.00	-0.84%

Dial-A-Ride	Dec-17	Dec-16	Difference	% Change
Ridership	2,989.00	2,739.00	250.00	9.13%
Passengers per Hour	2.73	2.60	0.13	5.19%
Revenue Hours	1,092.89	1,048.99	43.90	4.18%
FY-YTD Ridership	19,470.00	17,370.00	2,100.00	12.09%

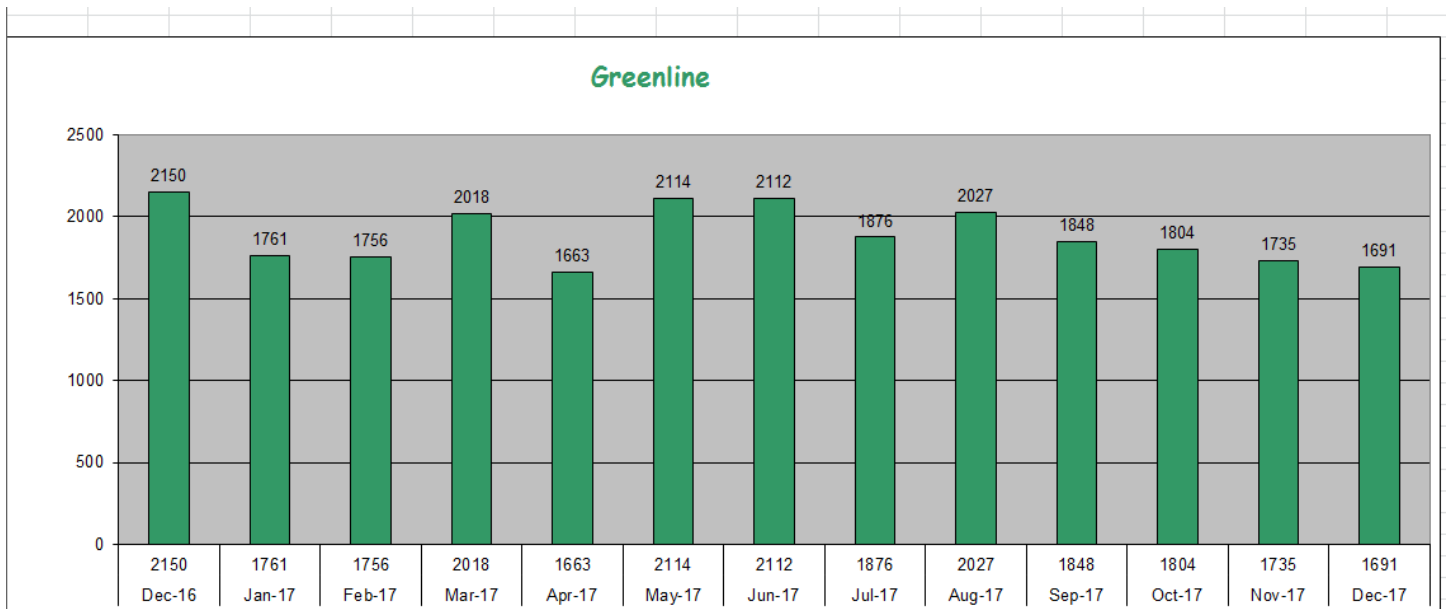
V-LINE	Dec-17	Dec-16	Difference	% Change
Ridership	1,494.00	1,048.00	446.00	42.56%
Passengers per Hour	2.89	2.10	0.79	37.51%
Revenue Hours	517.37	506.86	10.51	2.07%
FY-YTD Ridership*	12,665.00	8,149.00	4,516.00	55.42%

	Dec-17	Dec-16	Difference	% Change
HOP	17.00	19.00	-2.00	-10.53%
Call Center Calls	1,691.00	2,150.00	-459.00	-21.35%
Complaints	33.00	26.00	7.00	26.92%
Preventable Accidents	0.00	0.00	0.00	0.00%

Advertisements on Bus	Dec-17	Sold for 7/17 – 6/18
	\$ 16,133.63	\$108,805.06



**Does not include V-LINE or Sequoia Shuttle ridership*



TAC AGENDA provided by MV Transportation

December 20, 2017 – January 11, 2018

Safety:

1. Safety Meeting is scheduled for January 18, 2018 @ 10AM & 3PM
2. Topics to be discussed:
 - LLLC, Defensive Driving
 - Injury Prevention: Slips, Trips, and Falls, how to combat and reduce the possibilities of these preventable incidents.
 - Set goals for reduction in preventable accidents for 2018
 - Elect Safety Committee
 - Continue to educate and train drivers on adverse weather conditions. FOG SEASON IS UPON US!

Operations/Maintenance:

1. Begin hiring for Sequoia Shuttle season, will begin soon
2. Continuous retraining of drivers that have been in preventable accidents
3. Repairing the external speakers on buses, to be able to connect with the system to announce stops
4. Road construction continues to detour the route 6 out in Goshen
5. Road construction continues to delay the route 12 in Farmersville due to the road widening project

Customer Service:

- 13 complaints for the remainder of December
 - 3 complaints regarding Safety, 1 valid, 1 invalid, 1 complaint withdrawn by complainant
 - 9 complaints regarding Courtesy, 4 valid, and 5 invalid complaints.
- 7 Total complaints so far in the month of January, 2018
- All complaints during the month of January, 2018 are still under investigation, and will be discussed in next month's meeting

JAN 02 2018

City of Visalia
Administration

CITY OF VISALIA

APPLICATION FOR APPOINTMENT

TO CITY BOARD, COMMITTEE OR COMMISSION

Historic Preservation

Name of Board, Committee or Commission

Name James Alvin {Jim} Runyon

Mailing/

Residence
Address1219 West Harter Avenue

Residence Phone _____

VisaliaZip Code 93277

Work Phone _____

Email

durby68@sbcglobal.netCell Phone 5597333087Resident of Visalia for 40 years

Visalia Registered Voter: Yes



No



TRAINING, EXPERIENCE and/or EDUCATION:

Formerly member and chairperson of City of Visalia
Airport Advisory Commission. October, 1999 to
October, 2005.

SCHOOL	MAJOR	GRADUATION DATE & DEGREE
Fresno State College	General Agriculture	June, 1968, B.S.

Additional Pertinent Skills, Experience or Interests: Many years in Media Sales and volunteer work.

Community activities in which you are involved:

Christ Lutheran Church. Former member of Inverness Lions Club.Current or prior service on a City Board, Committee or Commission: Airport Advisory Commission

Employment Information:

Present Occupation: Retired

Name of Firm: _____

Address: _____

Phone: _____

Rules of law and ethics prohibit members from participating in and voting on matters in which they have a direct or indirect conflict of interest including a financial interest. Are you aware of any potential conflicts of interest which may develop from your occupation or financial holdings in relation to your responsibilities as a member of the Board, Committee or Commission to which you seek appointment? (If yes, please explain in detail any potential conflicts) YES ☐ NO ☒

(If you should have any questions about this matter or need further information as it relates to your situation, please advise the City Clerk's Office prior to submitting your application.)

FIRST choice for Board/Committee/Commission appointment: Historical Preservation

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.	What are your goals in serving on this Board/Committee/Commission?
I am interested in preserving Visalia's history through its many historical buildings and sites.	Working with others to better our community.

SECOND choice for Board/Committee/Commission appointment: Transit

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.	What are your goals in serving on this Board/Committee/Commission?

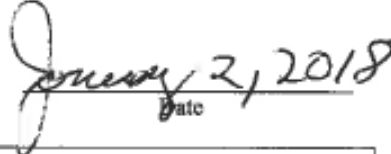
THIRD choice for Board/Committee/Commission appointment: Waterways and Trails

Describe any qualifications, experience, and education, as well as any technical or professional background you may have relative to the duties of this position.	What are your goals in serving on this Board/Committee/Commission?

**PLEASE NOTE THAT THIS APPLICATION BECOMES PUBLIC
INFORMATION.**

I hereby certify that the information contained in this application and any accompanying documents is true and correct to the best of my knowledge.


Signature of Applicant


Date

The following information will be used for statistical purposes only. This information is requested on a voluntary basis. If you have questions regarding this request, please contact the City Clerk's Office. Your application *will be* processed whether or not you complete these questions. Thank you for your assistance.

☒ Male ☐ Female

Ethnic Category: **check** all categories that apply:

☒ White

(The category "White" includes White, Anglo-Saxons, Europeans, **and** person of Indo-European, North Africa or Middle Eastern origin.)

☐ Black

(The category "Black" includes Blacks, Afro-Americans, and persons of Jamaican, Trinidadian, and West Indian descent.)

☐ Hispanic

(The category "Hispanic" includes Mexican, Chicano, Latino, and all persons of Puerto Rican, Cuban Central or South American or Spanish descent.)

☐ American Indian

(The category "American Indian" includes persons who identify themselves, or are known as such, by virtue of tribal associations, including Alaskan Native.)

☐ Asian

(The category "Asian" includes Asian-Americans and persons of Japanese, Chinese, Korean, Filipino descent, Pacific Islanders and Vietnamese.)

You are invited to attach additional pages, enclose a copy of your resume or submit supplemental information which you feel may assist the City Council in its evaluation of your application.

When completed mail/submit original to:

Office of the City Clerk
City of Visalia
220 N. Santa Fe St.
Visalia, CA 93292