

**Transit Advisory Committee**  
**Wednesday, September 19, 2018, 5:30 PM**  
**Visalia Transit Center**  
**425 E Oak Avenue, Suite 201, Visalia, CA 93291**

## **AGENDA**

**Approx.**  
**Time:**

**ACTIVITY:** Regular Meeting

5:30 p.m. Call to Order, Introductions

Introduction of new staff member Rocio Stiner

5:32 p.m. **Public Comment:** 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.

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### **ACTION ITEMS:**

5:35 p.m. Review & Approval of Minutes from August 2018 Meeting

5:40 p.m. Review Monthly Reports  
Visalia Transit Monthly Report  
MV Monthly Report  
Marketing Report

5:50 p.m. TAC Membership Reduction from 9 members + 2 alternates to 7 members plus 2 alternates

6:00 p.m. 2017/18 Fiscal year Ridership Report

6:10 p.m. Holly Trolley Service Changes

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6:25 p.m. Items of Interest/Request for Future Agenda Items

- Update on Draft Service Denial Policy
- Next meeting at Ops Facility
- Turnover Update
- Transit Manager Position

6:30 p.m. Adjourn General Meeting

**NEXT MEETING TO BE HELD: October 17, 2018 at the Operations and Maintenance Facility: 525 N Cain Street, 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,**  
**September 19, 2018**  
**Visalia Transit Center**  
**425 E. Oak Avenue**  
**Visalia, CA 93291**

**Action Minutes:**

August 15, 2018

Meeting called to order: 5:30 PM

**MEMBERS ATTENDING:** Chairperson: Michael Esquibel (ME), Vice Chairperson: Karen Varner (KV), Derek Davis (DD), and Jim Runyon (JR)

**MEMBERS NOT PRESENT:** Glen Stewart (GS), Albert Aguilera (AA) and Ed Jones (EJ)

**CITY STAFF PRESENT:** Melody Murch (MM)

**GUESTS:** Humberto Solorio (HS), Salvador Magallon (SM), and David McElroy (DM)

**CALL TO ORDER:** ME called the meeting to order and asked all attendees to introduce themselves in seating order.

**PUBLIC COMMENT:**

DM stated that he and his living partner are disappointed with the performance of Visalia Transit during the past five years. The route traveling along Giddings and Whitendale was cut five years ago and since then there has been no service nearby their residence. They are unable to walk to the nearest stop. They feel this change was made with no public notice or opportunity to protest before it was done. DM stated the Dial-A-Ride (DAR) doesn't meet his needs.

DD stated the Dial-A-Ride is a good service to use. You just need to plan around the pickup and drop off times.

**APPROVAL OF JULY 18, 2018 MINUTES:** JR motioned to approve the minutes as written. The motion was seconded by KV. Motion approved 4-0.

**REVIEW MONTHLY REPORTS:** The Visalia Transit, MV and Marketing Reports were reviewed by TAC members prior to the meeting. No changes were requested and no action was taken.

**SERVICE DENIAL POLICY:**

The Draft Service Denial Policy was sent to TAC members with the agenda for their review prior to the meeting. MM reviewed the main points included in the policy and explained the purpose of the policy is to protect the rights of the riders under the American's with Disabilities Act (ADA) and the Civil Right At (Title VI). A short discussion was held on the features of the proposed policy and MM explained the Draft policy will also be reviewed by the Disability Advocacy Committee during their September 2018 meeting before it can be implemented. No changes to the current Draft were requested. DD moved for the committee to recommend adoption of the Service Denial Policy. The motion was seconded by JR. Motion passed 4-0.

## REVIEW SCOPE OF SPECIALIZED SECURITY BID:

MM brought a list of features which Transit would like to add to the scope of security services provided by the CITY security contractor. MM explained these specialized services are not included in the current citywide security contract and will require a separate “Specialized Security Services” contract to be bid. Once the new contract is in place, Transit will not continue to use the existing citywide contract; however, the old contract will continue to be used by other City departments. Discussion was held on the various services desired and the proposed list was reviewed by the TAC. No changes were requested by the TAC. JR moved that the TAC recommend Transit move forward with the Specialized Security Services Bid. The motion was seconded by KV. Motion passed 4-0.

## ITEMS OF INTEREST:

- MM announced the new Battery powered buses will be presented to Council on September 4, 2018.
- JR announced gave notice that he will be leaving the TAC and moving out of the area.

## REQUEST FOR FUTURE AGENDA ITEMS:

- The Annual Ridership Report will be brought to the September 2018 TAC meeting.
- A presentation from the new operations contractor, First Transit, which starts service on October 1, 2018, has been requested for the October 2018 meeting.
- An item to discuss reducing the membership of the TAC as requested for the September 2018 meeting.

**Meeting was adjourned at 6:18 p.m.**

*Minutes prepared by Melody Murch.*

## Committee Attendance (last 12 months)

Member Name	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018
Albert Aguilera	A	P	P	P	P	P	P	A	P	P	P	A
Derek Davis	P	P	A	A	P	P	P	P	P	A	P	P
Ed Jones	P	P	P	P	P	P	P	P	P	P	P	A
Glen Stewart	P	P	P	P	P	P	P	P	P	P	P	A
Jim Runyon						P	P	P	P	P	P	P
Karen Varner	P	P	P	P	P	P	P	P	P	P	P	P
Michael Esquibel	P	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 currently has seven appointed positions, must have a minimum of four 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

### August 2018 ACCOMPLISHMENTS

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#### New Happenings

- Rocio Stiner started work on Monday, August 20. She is our newest Office Assistant and will be working on the Greenline and at the ticket counter.
- Fare changes for the fixed route buses started on August 4<sup>th</sup>
- The Transit Manager position is now open. Applications can be submitted online by visiting the City's website. The filing deadline is **Monday, October 8<sup>th</sup> at 5pm.**

**Call Center** - Call Center staff took a total of 2,732 calls during the month of August 2018. This is 34.78% increase 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:

- 10/01/18: Introduction of new staff to Council: Laura Vermillion & Rocio Stiner
- 10/01/18: City of Tulare Agreement

**ITS Project** – Transit staff continues to educate passengers about the new technology available to them and transition them to automated bus tracking systems. Throughout the month of August, there were 1,736 visits to VisaliaTransit.info, 2,754 text-to-track messages sent, and 4,328 calls made to the IVR system, for a grand total of 8,818 inquiries to passenger information systems (excluding Greenline).

**Marketing** – During the month of August, marketing efforts focused on social media. Social media focused on rider alerts / detours, V-LINE, ongoing Construction, Rider Rewards, Keep Moving Visalia, and Sequoia Shuttle.

#### Project Updates

**Battery Electric Buses** – The three (3) new Proterra Battery Electric Buses will begin service on October 1, 2018. All three buses will be assigned to Route 1 as part of the Zero Emission Pilot program that funded a major portion of the purchase of these buses.

**Charging Stations** - Construction of the Charging Stations for our new Battery Electric Buses (BEB's) is underway and projected for completion in mid-October 2018. In the meantime, a temporary charger is being provided by Proterra for their charging until the permanent charging stations are completed.

**Operations RFP (17-18-23)** – The changeover from MV Transportation to First Transit as our Operation and Maintenance contractor will occur on October 1, 2018. The turnover audit is wrapping up the two contractors are working together to get the bus fleet in top shape for the start of the new contract.

**Sequoia Shuttle Service** – The Sequoia Shuttle service ended the successful 2018 summer season on September 9, 2018.

#### Transit Funding –

- Visalia Transit did not receive an award of Low No (FTA 5339c) Grant Funding this year. The funding was proposed for the planned purchase of 7 new Battery Electric buses in 2019/20.
- Transit has applied for 5311(b), Bus and Bus Facilities funding for V-LINE bus replacements.

**V-LINE** – V-LINE had a total of 2,167 passengers during the month of August, which is a 61.24% 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

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**TRANSIT DIVISION**  
**August 2018 ACCOMPLISHMENTS**

Fixed Route	August-18	August-17	Difference	% Change
Ridership	120,001	128,923	8,922.00	-6.92%
Passengers per Hr.	10.7	11.5	0.73	-6.39%
Revenue Hrs.	11,180.0	11,243.1	63.11	-0.56%
FY-YTD Ridership	219,545	227,693.0	8,148.00	-3.58%

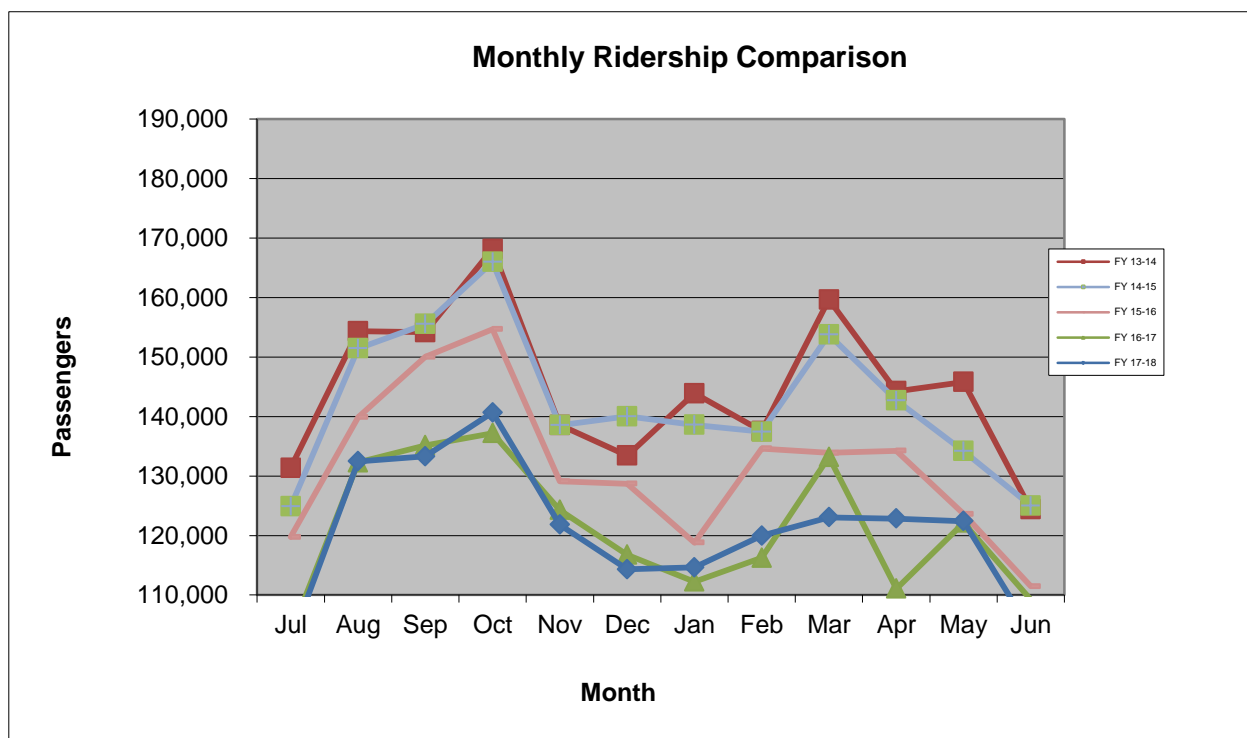
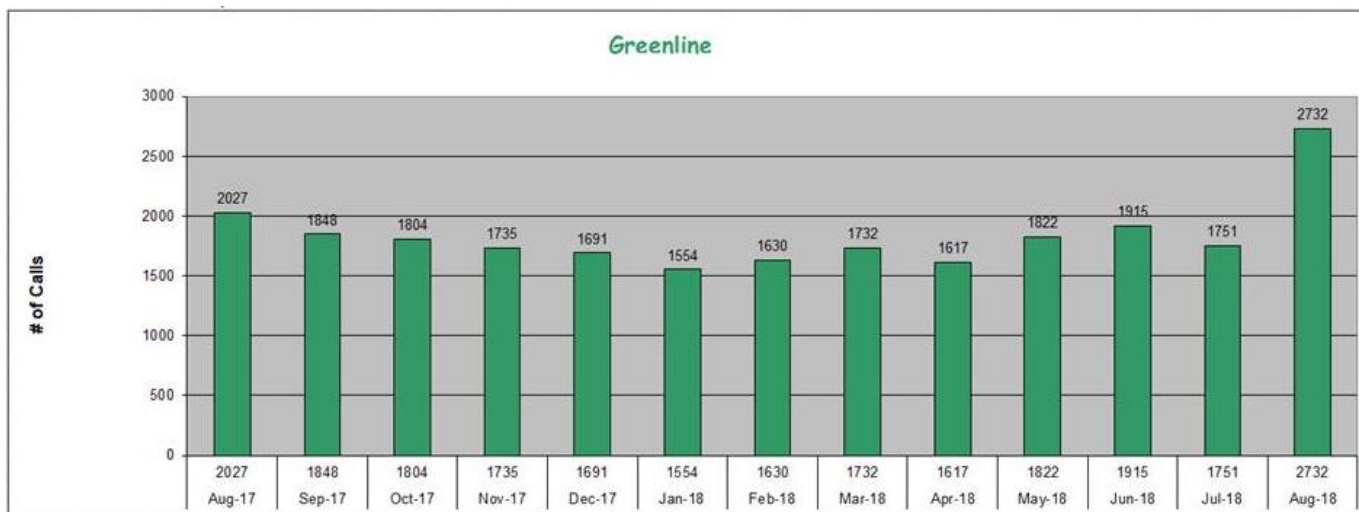
Dial-A-Ride	August-18	August-17	Difference	% Change
Ridership	3,479	3,320	-159.00	4.79%
Passengers per Hr.	3.0	3.2	0.20	-6.20%
Revenue Hrs.	1,166.8	1,044.4	-122.39	11.72%
FY-YTD Ridership	6,511	6,244.0	-267.00	4.28%

V-LINE	August-18	August-17	Difference	% Change
Ridership	2,167	1,344	823.00	61.24%
Passengers per Hr.	4.1	2.6	1.49	57.31%
Revenue Hrs.	531.4	518.5	12.94	2.50%
FY-YTD Ridership	3,502	2,597.0	905.00	34.85%

Sequoia Shuttle	August-18	August-17	Difference	% Change
Route 1: Giant Forest	N/A	N/A	N/A	N/A
Route 2: Moro Rock/Crescent	N/A	N/A	N/A	N/A
Route 3: Wuksachi	N/A	N/A	N/A	N/A
Route 4: Wolverton	N/A	N/A	N/A	N/A
External	N/A	N/A	N/A	N/A
Season Ridership	N/A	N/A	N/A	N/A

	August-18	August-17	Difference	% Change
HOP	34	60.00	-26.00	-43.33%
Call Center Calls	2,732	2,027.00	705.00	34.78%
Complaints	42	40.00	2.00	5.00%
Preventable Accidents	3.00	3.00	0.00	0.00%

Advertisements on Bus	August-18	Sold for 7/18 – 6/19
	\$12,204	\$22,036



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