

**Transit Advisory Committee  
Wednesday, October 17, 5:30 PM  
Transit Operations Facility  
525 N. Cain Street, Visalia, CA 93291**

**AGENDA**

**Approx.**

**Time:**            **ACTIVITY:** Regular Meeting

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

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 September 2018 Meeting

5:40 p.m.            Review Monthly Reports:  
                          ▪ Visalia Transit Monthly Report  
                          ▪ MV Monthly Report (September 2018)  
                          ▪ Marketing Report

5:50 p.m.            First Transit – Service Turnover Update

6:00 p.m.            Tour of Operations Facility

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6:25 p.m.            Items of Interest/Request for Future Agenda Items  
                          • Update on Draft Service Denial Policy  
                          • Transit Manager Position – Recruitment Update

6:30 p.m.            Adjourn General Meeting

**NEXT MEETING TO BE HELD: November 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, October 17, 2018**  
**Visalia Transit Center**  
**425 E. Oak Avenue**  
**Visalia, CA 93291**

**Action Minutes:**

September 19, 2018

Meeting called to order: 5:30 PM

**MEMBERS ATTENDING:** Chairperson: Michael Esquibel (ME), Vice Chairperson: Karen Varner (KV), Derek Davis (DD), Glen Stewart (GS), Ed Jones (EJ), and Jim Runyon (JR)

**MEMBERS NOT PRESENT:** Albert Aguilera (AA)

**CITY STAFF PRESENT:** Melody Murch (MM) and Rocio Stiner (RS)

**GUESTS:** Barbara Barns (BB) and Wanda Irons (WI)

**CALL TO ORDER:**

- ME called the meeting to order and asked all attendees to introduce themselves in seating order.
- MM introduced Rocio Stiner, the new Transit Office Assistant who will be working with the Greenline staff.

**PUBLIC COMMENT:**

WI stated she used to live in Porterville and has moved to Visalia. She has trouble getting back and forth to visit family in Porterville due to the recently reduced Visalia Transit (VT) service hours. She also knows of other transit customers who need earlier buses and would like VT to consider returning the cut buses to service, along with adding additional service hours. WI stated she understands the limitation of funding but is requesting a return to the service levels before the runs were cut in August 2018.

BB stated that she has heard from lots of customers that the recent service cuts are a problem for them.

**APPROVAL OF AUGUST 15, 2018 MINUTES:** DD motioned to approve the minutes as written. The motion was seconded by JR. Motion approved 6-0.

**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.

**TAC MEMBERSHIP REDUCTION FROM 9 MEMBERS + 2 ALTERNATES to 7 MEMBERS + 2 ALTERNATES:**

Discussion was held on the topic of reducing the membership of the TAC due to the inability to fully fill nine (9) positions over the years. The full membership participated in the discussion and comments were made in favor of this idea. A motion was made by GS to recommend the reduction of the TAC membership from 9 members and 2 alternates down to 7 members and 2 alternates. The motion was seconded by JR. The motion passed 6-0.

## 2017/18 RIDERSHIP REPORT:

MM brought a summary of the ridership for the 2017/18 Fiscal Year, along with comparisons to prior years to show trends on the various routes. JR asked about the large increase in Route 16 ridership and a discussion was had about this newer route and the ridership in relation to the other routes. No changes were requested and no action was taken.

## HOLLY TROLLEY SERVICE CHANGES:

MM brought a summary of the actual Holly Trolley expenses from the 2018 Holiday Season and a projection of the costs for this service to be provided in the 2018 Season. A discussion was held on the cost benefit of this service and that the popularity is largely due to the aesthetic the Trolley gives to the Downtown, rather than any actual need for the service. JR moved for the TAC to recommend the City no longer provide this service. The motion was seconded by DD. The motion passed 6-0.

## ITEMS OF INTEREST:

- Update on Draft Service Denial Policy: MM brought the Draft to the Disability Advocacy Committee (DAC) at their September 10, 2018 meeting. They will review the Draft and bring back recommendations to their October 8, 2018 meeting.
- Next meeting at Ops Facility: MM reminded the membership the next meeting will be held at the Operations Facility.
- Turnover Update: MM gave an update on the status of the Operations and Maintenance contract turnover from MV to First Transit (FT) which will happen on October 1, 2018.
- Transit Manager Position: MM announced the Transit Manager position is now open and applications are due by 5:00pm on October 8, 2018.

## REQUEST FOR FUTURE AGENDA ITEMS:

- A presentation from the new operations contractor, First Transit, which starts service on October 1, 2018, has been requested for the October 2018 meeting.

**Meeting was adjourned at 6:25 p.m.**

*Minutes prepared by Melody Murch.*

## Committee Attendance (last 12 months)

Member Name	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	12-month Absences
Albert Aguilera	P	P	P	P	P	P	A	P	P	P	A	A	3
Derek Davis	P	A	A	P	P	P	P	P	A	P	P	P	3
Ed Jones	P	P	P	P	P	P	P	P	P	P	A	P	1
Glen Stewart	P	P	P	P	P	P	P	P	P	P	A	P	1
Jim Runyon					P	P	P	P	P	P	P	P	0
Karen Varner	P	P	P	P	P	P	P	P	P	P	P	P	0
Michael Esquibel	P	P	P	P	P	P	P	P	P	P	P	P	0

“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

### September 2018 ACCOMPLISHMENTS

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#### **New Happenings**

- The Transit Manager Position recruitment closed on Monday, October 8th at 5pm. City staff is reviewing the applications and interviews are tentatively scheduled for the last week of October.

**Call Center** - Call Center staff took a total of 2,266 calls during the month of September 2018. This is 22.62% 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:**

- 11/5/18: Reduction of TAC Membership
- 11/5/18: Increase Hourly lease rate for Trolley's

**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 September, there were 2,210 visits to VisaliaTransit.info, 2,387 text-to-track messages sent, and 4,282 calls made to the IVR system, for a grand total of 8,879 inquiries to passenger information systems (excluding Greenline).

**Marketing** – During the month of September, 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 and Rider Rewards vendor giveaways.

#### **Project Updates**

**Battery Electric Buses** – The start of revenue service for the three (3) new Proterra Battery Electric Buses has been delayed until the end of October due to a delay in completion of the charging infrastructure, and the lack of available portable chargers for use in the interim. 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. A portable charger is not available for use during the month of October, and the BEB's will not be placed in service until these charging stations are completed.

**Operations RFP (17-18-23)** – The changeover from MV Transportation to First Transit as our Operation and Maintenance occurred on October 1, 2018. More information on the status of operations going forward will be provided during the October 17, 2018 TAC meeting.

**Sequoia Shuttle Service** – The Sequoia Shuttle service ended the successful 2018 summer season on September 9, 2018. Marketing materials, including several print ads, blog posts, social media promotions, eBlasts, and digital banner ads. Combined social media followers across all platforms (Facebook, Instagram, and Twitter) currently total 26,424.

#### **Transit Funding** –

- Transit received an award of \$569,595 towards the purchase of two (2) replacement buses for the V-LINE service. Transit plans to move forward quickly with these much needed replacements.

**V-LINE** – V-LINE had a total of 3,277 passengers during the month of September, which is a 24.13% 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.

**TRANSIT DIVISION**  
**September 2018 ACCOMPLISHMENTS**

<b>Fixed Route</b>	<b>September-18</b>	<b>September-17</b>	<b>Difference</b>	<b>% Change</b>
Ridership	113,265.00	129,736.00	-16,471.00	-12.70%
Passengers per Hr.	11.10	12.34	-1.24	-10.04%
Revenue Hrs.	10,203.38	10,513.97	-310.59	-2.95%
FY-YTD Ridership	332,810.00	357,429.00	-24,619.00	-6.89%

<b>Dial-A-Ride</b>	<b>September-18</b>	<b>September-17</b>	<b>Difference</b>	<b>% Change</b>
Ridership	3,180.00	3,295.00	-115.00	-3.49%
Passengers per Hr.	3.07	2.98	0.09	3.10%
Revenue Hrs.	1,036.33	1,107.11	-70.78	-6.39%
FY-YTD Ridership	9,691.00	9,539.00	152.00	1.59%

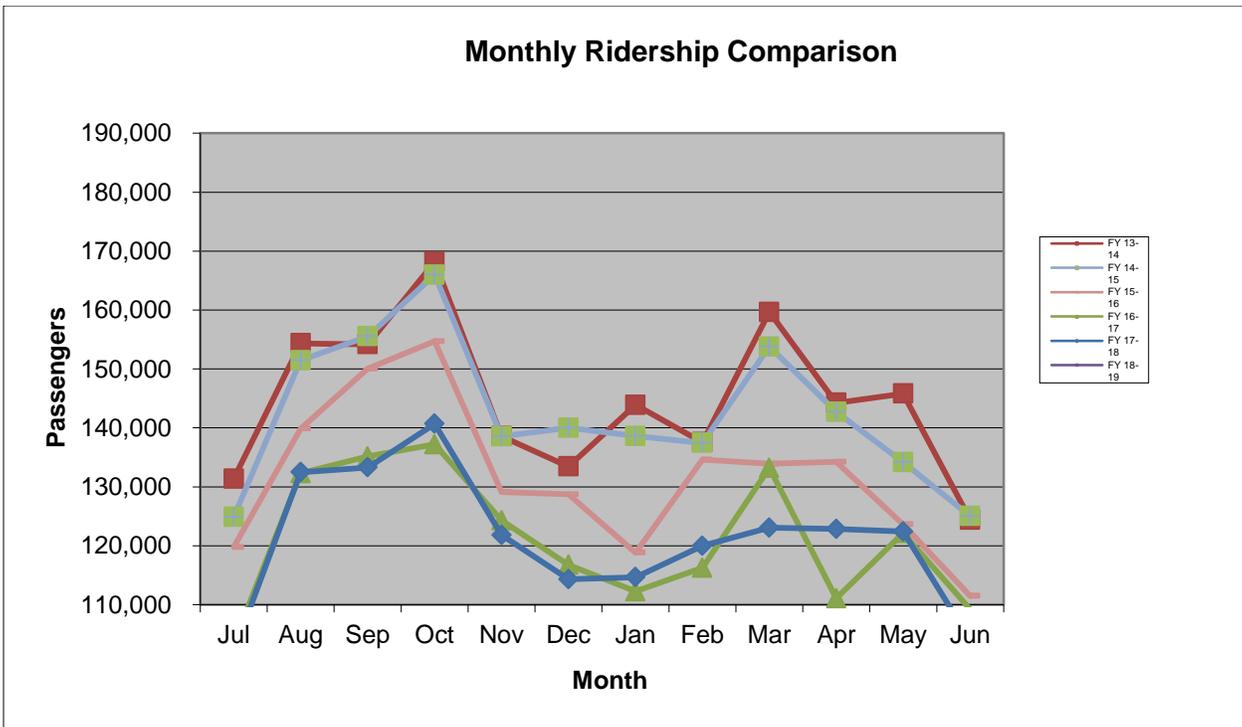
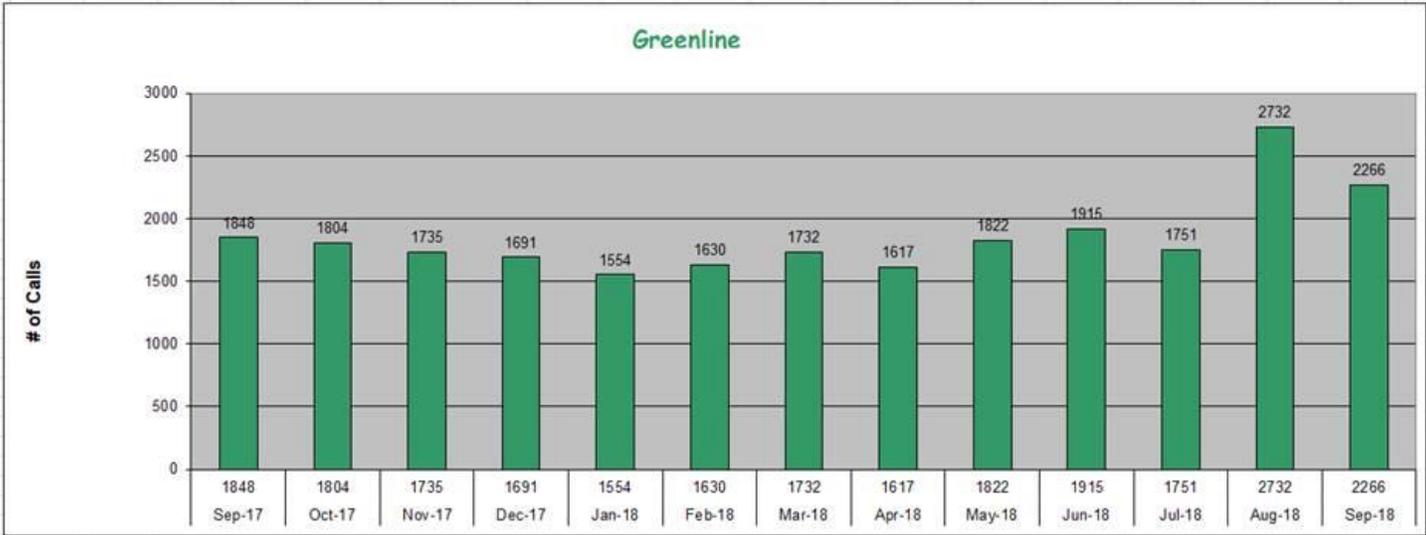
<b>V-LINE</b>	<b>September-18</b>	<b>September-17</b>	<b>Difference</b>	<b>% Change</b>
Ridership	3,277.00	2,640.00	637.00	24.13%
Passengers per Hr.	5.00	5.22	-0.22	-4.17%
Revenue Hrs.	652.65	506.00	146.65	28.98%
FY-YTD Ridership	6,779.00	5,237.00	1,542.00	29.44%

<b>Sequoia Shuttle</b>	<b>September-18</b>	<b>September-17</b>	<b>Difference</b>	<b>% Change</b>
Route 1: Giant Forest	40,383.00	27,947.00	-12,436.00	44.50%
Route 2: Moro Rock/Crescent	28,727.00	21,573.00	-7,154.00	33.16%
Route 3: Wuksachi	4,079.00	6,113.00	2,034.00	-33.27%
Route 4: Wolverton	11,823.00	8,271.00	-3,552.00	42.95%
External	967.00	680.00	-287.00	42.21%
Season Ridership*	86,384.00	64,584.00	-21,395.00	33.13%

	<b>September-18</b>	<b>September-17</b>	<b>Difference</b>	<b>% Change</b>
<b>HOP</b>	21	58.00	-37.00	-63.79%
<b>Call Center Calls</b>	2,266	1,848.00	418.00	22.62%
<b>Complaints</b>	47	21.00	26.00	123.81%
<b>Preventable Accidents</b>	3.00	3.00	0.00	0.00%

<b>Advertisements on Bus</b>	<b>September-18</b>	<b>Sold for 7/18 – 6/19</b>
	\$ 9,005.10	\$51,524.62

\*Includes Dark Sky



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



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## **TAC Report provided by MV Transportation**

**September, 2018**

### **Safety:**

- Safety Meetings were not held in September by MV Transportation as First Transit met the requirement of training with their new hire training.

### **Operations/Maintenance:**

- We have had a total of 3 incidents since September 15<sup>th</sup>. We have had 2 preventable incidents and 1 non-preventable incident.

### **Customer Service:**

- 28 complaints for the month of August
  - Schedule 4
  - Courtesy 5
  - Bus Stop 1
  - Route Concerns 0
  - Safety 9
  - Arrived late or early 3
  - Passed up 6
- All complaints through September 24<sup>th</sup> have been closed out.