



## **Tulare County Regional Transit Agency**

### **AGENDA**

**August 18, 2025**

**3:30 PM**

**Meeting Location:**

**200 E. Center Avenue**

**Visalia, CA 93291**

NOTE: This meeting will allow the public to participate in the meeting via Microsoft Teams using the following link:

[Join the meeting now](#)

Meeting ID: 248 953 725 015

Passcode: p6Xz3s38

*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 Regional Transit Agency ("TCRTA") office at 559-623-0832 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 TCRTA 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. 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 / Discussion Items.

##### **Request Approval of the Consent Calendar Items**

- A. Approve Minutes of June 16, 2025 (Pages 01-02)
- B. Information: Monthly Ridership Summary (Pages 03-04)
- C. Information: Monthly Budget Report (Pages 05-08)
- D. Action: Approve Reso 2025-030 TCRTA 2025 Title VI Plan (Pages 09-82)
- E. Information: TCAG TCRTA Visalia Low No Grant Application (Pages 83-83)
- F. Action: Approve Reso 2025-031 FY 26 FTA Section 5307 Operating Assistance, Maintenance for Tulare UZA and FTA Section 5339 (Pages 85-89)

#### **V. ACTION/ DISCUSSION ITEMS:**

- A. Action: Approve Reso 2025-032 TCRTA FY 24-25 Amendment No. 2 Budget (Pages 91-96)
- B. Action: Approve Reso 2025-036 TCRTA FY 26 Budget (Pages 97-101)
- C. Action: Approve Reso 2025-033 Microtransit Pilot Update – Service Changes (Pages 103-110)
- D. Action: Approve Reso 2025-034 Dinuba Fixed Route Service Changes – High School Loop Service (Pages 111-114)
- E. Action: Approve Reso 2025-035 TCRTA – County of Tulare MOU Microtransit Services (Pages 115-132)
- F. Action: TCRTA Branding – Design Concepts (Pages 135-138)

#### **VI. OTHER BUSINESS:**

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

#### **VII. ADJOURN:**

The next regularly scheduled Tulare County Regional Transit Agency (TCRTA) Board meeting will be **Monday, September 15, 2025, and will take place at 3:30 pm** at the Tulare County Regional Transit Agency (TCRTA), 200 E. Center Avenue, Visalia, CA 93291.

## **TULARE COUNTY REGIONAL TRANSIT AGENCY**

### **BOARD OF DIRECTORS**

Maribel Reynosa – Vice Chair  
Vicki Riddle  
Greg Gomez  
Misty Villarreal  
Terry Sayre  
Jose Martinez  
Larry Micari - Chair  
Vacant

### **ALTERNATE**

Kuldip Thusu  
Frankie Alves  
Armando Hinojosa  
Joe Soria  
Patrick Isherwood  
Rudy Mendoza  
Amy Shuklian  
Vacant

### **AGENCY**

City of Dinuba  
City of Exeter  
City of Farmersville  
City of Lindsay  
City of Tulare  
City of Woodlake  
County of Tulare  
Tule River Tribe

### **EX OFFICIO MEMBERS**

Georgina Landecho, CalVans  
Liz Wynn, TCAG Public Transit Representative

### **TCRTA STAFF**

Derek Winning, TCRTA Executive Director  
Juana Sierra Perez, TCRTA Finance Manager  
Vacant, TCRTA Transit Planning Manager  
Chris Acevedo, TCRTA Transit Analyst  
Vacant, TCRTA Transit Analyst  
Vacant, TCRTA Transit Analyst  
Ashlee Compton, TCRTA Transit Coordinator  
Danielle Puder, TCRTA Accountant  
Alissa Kennedy, TCRTA Administrative Clerk I  
\*Thomas Degn, County Counsel

TCRTA  
200 E. Center Avenue  
Visalia, CA 93291  
Phone: (559) 623-0832  
[www.gotcrt.org](http://www.gotcrt.org)

**Tulare County Regional Transit Agency (TCRTA)**  
**2025 Board Meeting Schedule**

<b>Date</b>	<b>Location</b>
January 27, 2025*	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
February 24, 2025*	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
March 17, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
April 21, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
May 19, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
June 16, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
July 21, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
August 18, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
September 15, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
October 20, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
November 17, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291
December 15, 2025	Tulare County Regional Transit Agency 200 E Center Ave., Visalia, CA 93291

The TCRTA Board meets at 3:30 pm. Most meetings fall on the third Monday of each month. Meeting dates with asterisks have been changed due to holidays and/or calendar conflicts.

Meetings will be held at the location noted above for each month, unless otherwise noted in that month's agenda.



**Tulare County Regional Transit Agency  
Board Meeting Minutes  
June 16, 2025, 3:30 p.m.**

---

**Members Present:** Reynosa, Soria, Gomez, Martinez, Sayre, Shuklian, Riddle

**Members Absent:**

**Non-Voting Alternates:**

**Ex Officio Present:**

**Staff Present:** Derek Winning, Juana Sierra-Perez, Chris Acevedo, Ashlee Compton,  
Alissa Kennedy

**Counsel Present:** Thomas Degn

**\*Board member attended online or due to emergency or just cause.**

---

**I. CALL TO ORDER:**

Vice Chair Reynosa called the meeting to order at 03:39 p.m.

**II. PLEDGE OF ALLEGIANCE:**

Led by Director Gomez

**III. PUBLIC COMMENT:**

None

**IV. 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 / Discussion Items.

**Request Approval of the Consent Calendar Items**

**A.** Approve Minutes of May 19, 2025

**B.** Information: Monthly Ridership Summary

**C.** Information: Monthly Budget Report

**D.** Action: Approve Reso 2025-023 TCRTA Seatbelt Policy

**E.** Action: Adopt Reso 2025-024 LCTOP FY 24-25 Project for Zero Emission Replacement Buses

**F.** Action: FTA Section 5311 and 5311(f)- Operating Assistance for Rural Routes and for the Tule River Tribe Route Reso 2025-025

**G.** Action: Approve Reso 2025-026 Caltrans TCRTA MOU – Dual FTA Recipients  
Operating Assistance Streamlining  
M: Martinez

S: Gomez

Notes: Passed unanimously.

**V. ACTION/ DISCUSSION ITEMS:**

**A.** Action: Approve Reso 2025-027 TCRTA FY 25 Budget Amendment No. 1

M: Shuklian

S: Gomez

Notes: Passed unanimously.

**B. Action: Approve Reso 2025-028 Microtransit Pilot Update – Service Changes**

M: Soria

S: Sayre

Notes: Passed unanimously.

**C. Action: MOU Between TCRTA and City of Porterville on Inter-city Microtransit Service**

M: Gomez

S: Martinez

Notes: Passed unanimously.

**D. Information: TCRTA Branding – Update**

Report: Executive Director Derek Winning reported on the rebranding logo of TCRTA. Provided the board with three draft concepts. Board reviewed concepts and discussed logo design ideas and concepts.

**VI. OTHER BUSINESS:**

**A. Requests from Board Members for Future Agenda Items**

Report: Director Gomez would like further discussion about Farmersville Transit Center and TCRTA using it.

Director Riddle commented that she would like TCRTA to follow TCAG's board meeting schedule and cancel the July 2025 meeting and reconvene in August as normal.

**B. Director's Report**


Report: Executive Director Derek Winning introduced TCRTA's new Admin Clerk, Alissa.

**VII. ADJOURN:**

The meeting adjourned at 04:10 p.m. Vice Chair Reynosa confirmed the next scheduled meeting of the Tulare County Regional Transit Agency (TCRTA) Board of Directors will be held on **Monday, July 21, 2025, and will take place at 3:30 PM.** at the Tulare County Regional Transit Agency (TCRTA), 200 E. Center Avenue, Visalia, CA 93291.

# AGENDA ITEM IV-B

## Ridership Summary Report (FY 25-26)

 TULARE COUNTY REGIONAL TRANSIT AGENCY														Comments
	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	ANNUAL	
OPERATING DAYS														
Weekday	22	22	20	23	18	19	21	19	21	22	21	21	249	
Saturday	4	5	4	4	5	4	4	4	5	4	5	4	52	
Sunday	4	4	5	4	6	7	5	5	5	3	4	5	57	
TOTAL OPERATING DAYS	30	31	29	31	29	30	30	28	31	29	30	30	358	
FIXED ROUTE RIDERSHIP														
Dinuba: D1	503	0	0	0	0	0	0	0	0	0	0	0	503	D1/D3 service uses 1 bus
D2	370	0	0	0	0	0	0	0	0	0	0	0	370	D2/D4 service uses 1 bus
D3	142	0	0	0	0	0	0	0	0	0	0	0	142	D1/D3 service uses 1 bus
D4	424	0	0	0	0	0	0	0	0	0	0	0	424	D2/D4 service uses 1 bus
(Dinuba Connection) DC	472	0	0	0	0	0	0	0	0	0	0	0	472	Reduced service during Summer (May-August)
Dinuba Totals	1,911	0	0	0	0	0	0	0	0	0	0	0	1,911	
Tulare: T1	1,737	0	0	0	0	0	0	0	0	0	0	0	1,737	
T2	1,866	0	0	0	0	0	0	0	0	0	0	0	1,866	
T3	2,231	0	0	0	0	0	0	0	0	0	0	0	2,231	
T4	2,742	0	0	0	0	0	0	0	0	0	0	0	2,742	
T5	1,385	0	0	0	0	0	0	0	0	0	0	0	1,385	
T6	914	0	0	0	0	0	0	0	0	0	0	0	914	
(Tulare) 11X	2,088	0	0	0	0	0	0	0	0	0	0	0	2,088	
Tulare Totals	12,963	0	0	0	0	0	0	0	0	0	0	0	12,963	
Commuter: C10	2,733	0	0	0	0	0	0	0	0	0	0	0	2,733	
C20	1,439	0	0	0	0	0	0	0	0	0	0	0	1,439	
C30	2,252	0	0	0	0	0	0	0	0	0	0	0	2,252	
C40	1,737	0	0	0	0	0	0	0	0	0	0	0	1,737	
C70	0	0	0	0	0	0	0	0	0	0	0	0	0	Genfare not reporting data accurately for this route
C80	0	0	0	0	0	0	0	0	0	0	0	0	0	Genfare not reporting data accurately for this route
C90	0	0	0	0	0	0	0	0	0	0	0	0	0	Genfare not reporting data accurately for this route
County Totals	8,161	0	0	0	0	0	0	0	0	0	0	0	8,161	
Tule River Tribe (TR)	46												46	Service reinstated on April 1, 2024
TOTAL RIDERSHIP	23,081	0	0	0	0	0	0	0	0	0	0	0	23,081	

# AGENDA ITEM IV-B

## Ridership Summary Report (FY 25-26)

PARATRANSIT RIDERSHIP															
Dinuba	142	0	0	0	0	0	0	0	0	0	0	0	0	142	
Lindsay	58	0	0	0	0	0	0	0	0	0	0	0	0	58	
County	72	0	0	0	0	0	0	0	0	0	0	0	0	72	
Tulare	433	0	0	0	0	0	0	0	0	0	0	0	0	433	
Woodlake	120	0	0	0	0	0	0	0	0	0	0	0	0	120	
<b>TOTAL RIDERSHIP</b>	<b>825</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>825</b>	Service commingled with Microtransit
MICROTRANSIT RIDERSHIP															
Dinuba	258	0	0	0	0	0	0	0	0	0	0	0	0	258	
Exeter	14	0	0	0	0	0	0	0	0	0	0	0	0	14	
Farmersville	59	0	0	0	0	0	0	0	0	0	0	0	0	59	
Goshen	24	0	0	0	0	0	0	0	0	0	0	0	0	24	
Ivanhoe	41	0	0	0	0	0	0	0	0	0	0	0	0	41	
Lindsay	57	0	0	0	0	0	0	0	0	0	0	0	0	57	
Orosi-Cutler	29	0	0	0	0	0	0	0	0	0	0	0	0	29	
Porterville	35	0	0	0	0	0	0	0	0	0	0	0	0	35	
County	193	0	0	0	0	0	0	0	0	0	0	0	0	193	
Tulare	552	0	0	0	0	0	0	0	0	0	0	0	0	552	
Visalia	330	0	0	0	0	0	0	0	0	0	0	0	0	330	
Woodlake	29	0	0	0	0	0	0	0	0	0	0	0	0	29	
<b>TOTAL RIDERSHIP</b>	<b>1,621</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,621</b>	Service commingled with Paratransit
<b>Rider Account Creations</b>	<b>279</b>													<b>279</b>	

Note: All data in this report is preliminary. Totals will be validated at the end of the fiscal year.

### Service Provided by Visalia Transit

FIXED ROUTE RIDERSHIP															
Exeter Boardings (Route 9)	688	0	0	0	0	0	0	0	0	0	0	0	0	688	
<b>TOTAL EXETER RIDERSHIP</b>	<b>688</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>688</b>	
Farmersville Boardings (Route 9)	607	0	0	0	0	0	0	0	0	0	0	0	0	607	
Farmersville Boardings (Route 12)	383	0	0	0	0	0	0	0	0	0	0	0	0	383	
<b>TOTAL FARMERSVILLE RIDERSHIP</b>	<b>990</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>990</b>	
48															
DIAL-A-RIDE RIDERSHIP															
Trips from Exeter	92	0	0	0	0	0	0	0	0	0	0	0	0	92	
Trips to Exeter	69	0	0	0	0	0	0	0	0	0	0	0	0	69	
<b>TOTAL EXETER RIDERSHIP</b>	<b>161</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>161</b>	
Trips from Farmersville	27	0	0	0	0	0	0	0	0	0	0	0	0	27	
Trips to Farmersville	24	0	0	0	0	0	0	0	0	0	0	0	0	24	
<b>TOTAL FARMERSVILLE RIDERSHIP</b>	<b>51</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51</b>	

## Tulare County Regional Transit Agency

### **AGENDA ITEM VI-C**

**August 18, 2025**

**Prepared by Juana Sierra-Perez, Finance Manager**

### **SUBJECT:**

**Action:** Receive and File Preliminary Financial Statement as of June 30, 2024.

### **BACKGROUND:**

The following Preliminary Financial Statement as of June 30<sup>th</sup>, 2025, provides July 2024-June 30<sup>th</sup>, 2025, Revenues and Expenditures.

### **DISCUSSION:**

This Financial Statement for June 30, 2025, is preliminary, as the Fiscal Year 2024-2025 is closing, and other accruals are pending.

### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors receive and file the Preliminary Financial Statement as of June 30, 2025.

### **FISCAL IMPACT:**

None

### **ATTACHMENTS:**

1. Preliminary Financial Statement for July 2024 - June 30, 2025.
2. Revenue Analysis
3. Expense Analysis



# County of Tulare

Report Name: Listing of Obligations and Budget  
Report ID: BA-A103  
Fiscal Year : 2025 | Accounting Period: 12 | Fund(s): 793 |  
Department: All | Unit: All | Activity: All

June 30, 2024

Report ID: BA-A103 | Report Date: 7/31/2025 | Report Time: 1:50 PM

Object	Current Period			Year to Date				
Code - Description	Encumbrances	Expenditures	Total Obligations	Encumbrances	Expenditures	Total Obligations	Current Budget	Adopted Budget
Fund: 793 - TCRTA JPA      Department: 793 - TCRTA JPA      Unit: 1000 - Tulare County      Activity:								
Appropriation: 793 - Department Tota								
6000 Salaries	0.00	0.00	0.00	0.00	0.00	0.00	1,096,498.00	1,096,498.00
6001 Alloc. Sal.	0.00	58,789.95	58,789.95	0.00	618,807.02	618,807.02	1.00	1.00
6002 Overtime	0.00	0.00	0.00	0.00	275.64	275.64	0.00	0.00
6003 Other Pay	0.00	1,060.54	1,060.54	0.00	21,905.67	21,905.67	1.00	1.00
6004 Benefits	0.00	13,033.69	13,033.69	0.00	54,116.43	54,116.43	1.00	1.00
6005 Extra Help	0.00	0.00	0.00	0.00	13,707.18	13,707.18	1.00	1.00
6011 Retire-Co	0.00	9,453.86	9,453.86	0.00	58,225.13	58,225.13	1.00	1.00
6012 Soc Sec	0.00	4,723.87	4,723.87	0.00	38,300.40	38,300.40	1.00	1.00
6014 Pob	0.00	79.46	79.46	0.00	20,967.24	20,967.24	1.00	1.00
7000 Services	0.00	0.00	0.00	0.00	0.00	0.00	1,470.00	1,470.00
7005 Communicate	0.00	1,666.00	1,666.00	0.00	23,419.40	23,419.40	47,553.00	47,553.00
7010 Insurance	0.00	0.00	0.00	0.00	3,750.86	3,750.86	159,356.00	159,356.00
7021 Maint-Equip	(1,100.00)	50,761.64	49,661.64	0.00	462,462.29	462,462.29	0.00	0.00
7024 Maint-Bld-Im	0.00	9,865.88	9,865.88	0.00	30,513.38	30,513.38	73,295.00	73,295.00
7036 Office Expen	(7,457.85)	6,310.39	(1,147.46)	0.00	36,369.10	36,369.10	19,793.00	19,793.00
7040 Courier	0.00	0.00	0.00	0.00	0.00	0.00	5,680.00	5,680.00
7043 Prof & Spec	0.00	1,766,572.04	1,766,572.04	0.00	19,403,828.27	19,403,828.27	17,084,879.00	17,084,879.00
7059 Pub & Leg No	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
7062 Rent-Bldg	0.00	33,112.00	33,112.00	0.00	77,354.20	77,354.20	31,415.00	31,415.00



# County of Tulare

Report Name: Listing of Obligations and Budget  
Report ID: BA-A103  
Fiscal Year : 2025 | Accounting Period: 12 | Fund(s): 793 |  
Department: All | Unit: All | Activity: All

June 30, 2024

Report ID: BA-A103 | Report Date: 7/31/2025 | Report Time: 1:50 PM

Object	Current Period			Year to Date				
Code - Description	Encumbrances	Expenditures	Total Obligations	Encumbrances	Expenditures	Total Obligations	Current Budget	Adopted Budget
Fund: 793 - TCRTA JPA      Department: 793 - TCRTA JPA      Unit: 1000 - Tulare County      Activity:								
Appropriation:	793 - Department Tota							
7066 Spc Dept Exp	(3,326,297.24)	211,152.64	(3,115,144.60)	0.00	886,286.92	886,286.92	12,591,319.00	12,591,319.00
7073 Training	0.00	0.00	0.00	0.00	1,785.44	1,785.44	5,850.00	5,850.00
7074 Trans & Trav	0.00	0.00	0.00	0.00	4,291.30	4,291.30	17,930.00	17,930.00
7081 Utilities	0.00	44,053.82	44,053.82	0.00	460,411.05	460,411.05	240,099.00	240,099.00
7421 Int-Late Pay	0.00	3.15	3.15	0.00	1,072.78	1,072.78	1.00	1.00
APPR 793 Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00
ACTV Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00
Appropriation:	793CONT - Contingency							
7432 App/Cont-S/D	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
APPR 793CONT Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ACTV Totals:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
UNIT 1000 Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00
DEPT 793 Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00
FUND 793 Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00
Report Totals:	(3,334,855.09)	2,210,638.93	(1,124,216.16)	0.00	22,217,849.70	22,217,849.70	31,375,145.00	31,375,145.00



# County of Tulare

Report Name: Listing of Revenues vs Budget

Report ID: BA-A203

Fiscal Year: 2025 | Accounting Period: 12 | Fund(s): 793-793 | Department: All | Unit: All

June 30, 2024

Report Date: 7/31/2025 | Report Time: 1:52 PM

RSRC DESCRIPTION		CURRENT PERIOD		YEAR TO DATE		
CODE - DESCRIPTION		COLLECTED REVENUE	RECOGNIZED REVENUE	COLLECTED REVENUE	RECOGNIZED REVENUE	CURRENT BUDGET ADOPTED BUDGET
Fund: 793 - TCRTA JPA      Department: 793 - TCRTA JPA      Unit: 1000 - Tulare County						
4801 - Interest		41,724.74	41,724.74	272,878.18	272,878.18	1.00 1.00
5054 - State-Other		(1,000.00)	(1,000.00)	5,813,492.35	5,813,492.35	8,904,699.00 8,904,699.00
5220 - Fed-Other		0.00	0.00	0.00	0.00	0.00 0.00
5700 - Fed-Other		27,124.00	27,124.00	4,874,012.00	4,874,012.00	8,625,210.00 8,625,210.00
5835 - Oth Revenue		6,957.14	6,957.14	942,466.21	942,466.21	1,087,500.00 1,087,500.00
5841 - O/L Warrants		0.00	0.00	8,787.23	8,787.23	1.00 1.00
5873 - Pub Trans		218,474.28	218,474.28	918,878.74	918,878.74	450,000.00 450,000.00
UNIT 1000 Totals:		293,280.16	293,280.16	12,830,514.71	12,830,514.71	19,067,411.00 19,067,411.00
DEPT 793 Totals:		293,280.16	293,280.16	12,830,514.71	12,830,514.71	19,067,411.00 19,067,411.00
FUND 793 Totals:		293,280.16	293,280.16	12,830,514.71	12,830,514.71	19,067,411.00 19,067,411.00
Report Totals:		293,280.16	293,280.16	12,830,514.71	12,830,514.71	19,067,411.00 19,067,411.00



## Tulare County Regional Transit Agency

### **AGENDA ITEM IV-D**

**August 18, 2025**

**Prepared by Ashlee Compton, TCRTA Staff**

### **SUBJECT:**

**Action:** Approve Resolution 2025-030 Updated TCRTA 2025 Title VI Plan

### **BACKGROUND:**

It is within the Tulare county Regional Transit Agency's mission to ensure that its services are accessible to all passengers. The U.S. Department of Transportation in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Tulare County Regional Transit Agency's transit operations are partially funded by federal and state funds, making it imperative to maintain compliance with funding requirements to maintain service levels.

### **DISCUSSION:**

The Federal Transit Administration (FTA), as a condition of its grants, requires that recipients have an updated Title VI Program adopted by its governing body every three years. To maintain federal and state funding eligibility, the Tulare County Regional Transit Agency must submit a resolution of the Board of Directors adopting its Title VI Program for the next three years.

The purpose of TCRTA's Title VI program is as follows:

- A. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.
- B. Promote the full and fair participation in public transportation decision-making without regard to race, color, or national origin; and
- C. Ensure the meaningful access to transit-related programs and activities by persons with limited English proficiency (LEP).

Pursuant to the FTA Circular 47021.1B dated October 1, 2012, TCRTA is subject to the General Requirements of Chapter III and the system-wide service standards and system-wide service and system-wide service policies set forth for fixed route transit providers in Chapter IV. The remaining requirements of Chapter IV are not applicable because TCRTA does not meet the threshold of operating 50 or more fixed route vehicles in peak service and is not located in an Urbanized Area with a population of 200,000.

### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors adopt Resolution 2025-030 approving the Tulare County Regional Transit Agency's 2025 Title VI Program.

**FISCAL IMPACT:**

N/A

**ATTACHMENT:**

1. Resolution 2025-030 Adopt TCRTA 2025 Title VI Plan
2. Draft TCRTA 2025 Title VI Plan

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY APPROVING  
THE TULARE COUNTY REGIONAL TRANSIT AGENCY'S  
2025 TITLE VI PROGRAM**

**WHEREAS**, the Secretary of Transportation is authorized to make grants for public transportation; and

**WHEREAS**, the Tulare County Regional Transit Agency is interested in making applications for available Federal funds to support local transit services; and

**WHEREAS**, the contract for financial assistance will impose certain obligations upon the applicant, including provisions for the local share of project costs; and

**WHEREAS**, it is required by the U.S. Department of Transportation in accordance with the provisions of Title VI of the Civil Rights Act of 1964, in connection with the filing of an application for assistance under 49 U.S.C. Chapter 53, the applicant gives an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements thereunder; and

**WHEREAS**, the Federal Transit Administration requires an active Title VI Program.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, does hereby approve the Tulare County Regional Transit Agency's Title VI Program attached hereto as Exhibit 1, effective through July 31, 2028.

**BE IT FURTHER RESOLVED**, the Executive Director is hereby authorized to execute and file with such applications an assurance, or any other documents required by the U.S. Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.

**PASSED AND ADOPTED** this 18<sup>th</sup> day of August 2025 by the Board of Directors of the Tulare County Regional Transit Agency.

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_  
and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_

Larry Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-030 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_

Derek Winning  
Executive Director



## Title VI Program

2025

Adopted:  
Resolution No.:

**Prepared by:**

**Tulare County Regional Transit Agency  
200 E. Center Avenue  
Visalia, CA 93291  
(559) 623-0832**

*This document was prepared to comply with Title VI of the Civil Rights Act of 1964, including new provisions detailed in U. S. Department of Transportation's FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipient"*

## **TULARE COUNTY REGIONAL TRANSIT AGENCY (TCRTA)**

### **TCRTA STAFF**

Derek Winning, Executive Director

### **TCRTA SUPPORT STAFF**

Juana Sierra Perez, TCRTA Finance Manager

Christopher Acevedo, Transit Analyst

Ashlee Compton, Administrative Clerk II

## **The Tulare County Regional Transit Agency Board of Governors**

Maribel Reynosa Vice Chair/Kuldip Thusu.....	City of Dinuba
Vicki Riddle/Frankie Alves .....	City of Exeter
Greg Gomez/Armando Hinojosa .....	City of Farmersville
Misty Villareal/Joe Soria .....	City of Lindsay
Terry Sayre/Patrick Isherwood .....	City of Tulare
Jose Martinez/Rudy Mendoza.....	City of Woodlake
Larry Micari Chair/Amy Shuklian .....	County of Tulare
Vacant .....	Tule River Tribe

### **EX OFFICIO MEMBERS**

---

Georgina Landecho.....	CalVans
Liz Wynn .....	TCAG Public Transit Representative

# Table of Contents

SECTION I: Introduction .....	1
<i>Tulare County Regional Transit Agency</i> .....	1
SECTION II: TCRTA’s Title VI Notice to the Public .....	3
<i>List of Locations Where Title VI Notice is Posted</i> .....	4
SECTION III: Complaint Procedure .....	5
<i>How to File a Title VI Complaint with TCRTA</i> .....	5
<i>TCRTA Title VI Complaint Form</i> .....	7
<i>Table 3-1 List of TCRTA Title VI Investigations, Complaints, and Lawsuits</i> .....	9
SECTION IV: Public Participation Plan .....	10
<i>Introduction</i> .....	10
<i>Identification of Affected Stakeholders</i> .....	10
<i>Minority Populations</i> .....	10
<i>Low-Income Populations</i> .....	10
<i>Table 4-1 Service Area Population by Race/Ethnicity</i> .....	11
<i>Purpose of the Public Participation Plan</i> .....	11
<i>Public Involvement Process</i> .....	12
<i>Outreach Strategies</i> .....	12
<i>Annual Unmet Transit Needs Process</i> .....	13
<i>Public Comment for Fare Increases and Major Service Changes</i> .....	16
<i>Participation Plan Updates</i> .....	17
SECTION V: Limited English Proficiency Plan (LEP) .....	34
<i>Introduction</i> .....	34
<i>Background</i> .....	34
<i>Four-Factor Analysis</i> .....	35
<i>Table 5-1 TCRTA Languages Spoken at Home</i> .....	36
<i>Outreach Budget Title VI</i> .....	39
<i>Language Assistance Measures</i> .....	40
<i>Providing Notice to LEP Persons</i> .....	41
<i>Monitoring and Updating the LEP Plan</i> .....	41
<i>Staff LEP Training</i> .....	41
SECTION VI: Minority Representation on Non-Elected Transit Advisory Council .....	43
SECTION VII: TCRTA Determination of Site or Location of Facilities .....	44
SECTION VIII: TCRTA System-Wide Standards & Policies .....	45

<i>City of Tulare Service Standards</i> .....	45
<i>Dinuba D1-D4 &amp; Commuter Service Standards</i> .....	47
<i>City of Exeter &amp; Farmersville Service Standards (Visalia Transit)</i> .....	49
<i>County of Tulare &amp; City of Lindsay TCRTA</i> .....	53
<i>City of Woodlake</i> .....	56
<i>TCRTA On-Demand/Microtransit Service</i> .....	58
<i>Subrecipient Compliance Requirements</i> .....	59
SECTION IX: Board Resolution .....	60
SECTION VIII:	Appendix
<i>Appendix A: TCRTA Title VI Notice to the Public (Spanish)</i> .....	61
<i>Appendix B: TCRTA Title VI Complaint Form (Spanish)</i> .....	62
<i>Appendix C: Title VI FTA Program Checklist</i> .....	64



---

## ***I. Introduction***

---

### **Tulare County Regional Transit Agency (TCRTA)**

Federal Transit Administration (FTA) Circular 4702.1B requires Tulare County Regional Transit Agency (TCRTA) as a provider of public transit that receives federal funds to prepare a Title VI Program triennially. The TULARE COUNTY REGIONAL TRANSIT AGENCY (“TCRTA” or “Transit Agency”) is a joint powers agency formed by the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, Woodlake, and the County of Tulare (each, a “Member Agency” and together, the “Member Agencies”) pursuant to Section 6500 et seq. of the Government Code of the State of California through the adoption of a Joint Powers Agreement that became effective on August 17, 2020 (the “Joint Powers Agreement”).

Subsequently, the TCRTA Board authorized the membership of the Tule River Indian Tribe of California to the agency at a special meeting held on August 24, 2022.

The purpose of the Joint Powers Agreement is to empower the Member Agencies to exercise their common powers by the formation and operation of TCRTA, with full power and authority to own, operate, and administer a public transportation system. TCRTA is and shall operate as a public agency separate and apart from the Member Agencies.

Currently, TCRTA member agencies provide Fixed Route, ADA Paratransit, and on-demand/Microtransit services. TCRTA is governed by an 8-member Board of Governors. This Board is composed of one representative and an alternate from each of the six cities, Tule River Tribe and one member and alternate from the County of Tulare. County Counsel from the County of Tulare provides legal support. TCRTA had formed several committees but disbanded them in the last year.

TCRTA is committed to ensuring that no person shall be excluded from the equal distribution of transit services based on race, color, or national origin in their programs or activities, and it obligates Federal funding agencies to enforce compliance. The program objectives are as follows:

1. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner;
2. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin;
3. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency (LEP).

Section 601 of Title VI of the Civil Rights Act of 1964 states the following:

*No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.*

TCRTA is committed to ensuring all persons have equal access to its projects, programs, and activities. Discrimination on the basis of race, color, national origin, Limited English Proficiency (LEP), sex, age or disability will not be tolerated at any time. The following document establishes a framework to ensure that TCRTA is compliant with Title VI.

---

## II. TCTRA's Title VI Notice to the Public

---



### Notification of Rights Under Title VI

Tulare County Regional Transit Agency (TCRTA) is committed to ensuring that no person shall be excluded from the equal distribution of transit services and amenities because of race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964.

- TCRTA provides its services and programs without regard to race, color, and national origin in full compliance with Title VI.
- Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI while using the transit services of TCRTA may file a complaint with TCRTA.
- For more information about TCRTA's Title VI civil rights program, and the procedures to file a complaint, contact the TCRTA Office at (559) 623-0832, visit our website <http://www.gotcrtat.org/>; or visit our administrative office at 200 E. Center Ave, Visalia, CA 93291.
- A complainant may file a complaint directly with the Federal Transit Administration at the following address:

Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

*If information is needed in another language, contact (559) 623-0832.*

*Si se necesita esta información en español, llame (559) 623-0832.*

TCRTA Executive Director

CITY OF DINUBA CITY OF EXETER CITY OF FARMERSVILLE CITY OF LINDSAY  
CITY OF TULARE CITY OF WOODLAKE COUNTY OF TULARE  
TULE RIVER TRIBE OF CALIFORNIA

## **List of Locations Where Title VI Notice is Posted**

TCRTA's Title VI notice to the public is currently posted at the following locations:

- TCRTA's front reception area
- TCRTA's conference room
- TCRTA's break room
- TOMF (reception area)  
2530 Road 140  
Visalia, CA 93277
- Dinuba Transit Center (main customer area)  
180 W. Merced Street  
Dinuba, CA 93618
- Porterville Transit Center (main customer area)  
61 W. Oak Avenue  
Porterville, CA 93257
- Tulare Transit Center (main customer area)  
360 N. K Street  
Tulare, CA 93274
- Posted on all TCRTA vehicles (bus cards)
- TCRTA's website: <https://gotcрта.org/?s=Title+VI>

---

### ***III. Title VI Complaint Procedures***

---

#### **How to File a Title VI Complaint with TCRTA**

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by TCRTA may file a complaint by completing and submitting TCRTA's Title VI Complaint Form. A complaint may be filed by the individual or by a representative. Complaints must be filed within 180 days after the date of the alleged discrimination. TCRTA will promptly investigate all complete complaints; complaints received with incomplete information may result in delayed investigations and responses.

The following procedures will be followed to investigate formal Title VI complaints:

- Within 10 business days of receiving a written complaint, the Title VI Coordinator or his/her designee shall send a letter to the complainant acknowledging receipt of the complaint and determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office and will be provided with a contact name and phone number of the personnel assigned to investigate the complaint.
- The investigation will be conducted and completed within 30 days of receipt of the formal complaint.
- If more information is needed to resolve the complaint, TCRTA may contact the complainant. The complainant has 10 business days from the date of the request to send the additional information to the investigator assigned to the case (Title VI Coordinator or his/her designee ). If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, TCRTA can administratively close the case.
- A case can be administratively closed if the complainant no longer wishes to pursue their case.
- The complainant will be notified in writing of the cause of

- any planned extension to the 30-day rule.
- Following the investigation, the Title VI Coordinator will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
- TCRTA's personnel files are confidential; therefore, specific information on disciplinary actions resulting from the complaints will not be divulged.
- If the complainant is unsatisfied with the decision, he/she has 30 days after the date of TCRTA's closure letter or the LOF to appeal to the TCRTA's Board of Governors. The complainant is entitled to review the denial, to present additional information and arguments, and to separation of functions (i.e., a decision by a person not involved with the initial decision to deny eligibility).
- The complainant is entitled to receive written notification of the decision of the appeal and the reasons for it.
- Any timeline set forth herein may be extended by TCRTA upon a showing of good cause. The complainant will be notified in writing of such a change.
- The complainant may also file a complaint directly with the Federal Transit Administration (FTA), by contacting:

FTA Office of Civil Rights  
 ATTN: Title VI Program Coordinator  
 East Building, 5<sup>th</sup> Floor – TCR  
 1200 New Jersey Ave., SE  
 Washington, DC 20590

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

## TCRTA Title VI Complaint Form

SECTION I: Please write legibly		
Name:		
Address:		
City:	State:	ZIP Code:
Telephone:	Secondary Phone ( <i>Optional</i> ):	
Email Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
SECTION II:		
Are you filing this complaint on your own behalf?	YES*	NO
*If you answered “yes” to this question, go to Section III.		
If you answered “no” to this question, please supply the name and relationship of the person for whom you are complaining?		
Please explain why you have filed for a third party:		
Please confirm that you have obtained permission from the aggrieved party to file on their behalf.	YES	NO
SECTION III:		
I believe the discrimination I experienced was based on ( <i>check all that apply</i> ): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of alleged discrimination (mm/dd/yyyy)		
<p>Explain as clearly as possible <b>what happened</b> and why you believe you were discriminated against. Describe all person(s) who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.</p>		

# TCRTA Title VI Complaint Form

## Page 2

SECTION IV:		
Have you previously filed a Title VI complaint with TCRTA?	YES	NO
SECTION V:		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? <input type="checkbox"/> YES* <input type="checkbox"/> NO *If yes, check all that apply: <input type="checkbox"/> Federal Agency _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> Local Agency _____ <input type="checkbox"/> State Court _____		
If you answered "yes" to previous question, provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		Email:
SECTION VI:		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date are required below to complete the form:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please submit this form in person or mail this form to the address below:

Tulare County Regional Transit Agency (TCRTA)

Title VI Coordinator

200 E. Center Avenue

Visalia, CA 93291



## List of Title VI Investigations, Complaints, and Lawsuits

TCRTA has not been involved in any Title VI investigations, complaints, or lawsuits.

Below is the summary table TCRTA utilizes to Record Title VI complaints.

Table 1-1				
Tulare County Regional Transit Agency Title VI Complaint Log				
Case #	Date Filed (mm/dd/yyyy)	Basis of Complaint (race, color or national origin)	Status	Disposition action(s) taken
Complaints	None	N/A	none	N/A
1.				
2.				
Investigations	None	N/A	none	N/A
1.				
2.				
Lawsuits	None	N/A	none	N/A
1.				
2.				

---

## ***IV. Public Participation Plan***

---

### **Introduction**

TCRTA is committed to providing an open and visible decision-making process for its transit services, by involving traditionally under-served persons such as persons of race, color or national origin, low-income and the elderly, those addressed by the Americans with Disabilities Act (ADA) and Native American tribal governments and communities in any transit-related decisions. This includes implementing strategies for engaging minority, low-income, and Limited English Proficient (LEP) populations in the course of conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement.

The TCRTA's Public Participation Plan for its transit services establishes strategies for involving the public in transit planning efforts to ensure that all groups are represented, and their needs considered. TCRTA is committed to ensuring it serves its residents fairly, consistently and in the most cost-efficient and appropriate manner within available resources. Through collaboration with riders, prospective riders, and the community at-large, TCRTA will be able to assess the quality of its service, measure potential impacts to the community from TCRTA transit planning and decision-making activities and ensure that it provides valuable transit services to the residents and visitors of its transit service area.

### **Identification of Affected Stakeholders**

In developing the Public Participation Plan, TCRTA analyzed the demographics for minority, and LEP populations of their transit service area (City of Tulare, Dinuba, Lindsay, Woodlake, Farmersville, Exeter, Tule River Tribe and Tulare County).

### **Minority Populations**

According to the U.S. Census Bureau, racial and ethnic minority populations are defined as persons other than "non-Hispanic White alone." Table 4-1 (on the following page) shows a breakdown of the TCRTA's service area population by race and ethnicity.

Minority populations comprise over 73% of the population within the TCRTA service area. Hispanics are the largest minority, with nearly 65% of the total population. Asians comprise the next largest minority group at 3.5% of the service area's total population.

### **Low-Income Populations**

According to the U.S. Census Bureau, low-income households are classified as below poverty "if their total family income or unrelated individual income was less than the poverty threshold specified for the applicable family size, age of householder, and number of related children under 18 present." Low-income populations are less likely to have access to a vehicle making them more dependent on transit for their travel needs.

**Table 2-1: Service Area Population by Race/Ethnicity**

Category	City of Tulare	City of Exeter	City of Farmersville	City of Dinuba	City of Lindsay	City of Woodlake	Tulare County	Service Area Total	% of Service Area Pop.
<i>Total Population</i>	<i>71,093</i>	<i>10,280</i>	<i>10,336</i>	<i>25,201</i>	<i>12,572</i>	<i>7,651</i>	<i>275,876</i>	<b>413,009</b>	100.00%
Hispanic	49,038	5,665	9,213	22,281	11,126	6,755	163,985	<b>268,063</b>	64.90%
White	16,582	4,088	998	2,099	1,190	594	87,232	<b>112,783</b>	27.31%
Black or African American	1,113	14	0	69	51	86	4,387	<b>5,720</b>	1.38%
American Indian & Alaska Native	414	24	32	32	14	15	1,226	<b>1,757</b>	0.43%
Asian	2,970	263	27	200	151	79	10,904	<b>14,594</b>	3.53%
Native Hawaiian & Other Pacific Islander	236	0	22	0	14	20	95	<b>387</b>	0.09%
Two or More Races	471	189	44	304	0	86	6,878	<b>7,972</b>	1.93%
Some Other Race Alone	269	37	0	216	14	16	1,181	<b>1,733</b>	0.42%

Source: U.S. Census Bureau, American Community Survey (ACS) 2023 Census

## Purpose of the Public Participation Plan

TCRTA is committed to providing an open and visible decision-making process for its transit services. TCRTA, by formal Memorandum of Understanding (MOU) with its member agencies (City of Tulare, City of Dinuba, City of Lindsay, City of Woodlake, Tule River Tribe and Tulare County) has prepared this Public Participation Plan to involve the public in transit planning efforts. It offers ample opportunities for the public to be involved in the identification of social, economic, and environmental impacts of proposed transit-related decisions. This includes implementing strategies for engaging minority, low-income, and limited English Proficient (LEP) populations while conducting public outreach activities, in accordance with Federal Transit Administration (FTA) Circular 4702.1B Chapter III-5 Promoting Inclusive Public Involvement. Public participation is a vital part of the process to ensure the transit riders, prospective riders, and the public, are involved in any decisions that are made in the operation of the transit system.

TCRTA will encourage broad comment and input, including complaints, on any proposed fare changes, service changes, and any transit policies on behalf of its member agencies. TCRTA provides public transportation planning services on behalf of its member agencies. These functions include, but are not limited to, the following:

- To operate a public transportation system to service the incorporated areas of the cities who are Member agencies and the unincorporated areas of Tulare County.
- To acquire, hold, and dispose of real and personal property
- To acquire, construct, manage, and/or operate any facilities or improvements
- To own, lease, operate, and maintain vehicles and other property and equipment, which are necessary or reasonable
- To expend funds. This power shall be limited only by the availability as indicated in Joint Powers Agreement
- To sue and be sued in its own name
- To make or enter into contracts for services
- To provide and enter into agreements for transportation services to locations outside the jurisdiction and boundaries of any of the Member Agencies

## **Public Involvement Processes**

The public participation process will be considered at the earliest stages of any TCRTA transit project or decision that may impact the surrounding community, TCRTA riders, or potential riders. Project specific outreach efforts will be tailored to the populations affected and the type of plan, project, or service under consideration.

TCRTA will establish and maintain contacts with local non-profit organizations, advocacy groups, and public agencies that aid minority, low-income, and LEP clients. These agencies have insight into the transportation needs of their clients and prove valuable in overcoming barriers to public participation.

## **Outreach Strategies**

The following strategies will ensure that public input is invited and all foreseeable impacts to the community are considered for all transit projects. The TCRTA may elect to use all or some of these outreach strategies as deemed appropriate to the specific project.

At a minimum, TCRTA staff will implement the following outreach strategies:

- Public meetings will be held in locations that are accessible to transit riders, potential riders, LEP individuals, low-income, minorities and people with disabilities, and will be scheduled at times that are convenient for members of the public to attend.
- Public meetings and hearings will be broadly advertised in the community in both English and Spanish. This will be accomplished by placing posters at all TCRTA transit centers, on board all TCRTA buses, at major transit stops, on the TCRTA and member agencies website and in the local paper.
- Notification will be provided regarding the availability of language assistance at public meetings and hearings. Spanish interpretation or translation at public

meetings will be provided by TCRTA staff, or an outside interpreter, as is appropriate and necessary.

In addition, TCRTA will consider implementing the following outreach strategies to complement minimum requirements, as appropriate:

- Advertise public meetings at additional venues (libraries, community centers, senior centers, human service organizations, schools, etc.), through email blasts, radio, TV, or newspaper ads on stations and in publications that serve LEP populations. Use Instagram, Facebook announcements/ads, and other social media sites if appropriate.
- Presentations to schools, non-profit and community organizations, public agencies, businesses, etc. TCRTA transit staff set up a booth at non-profit organizations and community organizations.
- Coordinate with community- and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Posting schedules and fare information at many locations throughout Tulare County and adjacent counties such as Community Resource Centers, Human Services, Behavioral Health and Domestic Violence Agencies, as well as common shopping and social areas.
- Attend already existing community meetings and events throughout Tulare County, such as school meetings, local fairs/festivals, parades, faith-based events, and other community activities to invite participation from minority, low-income, and LEP populations who may not attend TCRTA hosted public events.
- Conduct “Travel Trainings” for potential riders (including senior center residents), at community resource centers, and for stakeholders to help them understand how to use the website, ride the bus, and interpret the bus route schedule.
- Coordinating with service agencies to attend or present information at meetings. Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.
- Conduct rider and non-rider surveys on board all TCRTA buses.

## **Annual Unmet Transit Needs Process**

The Tulare County Association of Governments (TCAG), as the regional transportation planning agency for Tulare County, is required under the California Transportation

Development Act (TDA) to conduct an annual formal hearing process that solicits information about transit needs within Tulare County. Public participation is a key component of the TDA. Prior to making any allocation to member agencies (such as the TCRTA) not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, TCAG must annually identify the unmet transit needs of all residents in the County and those needs that are reasonable to meet. This process involves public outreach and a public hearing before the TCAG Board to solicit comments on unmet transit needs that might be reasonable to meet by establishing or expanding public transportation services, and the adoption by resolution of findings related to public comments. TCRTA is responsible for implementing service changes to accommodate any unmet needs within its jurisdiction that are found to be “reasonable to meet,” prior to receiving TDA funding for that year. Public comments are invited through a wide array of mailing lists and agency contacts, by surface mail, email, on Facebook (FB) and through testimony received in-person, by phone, or at the hearing. Bilingual posters and comment cards are posted at key stakeholder agencies and community organizations, as well as at all transit centers and onboard all buses that operate within Tulare County including TCRTA. The hearing is conducted in both English and Spanish, and Spanish interpreters are present to assist with public testimony.

The establishment of the Social Service Transportation Advisory Council (SSTAC) was required in the legislation. The SSTAC assists TCAG in soliciting input of transit dependent and transit disadvantaged persons, including the elderly, handicapped, LEP and persons of limited means. TCAG consults with the SSTAC at a publicly advertised meeting regarding Unmet Transit needs. After all the transit providers have reviewed and responded to any comments received via the unmet transit needs process the SSTAC reviews the comments and responses. The Council votes on each need to determine if it is an Unmet Transit Needs that is reasonable to meet, an Unmet Transit Need that is not reasonable to meet, or it is an operational issue and therefore not an unmet transit need. Any comments that are deemed an Unmet Transit Need that is reasonable to meet within the TCRTA service area must be addressed by TCRTA the following fiscal year.





# Unmet Transit Needs

Tell us how we can make public transportation in Tulare County work for you!

*Cuéntenos cómo podemos hacer que el transporte público del Condado de Tulare funcione para usted.*

Send us a comment or participate in a public hearing! All mailed comments must be received by March 31, 2025.

*¡Envíanos un comentario o participa en una audiencia pública! Todos los comentarios enviados por correo deben recibirse antes del 31 de marzo de 2025.*

Send Comments To:

**O COMUNÍQUESE CON NOSOTROS:**



210 N. Church Street, Suite B, Visalia, CA 93291  
559-623-0450 • [tcaginfo@tularecag.ca.gov](mailto:tcaginfo@tularecag.ca.gov)

**Unmet Needs Hearing is**  
**Monday, March 17, 2025 at 1:00 PM**  
***La audiencia pública de necesidades no***  
***cumplidas es el***  
***Lunes, 17 de marzo de 2025 a las 13:00***  
**Tulare County Board of Supervisors Chambers**  
**2800 W. Burrell Ave., Visalia, CA 93291**



## BUS SYSTEM COMMENTS COMENTARIOS SOBRE EL SISTEMA DE AUTOBUS

Name | Nombre:

Address | Dirección:

City/Zip | Ciudad/Zona Postal:

Phone Number | Número de Teléfono:

Comments | Comentarios:

Please provide as much specific information about your request as possible.  
*Por favor describa detalles sobre su solicitud.*

Comments are evaluated annually on March 31st.

*Los comentarios son evaluados cada año para el 31 de Marzo.*

[www.TulareCOG.org](http://www.TulareCOG.org) - (559) 623-0450

**Sa karagdagan impormasyon o para**  
**isubmit ang kailangang transportasyon,**  
**maari po lamang tumawag sa**  
**(559) 623-0450 para mabigyan ng**  
**kadagdagang instruksyon.**

**[Publicinput.com/transitneeds](https://Publicinput.com/transitneeds)**

The SSTAC is comprised of diverse public citizens of the community and takes public comments and/or testimony prior to initiation of each meeting. TCRTA will collaborate with TCAG and attend the SSTAC annual Unmet Transit Needs Public Hearing as well as attend all the quarterly meetings.

TCRTA staff may consult FTA Circular 4703.1 (Environmental Justice Policy Guidance for Federal Transit Administration Recipients <https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/environmental-justice-policy-guidance-federal-transit> ) for additional strategies that may be incorporated into the Public Participation Plan.

## **Public Comment on Fare Increases and Major Service Changes**

The FTA requires that all transit agencies operating in urbanized areas hold a public hearing prior to the implementation of a fare increase or a major service change. A “major” service change is defined as a modification that affects 25% or more of a single route, or 25% or more of all routes.

The public hearing will be scheduled as part of a regular TCRTA Board meeting. The hearing will be broadly advertised in the community in both English and Spanish through posters at all transit centers, onboard TCRTA buses, and at major transit stops, on TCRTA’s website, and in the local newspaper. The hearing will be advertised through targeted outreach to community organizations and individuals, as appropriate to the proposed change. The public hearing will consist of a staff report before the TCRTA Board, followed by public testimony. Public comments may be submitted in person at the hearing or may be submitted prior to the meeting date. All comments will be presented to the TCRTA Board prior to approval of the proposed fare increases or major service change.



## Public Participation Plan (PPP) Updates

The Public Participation Plan (PPP) is not intended to be a static document. It will be periodically reviewed to evaluate its effectiveness in promoting public participation for LEP persons in TCRTA's transportation planning processes. The Plan will be comprehensively reviewed every three years (at a minimum) in conjunction with the updating of the Title VI Program. In addition, the PPP is subject to additional updates due to changes in state and federal law and to address any needed changes as a result from the input of the public, other public agencies, organizations, and other stakeholders which represent various segments of the public in transportation planning processes.

TCRTA will continually strive to track and document all our outreach events. Our staff is committed to reach out to all minority, low income and LEP individuals when holding any transportation outreach events.

Included in this report are some of the outreach events that are highlighted in the PPP. TCRTA continually strives to track and document all our outreach events. Our staff is committed to reach out to all minority, low income and LEP individuals when holding any transportation outreach events.

### Ducor Resource Fair 04/06/2023 5:00 p.m. to 7:00 p.m. – Ducor Union Elementary School



**This page intentionally left blank.**

### Outreach Log: April 2023-Present

<b>Outreach Location/Event</b>	<b>Date &amp; Time</b>	<b>Materials/Info Distributed</b>	<b>Staff in Attendance</b>	<b>Program Description</b>	<b>Notes</b>
Ducor Resource Fair @ Ducor Union Elementary School	4/6/2023, 5-7pm	Route Brochures (C70, C80, C90, C40)	Albert Barragan & Olivia Forte	Ducor Elementary Family Event/Community Resource Fair	High turn-out, many learned they had a bus route come through Ducor
Poplar Community Health Fair	4/7/2023, 3-6pm	Route Brochures (C70, C80, C90, C40)	Olivia Forte & Giancarlo Bruno (TCAG info)	Poplar - Health Fair Series/Community Resource Fair	High turn-out, many learned about route options to Porterville
Strathmore Community Health Fair	4/8/2023, 1-3pm	Route Brochures (C90, C40, C70)	Teresa Ortega & Olivia Forte	Strathmore - Health Fair Series/Community Resource Fair	Good turnout, Easter event – attendees awarded for visiting booth and interacting
Southern Sierra Century Ride - Woodlake	4/15/2023, 7:30am-3pm	Route Brochures (C30, 11X)*?	Albert Barragan & Olivia Forte, TCAG Staff	Bike Ride event through City of Woodlake	
Dinuba Transit Center – Public Notice Boothing	2/6/2024, 6-7pm	Dinuba & N. County Service Zone posters and flyers, TRANSPORT FAQ page, surveys for N. County <i>only</i> , public comment notice (Board meeting)	Teresa Ortega, Albert Barragan, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	No survey responses Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"

**This page intentionally left blank.**

## Woodlake Transit Center – outreach event community

# TCRTA wants to hear from you!

The **Tulare County Regional Transit Agency** is making changes to its microtransit service. **TRANSPORT** is an accessible, shared-ride, on-demand service with a flexible on-call schedule allowing you to request a ride, as needed.

Join us to find out more:

Whitney Transit Center (210 E Lakeview)

February 7, 2024

6:00 pm to 7:00 pm



# ¡TCRTA quiere saber de usted!

La **Agencia de Transporte Regional del Condado de Tulare** está realizando cambios en su servicio de microtransito. **TRANSPORTE** es un servicio accesible, de viaje compartido y a pedido con un horario de guardia flexible que le permite solicitar un viaje, según sea necesario.

Únase a nosotros para saber más:

Centro de tránsito Whitney (210 E Lakeview)

7 de febrero de 2024

6:00 pm to 7:00 pm



**This page intentionally left blank.**

Whitney (Woodlake) Transit Center – Public Notice Boothng	2/7/2024, 6-7pm	Woodlake Service Zone poster and flyers, service surveys, TRANSPORT FAQ page, public comment notice (Board meeting)	Olivia Forte, Albert Barragan, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Received 1.5 survey responses Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Porterville Transit Center – Public Notice Boothng	2/8/2024, 6-7pm	Porterville-Lindsay Service poster and flyers, TRANSPORT FAQ page & app QR page, public comment notice (Board meeting)	Albert Barragan & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Lindsay Branch Library – Public Notice Boothng	2/8/2024, 6-7pm	Porterville-Lindsay service area flyers, TRANSPORT FAQ page & app QR page, public comment notice (Board meeting)	Teresa Ortega, Olivia Forte, & Abul Hassan	Provided attendees information on TRANSPORT service coming to the area and invited them to February Board meeting for public comment	Photos in February Board agenda presentation "M:\Microtransit\Via Mobility\Public Outreach\Phase 2 Events"
Tulare Public Library – Public Notice Boothng	5/30/2024, 6-7pm	VIFT, T-SC, LSPCC service zone flyers, FAQ and app page, public comment notice (Board meeting)	Teresa Ortega & Olivia Forte	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach



## DINUBA TRANSIT CENTER – handing out transit information



## Tulare County Health Fair 2024 – Visalia outreach event





Tulare County Health Fair- Visalia Convention Center	10/2/2024	FAQ and app page, banners, app QR, and giveaway items (branded by A&H)	Olivia Forte & Ashlee Compton; Teresa Ortega & Melissa Cashen	Tulare County Health Fair is attended by County employees and Retirees. Provided attendees with Micro Transit information through Service zone flyers, FAQ page, App QR code, banners, giveaway items branded by Archer and Hound.	
Farmworker Women's Conference – Visalia Convention Center	10/31/2024	FAQ and app page All five service zone flyers, banners, app QR, Fixed Route brochures, and giveaway items (branded by A&H)	Teresa Ortega & Ashlee Compton; Olivia Forte & Melissa Cashen	Provided attendees with information on TCRTA Micro Transit and Fixed routes. Service zone maps, FAQ page with app page, App QR code, banners, fixed route brochures. Giveaway items branded by Archer and Hound.	
Reedley College Resource Fair	2/5-2/6/2025	FAQ and app page. Banners, app QR, fixed route brochures, giveaway items (branded by A&H)	Clay Landis & Gali Cashen; Melissa Cashen & Gali Cashen	Provided attendees (college students from Reedley, Selma, Dinuba, etc.) with information on TCRTA microtransit	

				and fixed route services.	
--	--	--	--	------------------------------	--

## Reedley College Resource Fair – outreach event February 2025



## Tulare County Fair Parade – September 2024 City of Tulare







**Date:** Wednesday, March 19, 2025

**Time:** 1:30 p.m. - 6:00 p.m.

**Location:** The Dream Center

**Audience:** Students, Families, and School Staff

*Join us for the Tulare County Office of Education Foster and Homeless Youth Education Services Community Connection Expo! An empowering event dedicated to fostering strong bonds between families, districts, and community partners. This unique gathering serves as a dynamic platform where communities come together to share ideas, resources, and insights, creating a vibrant network of support.*

Tour the Dream Center | Guest Speakers | Community Booths | Spring Family Photobooth  
Health Screening | Arts and Crafts Activities | Student Raffle | Appetizers and Refreshments



**The Dream Center**  
1730 W. Walnut Ave., Visalia CA 93277  
Phone: (559) 302-3622  
Email: dreamteam@tcoe.org

**Tulare County**  
**Office of Education**  
Tim A. Hine, County Superintendent of Schools



**Fecha:** Miercoles, Marzo 19, 2025

**Tiempo:** 1:30 p.m. - 6:00 p.m.

**Localización:** Centro de Sueño

**Audiencia/Público:** Estudiantes, Familias, y Personal Escolar

*¡Te invitamos al Evento de Conexión Comunitaria de los Servicios de Educación para Niños en cuidado de Crianza y Personas Sin Hogar. Un evento para fortalecer la conexión entre las familias, los distritos escolares, y las organizaciones de la comunidad. Este evento está pensado para reunir a todos, compartir ideas, y recursos y construir una red de apoyo para cada uno.*

Visita al Centro de Sueños | Presentadores | Recursos de la Comunidad | Sesión de fotos para familias  
Exámenes de Salud | Actividades para Niños | Rifa Escolar | Bocaditos y Bebidas



**Centro de Sueño**  
1730 W. Walnut Ave., Visalia CA 93277  
Phone: (559) 302-3622  
Email: dreamteam@tcoe.org

**Tulare County**  
**Office of Education**  
Tim A. Hine, County Superintendent of Schools

## City of Tulare Public Library – outreach event community

### TCRTA wants to hear from you!

The **Tulare County Regional Transit Agency** is making changes to its microtransit service. **TRANSPORT** is an accessible, shared-ride, on-demand service with a flexible on-call schedule allowing you to request a ride, as needed.

Join us to find out more:

**Tulare Public Library**  
475 N. 'M' Street, Tulare, CA 93274

**May 30, 2024**  
6:00 pm to 7:00 pm



Powered by VIA  
TCRTA

### ¡TCRTA quiere saber de usted!

La **Agencia de Transporte Regional del Condado de Tulare** está realizando cambios en su servicio de microtransito. **TRANSPORTE** es un servicio accesible, de viaje compartido y a pedido con un horario de guardia flexible que le permite solicitar un viaje, según sea necesario.

Únase a nosotros para saber más:

**Biblioteca pública de Tulare**  
475 N. Calle 'M', Tulare, CA 93274

**30 de mayo de 2024**  
6:00 pm a 7:00 pm



Powered by VIA  
TCRTA

Farmersville City Hall – Public Notice Boothng	5/31/2024, 12-1pm	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Clay Landis & Melissa Cashen	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Tipton Elementary School – Public Notice Boothng	6/5/2024, 5-6pm	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Clay Landis & Teresa Ortega	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Tulare County Library – Public Notice Boothng	6/6/2024	All five service zone flyers, FAQ and app page, public comment notice (Board meeting)	Melissa Cashen & Olivia Forte	Provided attendees information on TRANSPORT service coming to the area and invited them to June Board meeting for public comment	Used in June 2024 board presentation on Microtransit Public Outreach
Visalia Rawhide Game – Micro Campaign	8/27/2024	All five service zone flyers, banners, app QR, surveys, and giveaway items (branded by A&H)	Melissa Cashen & Olivia Forte	All five service zone flyers, banners, app QR, surveys	Survey info will be tabulated and provided to TCRTA by end of September 2024
Visalia Farmers' Market at Akers & Tulare	8/28/2024	All five service zone flyers, banners, app QR, surveys, and giveaway items (branded by A&H)	Teresa Ortega & Clay Landis	All five service zone flyers, banners, app QR, surveys	Survey info will be tabulated and provided to TCRTA by end of September 2024



## FARMERWORKER WOMENS CONFERENCE 2024- outreach event



## Visalia Rawhide Ballpark – outreach event



Reedley College Resource Fair	2/5-2/6/2025	FAQ and app page. Banners, app QR, fixed route brochures, giveaway items (branded by A&H)	Clay Landis & Gali Cashen; Melissa Cashen & Gali Cashen	Provided attendees (college students from Reedley, Selma, Dinuba, etc.) with information on TCRTA microtransit and fixed route services.	
TCOE Community Connection Expo	3/19/2025	Microtransit Presentation by Executive Director provided as well as microtransit materials (FAQ and app page, branded banners, app QR, and fixed route brochures)	Derek Winning and Ashlee Compton	Provided a presentation to attendants (fellow organizers, parents, and other district constituents.	



City of Farmersville – outreach event



## County of Tulare Health Fair – Visalia Convention Center



# County of Tulare Employee HEALTH FAIR



Master Gardeners &  
Master Food Preservers  
Demo  
San Joaquin A Room  
11:00 AM

**FLU SHOTS  
BOOTH # 46**

**GLUCOSE TESTING  
BOOTH # 57 & # 58**

**MASSAGE CHAIRS  
BOOTH # 54 - # 56**

**VENDOR BOOTHS,  
ACTIVITIES,  
DEMONSTRATIONS,  
RAFFLE PRIZES &  
MORE!**

Get inspired as  
Vice Chair Vander Poel  
delivers his welcoming  
speech!

**PET  
ADOPTION  
BOOTH # 4**



*New*  
**VENDOR  
ALERT!**

Sequoia Vein & Wound  
offering free vein ultrasounds!

**VISALIA CONVENTION CENTER**  
303 E. ACEQUIA AVE, VISALIA  
**October 2, 2024**  
**8:00 AM - 4:00 PM**



We value your feedback! Complete the employee survey to  
be entered in for a raffle prize. See raffle table for details.



HUMAN RESOURCES  
& DEVELOPMENT  
TULARE COUNTY



+559-636-4911



OEHealth@tularecounty.ca.gov

---

## ***V. Limited English Proficiency (LEP) Plan***

---

### **Introduction**

The Limited English Proficiency (LEP) Plan has been prepared to address TCRTA's responsibilities as a recipient of federal financial assistance as they relate to the needs of individuals with limited English proficiency language skills. The plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq. and its implementing regulations, which state that no persons shall be subjected to discrimination on the basis of race, color, or national origin.

Executive Order 13166, titled Improving Access to Services for Persons with Limited English Proficiency, indicates that differing treatment based upon a person's inability to speak, read, write, or understand English is a type of national origin discrimination. It directs each agency to publish guidance for its respective recipients clarifying their obligation to ensure that such discrimination does not take place. This order applies to all state and local agencies which receive federal funds, including all TCRTA departments receiving federal grant funds.

TCRTA has developed this Limited English Proficiency (LEP) Plan to address TCRTA's Transit responsibilities as a recipient of federal financial assistance as they relate to the needs of Limited English Proficient individuals (LEP) who wish to use the transit services provided by TCRTA. As defined in Executive Order 13166 LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.

This plan outlines how to identify a person who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available.

### **Background**

TCRTA administers Fixed Route, Microtransit and Dial-A-Ride services that are operated by a third-party contractor, TransDev. TCRTA has a policymaking board which is made up of several entities (City of Tulare, Dinuba, Exeter, Farmersville, Lindsay, Woodlake, Tule River Tribe and County of Tulare). Exeter and Farmersville are a part of the City of Visalia's Transit system. TCRTA is fully established and operating in these cities transit system and the County of Tulare transit system.

In order to prepare this plan, TCRTA undertook the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter TCRTA transit programs, activities, or services.
2. The frequency with which LEP persons come in contact with TCRTA transit programs, activities, or services.
3. The nature and importance of programs, activities or services provided by TCRTA to the LEP population.
4. The resources available to TCRTA and overall cost to provide LEP assistance.

A summary of the results of the TCRTA's four-factor analysis is reflected in the following section.

## **Four-Factor Analysis**

### **1. The number or proportion of LEP persons eligible to be served or likely to be encountered by TCRTA.**

The currently available U.S. Census data was used to determine the geographic boundaries of its service area and identify LEP populations within that area. A review of the 2023 American Community Survey (ACS) revealed that 413,009 individuals live within Tulare County. The survey revealed that 175,966 persons (57%) speak a language other than English. In addition, the survey revealed that 98,369 persons (32% of the total population) have limited English proficiency; that is, they speak English less than "very well".

As demonstrated in Table 3-1 below, Spanish is the only language that falls outside of the Safe Harbor Provision of over 5% or 1,000 individuals (whichever is less) of the total population within the service area, with regards to the written translation requirements of written documents.

<b>Table 3-1</b>										
Languages Spoken	Unincorporated areas of Tulare County	TULARE COUNTY %	TULARE CITY pop.	TULARE CITY %	EXETER pop.	EXETER CITY %	DINUBA pop.	DINUBA CITY %	FARMERSVILL E pop.	FARMERSVILLE CITY %
Total Pop.	183,148	100%	64,025	100%	9,627	100%	23,364	100%	9,801	100%
Speak only English	75,458	41%	34,304	54%	6,636	69%	8,642	37%	3,270	33%
Lang Other than English	107,690	59%	29,721	46%	2,991	31%	14,722	63%	6,531	67%
Speaks English less than very well	56,933	31%	12,755	20%	1,586	16%	5,870	25%	2,441	25%
Spanish	54,344	30%	11,272	18%	1,485	15%	5,846	25%	2,441	25%
French, Haitian, or Cajun	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
German or other West Germanic	4	0.00%	32	0.05%	18	0.19%	0	0.00%	0	0.00%
Russian, Polish, or other Slavic	144	0.08%	106	0.17%	0	0.00%	0	0.00%	0	0.00%
Other Indo- European lang.	288	0.16%	580	0.91%	83	0.86%	7	0.03%	0	0.00%
Chinese (incl. Mandarin, Cantonese)	127	0.07%	20	0.03%	0	0.00%	0	0.00%	0	0.00%
Korean	5	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Vietnamese	31	0.02%	225	0.35%	0	0.00%	0	0.00%	0	0.00%
Other Asian & Pacific Island	570	0.31%	267	0.42%	0	0.00%	0	0.00%	0	0.00%
Tagalog (incl. Filipino)	759	0.41%	81	0.13%	0	0.00%	10	0.04%	0	0.00%
Arabic	597	0.33%	86	0.13%	0	0.00%	7	0.03%	0	0.00%
Other & unspecified languages	64	0.03%	86	0.13%	0	0.00%	0	0.00%	0	0.00%

<b>Table 3-1</b>								
Languages Spoken	<b>WOODLAKE pop.</b>	<b>WOODLAKE CITY %</b>	<b>LINDSAY pop.</b>	<b>LINDSAY%</b>	<b>TOTAL ALL CITIES</b>	<b>ALL CITIES %</b>	<b>TOTAL Cities &amp; Tulare County</b>	<b>ALL CITIES &amp; COUNTY %</b>
Total Pop.	7,083	100%	11,857	100%	125,762	100%	308,910	100%
Speak only English	1,599	23%	3,030	26%	57,483	46%	132,941	43%
Lang Other than English	5,484	77%	8,827	74%	68,279	54%	175,969	57%
Speaks English less than very well	2,915	41%	4,521	38%	30,089	24%	98,369	32%
Spanish	2,909	41%	4,436	37%	28,390	23%	82,734	27%
French, Haitian, or Cajun	0	0.00%	0	0.00%	0	0.00%	0	0.00%
German or other West Germanic	0	0.00%	0	0.00%	50	0.04%	54	0.02%
Russian, Polish, or other Slavic	0	0.00%	0	0.00%	106	0.08%	250	0.08%
Other Indo-European lang.	0	0.00%	0	0.00%	670	0.53%	958	0.31%
Chinese (incl. Mandarin, Cantonese)	0	0.00%	32	0.27%	52	0.04%	179	0.06%
Korean	0	0.00%	0	0.00%	0	0.00%	5	0.00%
Vietnamese	0	0.00%	0	0.00%	225	0.18%	256	0.08%
Other Asian & Pacific Island	6	0.08%	11	0.09%	284	0.23%	854	0.28%
Tagalog (incl. Filipino)	0	0.00%	42	0.35%	133	0.11%	892	0.29%
Arabic	0	0.00%	0	0.00%	93	0.07%	690	0.22%
Other & unspecified languages	0	0.00%	0	0.00%	86	0.07%	150	0.05%

## **2. The frequency with which LEP persons come into contact with TCRTA's services.**

TCRTA's contact with LEP persons was determined by conducting a survey of all transit agency workers (TransDev contractor and TCRTA transit staff). This review revealed that transit agency staff contact has been primarily with Spanish speakers. The transit staff members and contracted bus drivers provide information about the routes, buy a bus pass, request a transit guide, or ask about transit fares. The City of Visalia administers a service for all the transit providers in Tulare County called The Greenline. This service allows individuals to call this toll-free bus information help line. They are able to be provided with information about routes, schedules, trip plan and other general transit questions regarding all the transit systems that operate within Tulare County. In the future we will also use the Greenline information to track the type of calls being received and how many individuals are Spanish speaking or speak another language other than English.

TCRTA staff will continue to collaborate with all the community-based organizations its member agencies work with about what transit services our agency provides. By continuing the partnerships with these organizations, we will try to reach out to individuals such as LEP, low-income, minority households, the elderly, and those addressed by the Americans with Disabilities Act (ADA).

During the Unmet Transit Needs process TCRTA staff will place posters in all the transit buses, at the transit centers and on some of the bus shelters.

## **3. The nature and importance of the program, activity or service provided by the program to people's lives.**

TCRTA is aware that their transit riders use transit to go to and from work, non-emergency medical appointments, appointments to social service agencies, grocery shopping as well as to take advantage of life-enriching activities like school, recreation and social events.

## **4. The resources available to TCRTA for LEP outreach, as well as the costs associated with that outreach.**

TCRTA will provide non-English language translation on their website and any other media used to disseminate information about their transit services. TCRTA will use their website (<https://gotcрта.org/>) to disseminate information about their transit services.

TCRTA will maintain all the existing outreach procedures that the member agencies have in place. The transit agencies have Spanish speaking bus drivers, travel training provide training on a regular basis and there is a full time Spanish speaking employee to ensure that the large portion of Spanish speaking LEP individuals are served. Interpreters will be provided at all public hearings to promote attendance and engagement by Spanish speaking LEP persons. All the member agencies provide bus schedules, fares and information about available services in both English and Spanish and the information is available on all buses and in customer service locations. All



ridership surveys are provided in English and Spanish. TCRTA will ensure an adequate number of bilingual bus operators and that all customer service representatives are bilingual.

## Outreach Budget Title VI

In the current physical year, the outreach budget for TCRTA is \$24,639. This Regional Transit Outreach budget will continue interactive transit outreach with the public for TCRTA. Outreach strategies will be developed and implemented during this year in order to inform the planning of safe, environmentally friendly, efficient, and equitable transit services that help meet the needs of local residents and the community. The outreach will go beyond asking current riders what can be done to improve their transit travel across Tulare County, it will also look at populations with low ridership and strategize how to increase their participation in public transit. Feedback will occur on the topics of public perception, safety, how transit plays a role as an essential service, and look at how transit information is disseminated in Tulare County.

## Outreach Hearings Held for TCRTA 2022



TCRTA is also holding

### PUBLIC HEARINGS

Virtual meeting link will be available at  
[www.TCRTAcares.com](http://www.TCRTAcares.com) and FaceBook

Wednesday 4/27 6:00 PM

Thursday 4/28 6:00 PM

Wednesday 5/4 6:00 PM

Thursday 5/5 6:00 PM

Monday 5/16 6:00 PM\*

\*The public is invited

to attend in person at

210 N. Church St., Suite B  
Visalia, CA 93291

**TCRTA***cares*

Tulare County Regional Transit Agency

TCRTA is seeking your input regarding the planned changes designed to enhance mobility, improving fare payment and rider experience. Take a few minutes to answer our brief online survey and you could win one of ten \$15 gift cards to local businesses as our way of saying "thank you" for your time!

[www.TCRTAcares.com](http://www.TCRTAcares.com)

## Language Assistance Measures

TCRTA will use a variety of methods to help Tulare County residents access their transit services and inform the public about any fare or service changes to the transit services. The following is a list of the methods that will be used to reach the residents in our county:

- Provide bilingual staffing at all the existing transit centers
- The TCRTA monthly agenda provides notice that if special assistance is needed to participate in the meeting, including auxiliary aids, translation requests, or other accommodations they can contact our office at least 3 days prior to the meeting.
- All TCRTA documents such as any public hearings and special transportation studies will be posted on the TCRTA website. TCRTA provides translation of its website content through Google Translator.
- TCRTA staff will set up a booth at non-profit organizations and community organizations and seek opportunities to provide information about our transit services to LEP, low-income, disabled and minorities.
- Provide non-English translation at meetings or for written documents when necessary or upon request.
- Tailor public participation activities to reflect the unique LEP population within a respective community.
- Avoid complex terminology and technical terms to help target the presentation in a way that is appropriate when addressing the general public and LEP persons.
- Continuing the relationships developed with local social service organizations, and public agencies that provide services to LEP persons and seek opportunities to provide information about TCRTA transit system;
- Survey front-line transit staff (contractor staff and TCRTA staff) on an annual basis regarding their experiences with LEP individuals.
- Post the TCRTA Title VI Program on the TCRTA's website, at all transit centers and where all existing member agencies have transit information posted.
- When an interpreter is needed, for a language other than Spanish, TCRTA will use a professional interpreter service.



## **Providing Notice to LEP Persons**

In order to make sure the public is aware of the language assistance available from TCRTA, the following will be provided:

- TCRTA staff have notices posted in the reception area and meeting rooms of the TCRTA office.
- Notice will be posted on the TCRTA website in Spanish.
- Flyers for major community workshops and similar meetings include instructions on how to request translation services.
- TCRTA have a link on their website transit section to the Title VI notice and the complaint forms. We will also place in the public areas on our member agencies Transit Centers so access to Title VI information is provided to all areas in which TCRTA operates in Tulare County.

## **Monitoring and Updating the LEP Plan**

TCRTA will monitor and update the LEP Plan as needed. At a minimum, the LEP Plan will be reviewed and updated every three years in conjunction with TCRTA's submission of their Title VI Program to FTA. TCRTA will monitor and evaluate the LEP Plan as follows:

- The LEP Plan has been assigned to TCRTA's Title VI Coordinator, who will ensure compliance and correct implementation.
- Maintain on-going communication with organizations serving LEP populations.

## **Staff LEP Training (TCRTA Staff & Contractor Staff)**

The following training procedure will be implemented by the TCRTA Title VI Coordinator:

1. Staff will be trained in Title VI procedures and LEP responsibilities.
2. Staff will be informed of the language assistance services offered to the public by TCRTA.
3. Staff will be trained on whom to contact when professional interpreter services are required.
4. New Staff will receive training on how to handle potential Title VI/LEP complaints.

5. Staff will receive training on how to document language assistance requests.

The Title VI Coordinator will develop a schedule for training new employees about Title VI requirements.

### **Outreach Booth at City Transit Center**



---

## ***VI. Minority Representation on Non-Elected Transit Advisory Committee***

---

Title 49 CFR Section 21/5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, “deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program.” Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

TCRTA has no transit related, non-elected planning boards, advisory councils, or transit advisory committees at this time. If they have any planning and/or transit advisory committees in the future, they will comply with this requirement. TCAG has established a Social Services Transportation Advisory Council (SSTAC). TCRTA will participate in the SSTAC’s meetings throughout the year.

---

## ***VII. TCRTA Determination of Site or Location of Facilities***

---

TCRTA as the regional transit provider for seven existing transit systems within Tulare County has no plans for constructing any new transit-related facilities (including storage and maintenance facilities, and operation centers). In determining the site or location of facilities, TCRTA will not make selections with the purpose or effect of excluding people from, denying them the benefits of, or subjecting them to discrimination on the grounds of race, color, or national origin. At any time TCRTA determines the construction of facilities is needed a Title VI equity analysis will be conducted during the planning stage to ensure the location is selected without regard to race, color, or national origin. Transit stations are not included as they are evaluated during the National Environmental Policy Act (NEPA) process. Bus Shelters are not included as they are transit amenities.

---

## ***VIII. TCRTA System-Wide Standards & Policies***

---

TCRTA transit operates transit in four cities, Tule River Tribe and the County of Tulare. When TCRTA was founded all the existing system-wide standards and policies remained in place. System-wide service standards (quantitative) and service policies (qualitative) are required of all fixed-route transit providers of public transportation that receive federal financial assistance. While the City of Tulare does operate within an Urbanized Area (UZA) of 200,000 people or more (the Visalia Urbanized Area), it operates less than 50 fixed-route vehicles in peak service and is therefore not subject to any additional requirements contained within Chapter IV of the FTA Circular 4702.1B. The system-wide service standards and policies for each city and the county that operate fixed routes are indicated below. TCRTA will be reviewing and consolidating all system-wide services standards and policies into one all-encompassing policy within the next two years.

This section will demonstrate how each of the existing transit operations fulfill these requirements that are specific to transit providers pursuant to FTA Circular 4702.1B.

### **Service Standards**

#### **City of Tulare**

##### **Vehicle Load Standards**

The average for all loads during the peak operating period should not exceed 1.25 passengers per seat (one standee for every four occupied bus seats).

<b>Vehicle Load Standards</b>				
<b>Vehicle</b>	<b>Average Passenger Capacities</b>			
	<b>Seate</b>	<b>Standi</b>	<b>Total</b>	<b>Maximum Load</b>
25' Cutaway	16	4	20	1.25
33'-35' Transit	30	7	37	1.25

##### **Vehicle Headway Standards**

Service headways should be such that passenger load standards are not exceeded on a continual basis. Current City of Tulare headways are as follows:

##### **City of Tulare Local Routes**

TCRTA operates six local fixed-routes Monday through Sunday during the following hours:

Monday – Saturday	7:00 am to 7:30 pm
Sunday	9:30 pm to 6:30 pm

Fixed-route service is provided every 10 minutes Monday through Saturday. Local service operates on 10-minute headways on Sunday.

### Intercity Route

TCRTA operates an express route (Route 11X) between Tulare and Visalia every 30 minutes with stops at College of the Sequoias (in Visalia) and the Visalia Transit Center. Service is provided Monday through Sunday during the following hours.

Monday – Friday 6:30 am to 9:30 pm  
Saturday & Sunday 9:30 am to 6:30 pm

TIME Route 11X service is provided every 30 minutes Monday through Sunday during operating hours. Route 11X is jointly operated by the TCRTA and the City of Visalia. TCRTA operates trips that serve the Tulare Transit Center at the bottom of the hour while Visalia operates trips that serve the Tulare Transit Center at the top of the hour, resulting in 30-minute headways between each transit center.

### On-time Performance Standards

Ninety (90%) percent of all fixed route revenue bus trips must complete their established runs no more than 5 minutes late and 0 minutes early in comparison to the published schedule.

### Service Availability Standards

The local TCRTA system will be designed such that 85% of activity centers in Tulare will be within one-quarter (1/4) mile of the fixed route system.

### Service Policies

#### Vehicle Assignment Policy

Vehicles are assigned to routes based on the operating characteristics of the routes. Many of the routes attract a greater number of riders, and as such require larger buses. Routes with lower ridership are assigned smaller vehicles to improve fuel efficiency. Given Tulare's strict standards with respect to maintenance, age does not serve as a viable proxy for diminished quality. All vehicles within the fleet are lift-equipped, with heating and air conditioning.

#### Transit Amenities Policy

Transit amenity improvements are prioritized based on critical repairs, ADA compliance, passenger activity, and safety.



**Tulare Transit Center**

## SYSTEM-WIDE SERVICE POLICIES

### Vehicle Assignment

## **City of Dinuba – D1-D4 Routes & Commuter Route**

### VEHICLE LOAD STANDARDS

Per adopted DART service standards, the average for all loads during the peak operating period should not exceed 1.25 passengers per seat (one standee for every four occupied bus seats).

<b>DART Vehicle Load Standards</b>				
	<b>Average Passenger Capacities</b>			
<b>Vehicle Type</b>	<b>Seated</b>	<b>Standing</b>	<b>Total</b>	<b>Maximum Load Factor</b>
25' Cutaway	20	4	24	1.25
30' Cutaway	27	6	33	1.25
33' Transit Bus	31	7	38	1.25
31' Trolley Bus	27	6	33	1.25

### VEHICLE HEADWAY STANDARDS

Per adopted DART service standards, service headways should be such that passenger load standards are not exceeded on a continual basis. Current DART headways are as follows:

### Local Route

Routes D1 through D4 provides flexroute service Monday through Sunday during the following hours:

Monday – Friday	7:00 am to 7:00 pm
Saturday & Sunday	8:30 am to 5:00 pm

Flexroute service is provided every 5 minutes during peak weekday hours. The service runs headways on Saturday and Sunday (all day), using one bus for both routes instead of two; the Route 1 runs every half hour, and the Route 2 runs half hour.

### Commuter Route

The Dinuba Commuter Route provides service between Dinuba and Reedley, with stops at Reedley College and Adventist Health – Reedley Hospital, Monday through Sunday during the following hours:

#### School Year Schedule (mid-August through mid-June)

Monday – Friday	7:00 am to 7:20 pm
-----------------	--------------------

#### Summer Schedule (mid-June through mid-August)

Monday – Friday	7:00 am to 4:15 pm
-----------------	--------------------

Commuter service is provided every 10 to 20 minutes during operating hours.

### ON-TIME PERFORMANCE STANDARDS

Per adopted Dinuba service standards:

- Ninety (90%) percent of all revenue bus trips must depart the route start point and arrive at the route end point within 5 minutes of the time published in the schedule.
- No bus shall depart a formal time point before the time published in the schedule.
- Ninety (90%) percent of all demand-response same-day service will occur within 60 minutes of call time (call time to drop off).

### SERVICE AVAILABILITY STANDARDS

Per adopted service standards, it is the City of Dinuba's goal to provide transit service to key trip origins and destinations throughout the city, such as apartments, clinics, retail centers, recreation centers and senior centers where ridership is expected to be high. The local route system will be designed such that approximately 70% of all city residences or activity centers will be within approximately one-quarter (1/4) mile walking distance of a bus stop or serviced by dial-a-ride. Bus stops will be spaced at a minimum of 1,200 feet along each route.



## DINUBA SERVICE POLICIES

### VEHICLE ASSIGNMENT POLICY

Dinuba vehicles are assigned to routes based on the operating characteristics of the routes. Local routes typically operate the smaller (25') more maneuverable cutaway type buses, while the Commuter service to Reedley College typically operates the larger (30'+) buses to accommodate longer distance travel and larger passenger loads. All vehicles within the Dinuba fleet are wheelchair lift-equipped, interior/exterior security surveillance camera systems-equipped, and are equipped with heating and air conditioning.

### TRANSIT AMENITIES POLICY

Per adopted service standards, benches and/or shelters should be considered for individual stops where the average daily boardings exceed 20 passengers. Priority should be given to bus stops serving senior residences or activity centers, or facilities which serve clients with mobility impairments. All bus stops should be clearly marked with proper signage.

#### **Dinuba Transit Center**



#### **City of Exeter & City of Farmersville**

Currently the City of Farmersville is within the Urbanized area of the City of Visalia therefore it is being provided with transit services from Visalia Transit. City of Exeter was previously within the Urbanized are of the City of Visalia, but no longer is. Exeter is being provided transit services from the City of Visalia. At this time Visalia Transit will continue to service the cities. TCRTA does currently operate a Microtransit Pilot Program in both cities. Visalia Transit Route Service Standards apply to Exeter and Farmersville and so are indicated below.

## VISALIA TRANSIT FIXED ROUTE SERVICE STANDARDS

### VEHICLE LOAD STANDARDS

The average for all loads during the peak operating period should not exceed 1.2 passengers per seat.

<b>VT Vehicle Load Standards</b>				
	<b>Average Passenger Capacities</b>			
<b>Vehicle Type</b>	<b>Seated</b>	<b>Standing</b>	<b>Total</b>	<b>Maximum Load Factor</b>
35' CNG Bus	32-34	6	38-40	1.2
40' CNG Bus	41	8	49	1.2

### VEHICLE HEADWAY STANDARDS

Service headways should be such that passenger load standards are not exceeded on a continual basis. Current VT headways are as follows:

#### VT Local Routes

VT operates eleven (11) local fixed routes Monday through Sunday during the following hours:

Monday – Friday	6:00 am to 9:30 pm
Weekends	8:00 am to 6:30 pm

Local fixed route service is provided every 15-30 minutes during peak weekday hours (until 7 pm). The service runs 30–45-minute headways on weekdays (between 7:00 pm and 9:30 pm), buses operate anywhere between two to five buses on any given route for a total of twenty-four in-service vehicles.

#### VT Intercity Route

VT operates an express route (Route 11X) between Visalia and Tulare, with stops at College of the Sequoias (in Visalia) and the Tulare Transit Center. Service is provided Monday through Sunday during the following hours:

Monday – Friday	6:30 am to 9:30 pm
Weekends	9:00 am to 6:30 pm

VT Route 11X service is provided every 60 minutes during operating hours. Route 11X is jointly operated by the City of Visalia and the City of Tulare; Visalia operates trips that serve the Visalia Transit Center at the top of the hour while Tulare operates trips that serve the Visalia Transit Center at the bottom of the hour, resulting in 30-minute headways between each transit center.

### ON-TIME PERFORMANCE STANDARDS

A minimum of 90% of all fixed route revenue bus departures will be within 0 to 5 minutes after the scheduled departure time as indicated by published timetables. No fixed route bus shall depart a designated time point early.

## **SERVICE AVAILABILITY STANDARDS**

The local VT system will be designed such that 90% of the population (of Visalia) will be within a three-quarter (3/4) mile radius of the fixed route system (of a bus stop).

### **VT FIXED ROUTE SERVICE POLICIES**

#### **VEHICLE ASSIGNMENT POLICY**

VT vehicles are assigned to routes based on the operating characteristics of the routes. Many of the VT routes attract a greater number of riders, and as such require larger buses. Routes with lower ridership are assigned smaller vehicles to improve fuel efficiency. Ridership is reviewed periodically. Ultimately, bus assignments vary from day-to-day based on availability. All vehicles within the VT fleet are lift-equipped, with heating and air conditioning.

#### **TRANSIT AMENITIES POLICY**

The installation of bus stops and transit amenities along routes are based on the following:

##### **Bus Stops**

The addition of a new bus stop should follow these guidelines:

- A minimum of nine documented requests should be received for the creation of the same stop over a three-month period;
- Requested stop should be located along an established bus route;
- The stop location must not create a traffic hazard and be deemed safe for passengers by City staff and law enforcement;
- A new stop should not be located within one-eighth mile of an existing stop;
- A new stop should be considered temporary for a period of ninety days. During the ninety-day temporary period, the City should collect four separate activity samples to measure the stop's effectiveness. If activity at the temporary stop does not meet the minimum criteria established by the City's policy, the stop should be eliminated as soon as possible.

The deletion of an existing bus stop should follow these guidelines:

- Stop activity is less than five boardings and alightings per weekday. To account for any unusual boarding activity, an average of five sample weekdays should be used as the activity criteria;
- Location of the stop has created a measurable safety or health concern for the passengers and/or area residents;
- A minimum of nine documented removal requests should be received for the deletion of the same stop over a three-month period;
- Elimination of a stop would not require a VT patron to travel more than one-quarter mile to the next established stop.

##### **Shelters/Benches**

The placement of bus shelters should be based on the following criteria:

- At least 20 passengers using the stop daily for shelters and 10 passengers using the stop daily for benches;
- Placement of shelter/bench does not create a safety or health concern for passengers, residents, and/or drivers;
- Placement complies with ADA regulations;
- Proximity to major traffic generators;
- Existing benches should be evaluated to determine their condition to warrant replacement;
- Location of stop (i.e., major streets, retail centers);
- Necessary improvement is cost-efficient.

### Trash Receptacles

- It is recommended that trash receptacles be placed wherever there is a bench or shelter installed.
- Placement of a trash receptacle at other locations where there has been documentation of a trash problem by residents.
- Placement of a trash receptacle at stops that are located by fast-food restaurants.

### Information Holders

All Fixed Route vehicles are equipped with information holders where Transit Guides and agency information is regularly posted. Timepoints are announced on-board the vehicle through the Automatic Voice Annunciation system available through Syncromatics CAD/AVL system installed on the fleet in 2017. Schedules are also available at every stop with a laminated timetable with details regarding the schedule of each route serviced by the stop.



## **County of Tulare – TCRTA provides transit service to City of Lindsay**

### System-Wide Service Standards

#### Vehicle Load Standards

Vehicle load thresholds will be used to measure service effectiveness or to determine remediation. The average of all loads during peak operating period should not exceed 1.25 (25% standees) and 1.0 (0% standees) during off-peak periods on the fixed-route system.

Vehicle Load Standard	Vehicle Load Standard	Standees
Peak Period	1.25	25%
Off-Peak Period	1.0	0%

#### Vehicle Headway Standards

Vehicle headway is the time interval between vehicles on a route that allows passengers to gauge how long they will have to wait for the next vehicle. Similar to vehicle load, vehicle headway varies by mode and time of day. Vehicle headway will be determined by ridership and available resources to operate service.

Scheduling involves the consideration of several factors, including ridership, productivity, transit and pedestrian-friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation development, land use connectivity, and transportation demand management.

#### On-Time Performance Standards

A vehicle is considered on-time if it departs a scheduled timepoint no more than one minute early and no more than eight minutes late. Tulare County's on-time performance objective is 90% or greater. Tulare County continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

#### Service Availability Standards

Tulare County's service availability standards strive to ensure that 75% of residents in the service area are within three-quarters of a mile of bus service. Like vehicle headways, the ability to provide increased service levels will be determined by ridership and available resources to operate service.

#### System-Wide Service Policies

FTA requires that all providers of fixed-route public transportation develop qualitative policies for the following procedures:

- Vehicle Assignment
- Transit Amenities

### Vehicle Assignment Policy

TCRTA will endeavor to deploy vehicle(s) assigned to each of the TCRTA fixed-routes such that the average age of the fleet serving each route does not exceed over seven years beyond the FTA useful life standard of the assigned vehicle type.

All vehicles will be equipped with air conditioning. The capacity of vehicles will be matched to the operating characteristic of the route.

### Transit Amenities Policy

Several transit amenities and their siting will be considered to enhance TCRTA transit service and include but are not limited to those addressed below.

Installation of transit amenities along bus routes will be determined by factors such as ridership, boardings, individual requests, staff recommendations, and proximity to key origins and destinations. Consideration will be given to ensure amenities are being distributed throughout the transit system in an equitable manner, i.e., considering disparate impacts on the basis of race, color, or national origin, and taking corrective actions to remedy disparities to the maximum extent possible.

The following policies will be applied to funding allows:

- Seating (i.e., benches, seats at stops/stations)

Priority for benches and shelters should be given to bus stops serving senior housing, activity centers or facilities that serve clients with mobility impairments, and medical facilities. Seating/benches will be considered at bus stops with an average per trip boarding of five or more passengers.

- Bus shelters and canopies

Installation of shelter and/or canopies will be considered at a bus stop with an average per trip boarding of ten or more passengers.

- Provision of information

Printed signs, system maps, route maps and schedules. System and route maps and schedules will be available and accessible at key locations; on the TCRTA, TCAG and other key websites; and via the County's 1-877-40GoGreen telephone service open six days a week. Printed and/or electronic signs will be installed based on key boarding locations and at bus stops with an average per trip boarding of ten or more passengers.

Digital equipment such as next vehicle arrival time signs along bus routes and at fixed guideway stations. Installation of digital equipment will be considered at key boarding locations and bus stops with an average per trip boarding of ten or more passengers.



- Escalators

TCaT currently does not operate escalators but will consider the installation of escalators based on transit sites that must comply with the Americans with Disabilities (ADA) and/or an average trip boarding of thirty or more passengers.

- Elevator

TCaT currently does not operate elevators but will consider the installation of elevators based on transit sites that comply with the Americans with Disabilities (ADA) and/or an average trip boarding of thirty or more passengers.

- Waste receptacles (including trash and recycling)

Installation of waste receptacles will be considered at a bus stop with an average per trip boarding of ten or more passengers.

The City of Lindsay is provided with transit services by the TCRTA and therefore all system-wide standards and policies are those in place by TCRTA.

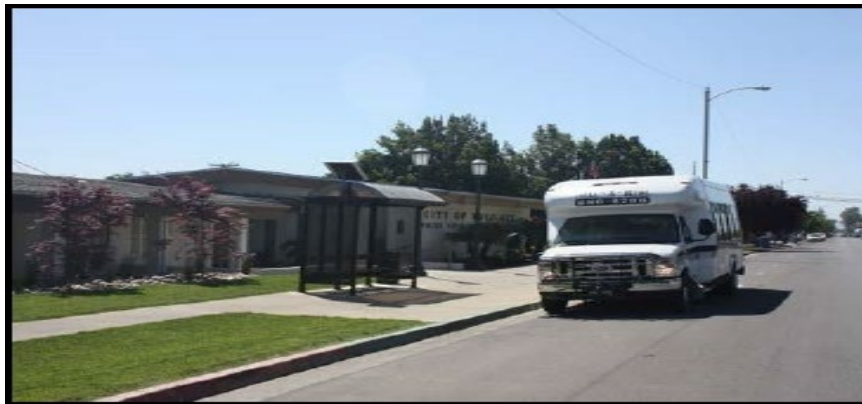




## **City of Woodlake**

The City of Woodlake operates a Dial-A-Ride (DAR) system currently so it is not required to have any fixed-route system-wide service standards in place. The County of Tulare TCRTA buses stop at the Whitney Transit Center every 35 minutes as they travel from Visalia heading through Ivanhoe and then to Woodlake. The TCRTA bus then travels back to Visalia.

## Woodlake Whitney Transit Center



## On-Demand/Microtransit Service

TCRTA operates an On-Demand/Microtransit Service that is open to the public with no certifications necessary for use. TCRTA's Transport service is an accessible, shared-ride, on-demand service with a flexible, on-call schedule allowing riders to request a trip as needed. Using the TCRTA Transport app, riders can request a vehicle to pick them up and drop them off at their desired location within one of the five Transport service zones. Other passengers are picked up and dropped off during the trip. TCRTA Transport provides rides around Tulare County within designated service zones. Riders

can travel within, but not between zones. All TCRTA Transport vehicles are wheelchair equipped and ADA accessible. Paratransit riders can book rides through the app or through the call center. Riders are encouraged to download the Transport app to start using the transit service.

There are five zones that provide On-Demand/Microtransit Service to the residents of Tulare County.

- **Zone 1** provides service to Dinuba/North County. Service operates Monday-Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 2** provides service to Woodlake. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 3** provides service to Visalia/Tulare Metro Area. Service operates Monday - Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 4** provides service to Tulare/South County. Service operates Monday - Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.
- **Zone 5** provides service to Lindsay/Strathmore/Popular-Cotton Center. Service operates Monday -Saturday 7:00 a.m. to 7:00 p.m. and Sunday 8:00 a.m. to 5:00 p.m.

TCRTA Transport allows passengers to pay for their fare through the app or pay as they board. The fee is \$5.00 for general riders, when a passenger is traveling to or from a Transit Center the fee is \$4.00. For Senior/Disabled, Medicare Card Holders the fee is \$3.00. A reduced fare is not available in all zones.

## **Subrecipient Compliance Requirements**

FTA Circular 4702.1B Section 5 requires subrecipients to submit Title VI compliance reports to the recipient from whom they receive funding. The recipient determines the schedule of submittal for the report. TCRTA complies with this requirement for each of its subrecipients as well as in its capacity as a subrecipient.

TCRTA has been granted with a California Department of Transportation (Caltrans) Planning Grant. TCRTA will comply with the Caltrans Title VI requirements in addition to the TCRTA Title VI requirements.

---

## ***IX. TCRTA Board Resolution***

---

## APPENDIX

### EXHIBIT A: Notifying the Public of Rights Under Title VI (Spanish)



### Notificación de derechos en virtud del título VI

La Agencia Regional de Tránsito del Condado de Tulare (TCRTA, por sus siglas en inglés) se compromete a garantizar que ninguna persona sea excluida de la distribución equitativa de los servicios y comodidades de tránsito debido a su raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964.

- TCRTA proporciona sus servicios y programas sin distinción de raza, color y origen nacional en pleno cumplimiento con el Título VI.
- Cualquier persona que crea que ha sido agraviada por cualquier práctica discriminatoria ilegal bajo el Título VI mientras utiliza los servicios de tránsito de TCRTA puede presentar una queja ante TCRTA.
- Para obtener más información sobre el programa de derechos civiles Título VI de TCRTA y los procedimientos para presentar una queja, comuníquese con la oficina de TCRTA al (559) 623-0832, visite nuestro sitio web <http://www.gotcрта.org/>; o visite nuestra oficina administrativa en 200 E. Center Ave, Visalia, CA 93291.
- Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito en la siguiente dirección:

Oficina de Derechos Civiles  
Atención: Coordinador del Programa del Título VI  
Edificio Este, 5º Piso-TCR  
1200 Avenida Nueva Jersey, SE  
Washington, DC 20590

*Si necesita información en otro idioma, comuníquese al (559) 623-0832.*

*Si se necesita esta información en español, llame (559) 623-0832.*

TCRTA Executive Director

CIUDAD DE DINUBA CIUDAD DE EXETER CIUDAD DE FARMERSVILLE CIUDAD DE LINDSAY  
CIUDAD DE TULARE CIUDAD DE WOODLAKE CONDADO DE TULARE  
TRIBU DEL RÍO TULE DE CALIFORNIA

## EXHIBIT B: TCRTA Title VI Complaint Form (Spanish)

<b>SECCIÓN I:</b>		
Nombre:		
Dirección (física):		
Cuidad:	Estado:	Código postal:
Teléfono:	Teléfono secundario ( <i>opcional</i> ):	
Correo electrónico:		
Requisitos accesible en que formato:	<input type="checkbox"/> Letra Grande	<input type="checkbox"/> Texto en cinta
	<input type="checkbox"/> Teletipo	<input type="checkbox"/> Por Otros Medios
<b>SECCIÓN II:</b>		
¿Está usted presentando esta queja en su propio nombre?	SÍ*	NO
*Si contestó “sí” a la pregunta anterior, pase a la Sección III.		
Si contestó “no” ¿de parte de quien está usted presentando esta queja?		
¿Qué es su relación con esta persona?:		
Por favor, explique por qué está presentando esta queja a nombre de otra persona:		
Por favor, confirme que ha recibido el permiso de la persona agraviado para presentar esta queja en su nombre.	SÍ	NO
<b>SECCIÓN III:</b>		
Creo que la discriminación a que fue sometido fue a causa de ( <i>marque todo lo que aplique</i> ): <input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> Origen Nacional		
Fecha de la presunta discriminación (mm/dd/aaaa)		
<p>Explique lo más claramente posible lo que pasó y por qué cree que fue discriminado. Incluya detalles específicos, tales como el nombre y la información de contacto de la persona(s) que lo discriminó (si se conoce), así como los nombres y la información de contacto de algún posible testigo, y cualquier otra información que nos ayudará a investigar su denuncia. Si necesita más espacio para escribir, por favor use el dorso de esta forma.</p>		



## EXHIBIT B: TCRTA Title VI Complaint Form (Spanish) Page 2

### SECCIÓN IV:

¿Ha presentado anteriormente una queja del Título VI con TCRTA?	SÍ	NO
---	----	----

### SECCIÓN V:

¿Ha presentado esta queja con alguna otra organización federal, estatal o local, o ante algún tribunal federal o estatal?

☐ SÍ\* ☐ NO

\*Sí contesto “sí” a la pregunta anterior, marque todo lo que aplique:

☐ Agencia Federal \_\_\_\_\_ ☐ Agencia Estatal \_\_\_\_\_

☐ Tribunal Federal \_\_\_\_\_ ☐ Tribunal Estatal \_\_\_\_\_

☐ Agencia Local \_\_\_\_\_

Sí contesto “sí”, proporcione la información de contacto de un representante de la agencia/tribunal donde se presentó la queja.

Nombre:

Título de contacto:

Agencia/Tribunal:

Contacto dirección (agencia/tribunal):

Teléfono de contacto (agencia/tribunal):

Correo electrónico de contacto:

### SECCIÓN VI:

Nombre de la agencia que la queja es en contra:

Persona de contacto:

Título de contacto:

Teléfono de contacto:

Puede adjuntar cualquier material escrito o cualquier información que usted considere relevante a su queja. La presentación de esta queja con TCRTA no le impide presentar una denuncia ante la Administración Federal de Tránsito.

Firma y la fecha son requeridos abajo para completar el formulario:

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

Por favor envíe esta forma en persona o por correo a la siguiente dirección:

TCRTA Coordinador del Título VI

210 N. Church St., Suite B

Visalia, CA 93291

## EXHIBIT C: FTA Title VI Program Checklist

FTA C 4702.1B

App. A-1

### APPENDIX A

#### TITLE VI PROGRAM CHECKLIST

Every three years, on a date determined by FTA, each recipient is required to submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their primary recipient (the entity from whom the subrecipient receives funds directly), on a schedule to be determined by the primary recipient.

#### General Requirements (Chapter III)

*All recipients must submit:*

- ☒ Title VI Notice to the Public, including a list of locations where the notice is posted
- ☒ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☒ Title VI Complaint Form
- ☒ List of transit-related Title VI investigations, complaints, and lawsuits
- ☒ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission
- ☒ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance
- ☒ A table depicting the membership of non-elected committees and councils, the membership of which is selected by the recipient, broken down by race, and a description of the process the agency uses to encourage the participation of minorities on such committees
- ☒ Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions
- ☒ A Title VI equity analysis if the recipient has constructed a facility, such as a vehicle storage facility, maintenance facility, operation center, etc.
- ☒ A copy of board meeting minutes, resolution, or other appropriate documentation showing the board of directors or appropriate governing entity or official(s) responsible for policy decisions reviewed and approved the Title VI Program. For State DOT's, the appropriate governing entity is the State's Secretary of Transportation or equivalent. The approval must occur prior to submission to FTA.
- ☒ Additional information as specified in chapters IV, V, and VI, depending on whether the recipient is a transit provider, a State, or a planning entity (see below)

#### Requirements of Transit Providers (Chapter IV)

*All Fixed Route Transit Providers must submit:*

- ☒ All requirements set out in Chapter III (General Requirements)
  - ☒ Service standards
-

- Vehicle load for each mode
- Vehicle headway for each mode
- On time performance for each mode
- Service availability for each mode
- ☑ Service policies
  - Transit Amenities for each mode
  - Vehicle Assignment for each mode

*Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people must submit:*

- ☐ Demographic and service profile maps and charts
- ☐ Demographic ridership and travel patterns, collected by surveys
- ☐ Results of their monitoring program and report, including evidence that the board or other governing entity or official(s) considered, was aware of the results, and approved the analysis
- ☐ A description of the public engagement process for setting the “major service change policy,” disparate impact policy, and disproportionate burden policy
- ☐ Results of service and/or fare equity analyses conducted since the last Title VI Program submission, including evidence that the board or other governing entity or official(s) considered, was aware of, and approved the results of the analysis

#### **Requirements of States (Chapter V)**

*States must submit:*

- ☐ All requirements set out in Chapter III (General Requirements)
- ☐ The requirements set out in Chapter IV (Transit Provider) if the State is a provider of fixed route public transportation
- ☐ Demographic profile of the State
- ☐ Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- ☐ Analysis of the State’s transportation system investments that identifies and addresses any disparate impacts
- ☐ A description of the Statewide planning process that identifies the transportation needs of minority populations
- ☐ Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance
- ☐ Description of the procedures the agency uses to provide assistance to potential subrecipients, including efforts to assist applicants that would serve predominantly minority populations

#### **Requirements of MPOs (Chapter VI)**

*Metropolitan Planning Organizations and other planning entities must submit:*

- ☐ All requirements set out in Chapter III (General Requirements)

- ☐ The requirements set out in Chapter IV (Transit Provider) if the MPO is a provider of fixed route public transportation
- ☐ Demographic profile of the metropolitan area
- ☐ A description of the procedures by which the mobility needs of minority populations are identified and considered within the planning process
- ☐ Demographic maps that show the impacts of the distribution of State and Federal funds in the aggregate for public transportation projects
- ☐ Analysis of the MPO's transportation system investments that identifies and addresses any disparate impacts
- ☐ Description of the procedures the agency uses to ensure nondiscriminatory pass-through of FTA financial assistance (if requested)
- ☐ Description of the procedures the agency uses to provide assistance to potential subrecipients in a nondiscriminatory manner (if requested)

Tulare County Regional Transit Agency

**AGENDA ITEM IV-E**

**August 18th, 2025**

**Prepared by Chris Acevedo, Transit Analyst**

**SUBJECT:**

**Information:** TCAG TCRTA Visalia Low or Now Grant Joint Application

**BACKGROUND:**

The Federal Transit Administration's (FTA) Low or No Emission (Low-No) Vehicle Program provides competitive funding to help transit agencies purchase low- and zero-emission buses and supporting infrastructure. For Fiscal Year 2025, approximately \$1.1 billion was made available nationwide. TCAG, TCRTA, and Visalia Transit jointly submitted an application requesting \$33 million to support the purchase of battery-electric buses and related infrastructure improvements in Tulare County.

**DISCUSSION:**

If awarded, the grant will fund the purchase of six battery-electric buses for the new Mooney Boulevard BRT corridor between Tulare and Visalia, jointly operated by TCRTA and Visalia Transit, and ten battery-electric buses for TCRTA's fixed-routes that will act as feeder routes into the BRT corridor.

The project also includes the purchase of charging infrastructure at the Tulare Transit Center, Farmersville Station, Visalia Transit's Operations Center, and the TCRTA Central Yard. TCAG will provide the required local match using previously awarded Transit and Intercity Rail Capital Program (TIRCP) funds.

**FISCAL IMPACT:**

The total project cost is approximately \$38.39 million, consisting of \$33.0 million in federal funds and \$5.39 million in local matching funds. The local match will be provided by TCAG using previously awarded Transit and Intercity Rail Capital Program (TIRCP) funds.

*This page intentionally left blank.*

## Tulare County Regional Transit Agency

### **AGENDA ITEM IV-F**

**August 18th, 2025**

**Prepared by Chris Acevedo, Transit Analyst**

### **SUBJECT:**

**Action:** Authorize FY 26 FTA Section 5307 Operating Assistance, Preventive Maintenance and FTA Section 5339 Bus Replacement

### **BACKGROUND:**

Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Program (49 U.S.C. § 5307) funds provide financial assistance for public transportation in urbanized areas. For TCRTA, these funds are used to support operating assistance and preventive maintenance in the Tulare Urbanized Area. Operating assistance helps offset the costs of providing fixed-route, ADA paratransit, and demand response services, while preventive maintenance ensures that vehicles and equipment remain safe and reliable. TCRTA also receives funding through the FTA Section 5339 Bus and Bus Facilities Program (49 U.S.C. § 5339) for capital assistance to purchase, replace, or rehabilitate buses and related equipment. Both programs provide annual funding allocations for which TCRTA applies directly to the FTA through a grant application process.

### **DISCUSSION:**

TCRTA has been allocated \$1,087,362 in FY 2023 Section 5307 (Visalia Urbanized Area), \$1,100,000 in FY 2025 Section 5307 (Tulare Small Urbanized Area), and \$138,528 in FY 2025 Section 5339 (Tulare Small Urbanized Area). TCRTA staff proposes to use the funds for preventive maintenance, operating assistance, and vehicle replacement as outlined below. As part of the grant approval process, the Federal Transit Administration requires a resolution of local support from the Board of Directors.

#### **FTA Section 5307 – Preventive Maintenance (Vehicles/Equipment)**

- \$500,000 in FY 2025 Section 5307 funds to support one year of preventive maintenance for vehicles and equipment in the City of Tulare from July 1, 2025, through June 30, 2026. Preventive Maintenance projects require a 20% local match.

#### **FTA Section 5307 – Operating Assistance**

- \$1,087,362 in FY 2023 Section 5307 funds and \$600,000 in FY 2025 Section 5307 funds to support one year of fixed-route, ADA paratransit, and demand response operations in the City of Tulare from July 1, 2025, through June 30, 2026. Operating assistance projects require a 50% local match.



### **FTA Section 5339 – Van Replacement**

- \$138,528 in FY 2025 Section 5339 funds to purchase one gas-powered medium shuttle van to replace a vehicle that has surpassed its useful life. Capital projects require an 20% local match.

### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors:

1. Approve the Resolution authorizing federal funding under FTA 5307 and 5339. This resolution is required to request this funding from the Federal Transit Administration.

### **FISCAL IMPACT:**

FTA Section 5307 funding is the primary federal funding source used to offset the cost of operating public transportation and performing preventive maintenance within the Tulare Urbanized Area. Failure to secure this funding would result in a shortfall of approximately \$2.2 million over the next year.

### **ATTACHMENTS:**

1. Reso 2025-031 Authorizing FTA Section 5307 Operating Assistance, Preventive Maintenance and FTA Section 5339 Bus Replacement
2. FY26 FTA Section 5307 and FTA Section 5339 Application Executive Summary

**RESOLUTION AUTHORIZING FEDERAL FUNDING FOR FTA SECTION 5307  
OPERATING ASSISTANCE, PREVENTIVE MAINTENANCE,  
AND SECTION 5339 BUS REPLACEMENT**

**WHEREAS**, the U.S. Department of Transportation is authorized to make grants to support capital and operating assistance projects for public transportation systems under Section 5307 and Section 5339 of the Federal Transit Act; and

**WHEREAS**, the Tulare County Regional Transit Agency (TCRTA) is the designated recipient of Section 5307 and Section 5339 funds for the Tulare Urbanized Area; and

**WHEREAS**, TCRTA desires to apply directly to the Federal Transit Administration (FTA) for said financial assistance to support operating assistance, preventive maintenance, and bus replacement projects in the Tulare Urbanized Area; and

**WHEREAS**, the Tulare County Regional Transit Agency has, to the maximum extent feasible, coordinated with other transportation providers and users in the region (including social service agencies).

**NOW, THEREFORE, BE IT RESOLVED AND NOW**, that the Board Chair hereby authorizes the Executive Director to file and execute applications on behalf of TCRTA to aid in the financing of operating assistance, preventive maintenance, and bus replacement projects pursuant to Section 5307 (49 U.S.C. § 5307) and Section 5339 (49 U.S.C. § 5339) of the Federal Transit Act, as amended, for the following:

- FY 2025 Section 5307 – Preventive Maintenance: \$500,000 to support one year of preventive maintenance for vehicles and equipment in the City of Tulare from July 1, 2025, through June 30, 2026, requiring a 20% local match.
- FY 2023 and FY 2025 Section 5307 – Operating Assistance: \$1,087,362 in FY 2023 funds and \$600,000 in FY 2025 funds to support one year of fixed-route, ADA paratransit, and demand response operations in the City of Tulare from July 1, 2025, through June 30, 2026, requiring a 50% local match.
- FY 2025 Section 5339 – Van Replacement: \$138,528 to purchase one gas-powered medium shuttle van to replace a vehicle that has surpassed its useful life, requiring a 20% local match.

**BE IT FURTHER RESOLVED** that Executive Director is authorized to execute and file all required certifications, assurances, contracts, agreements, and any other documents required by the FTA;

**THAT** the Executive Director is authorized to provide additional information as the FTA may require in connection with the application for Section 5307 and/or Section 5339 projects;

**THAT** the Executive Director is authorized to submit and approve requests for reimbursement of funds from the FTA for Section 5307 and/or Section 5339 projects;

**THAT** Executive Director is authorized to submit and approve request for reimbursement of funds from the Department for the Section 5307 and or Section 5339 project(s).

**PASSED AND ADOPTED** by the Board of Directors of the Tulare County Regional Transit Agency of the Tulare County Regional Transit Agency, State of California, at a regular meeting of said Commission or Board Meeting held on the by the following vote:

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_ and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_  
Larry Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-031 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_  
Derek Winning  
Executive Director

E-mail	rob.england@seiu521.org
Website	

## Part 2: Application Information

### Title: FY23 & FY 25 5307 Operating Assistance, Preventive Maintenance and FY25 5339 Bus Replacement

Application Number	Application Status	Award Type	Application Cost Center	Date Created	Last Updated Date	From TEAM?
7405-2025-1	In-Progress	Grant	Region 9	6/23/2025	6/23/2025	No

#### Application Executive Summary

##### Award Executive Summary

Section 5307, FFY 2023 Visalia (UZA #64020): \$1,087,362

Section 5307, FFY 2025 Tulare (Small California UZA #063830): \$1,100,000

Section 5339, FFY 2025 Tulare (Small California UZA #063830): \$138,528

##### Overall grant funding

Total Federal Funds: \$2,325,890

Total Local Match \$ \$1,846,994

Total Eligible Project Cost: \$ \$4,172,884

The local share is provided by LTF/STA

TCRTA is hereby submitting this grant application in support of the following projects:

#### 1) Preventive Maintenance (PM Vehicles/Equipment)

This grant applies \$500,000 of FY 25 Section 5307 funds to fund (1) year of TCRTA's (for the City of Tulare) FY26 Preventive Maintenance (PM) Program for vehicles/Equipment from July 1, 2025 through June 30, 2026. Estimated operating budget, as defined by the NTD Reporting System (NTD), for FY25 (07/01/24-06/30/25) is \$3,624,724. Estimated Preventive Maintenance (PM) costs in the operating budget for vehicle/equipment maintenance is \$1,000,000 less \$0 for warranty recovery leaving \$2,187,362 available for federal participation.

#### 2) Operating Assistance

This grant applies to \$1,087,362 in FY 2023 Section 5307 funds and \$600,000 in FY 2025 Section 5307 funds to fund (1) year for operating assistance for TCRTA's fixed-route, ADA paratransit, and demand response services during the time period of July 1, 2025 through June 30, 2026, in the City of Tulare.

#### 3) Van Replacement

This grant applies for \$138,528 of FY25 5339 for bus replacement. We will purchase 1 gas medium shuttle van to replace a bus that has passed its useful life.

Preventive maintenance and Vehicle replacement activities ensure TCRTA's fleet is safe and in a state of good repair, thus meeting the requirement to allocate not less than 0.75 percent of Section 5307 funds to safety-related projects.

*This page intentionally left blank.*

Tulare County Regional Transit Agency

**AGENDA ITEM V-A**

**August 18, 2025**

**Prepared by Juana Sierra-Perez, Finance Manager**

**SUBJECT:**

**Action:** Approve Reso 2025-032 TCRTA FY 25 Budget Amendment No. 2

**BACKGROUND:**

On August 01, 2024, the Tulare County Regional Transit Agency Ad-Hoc Technical Advisory Committee passed its first resolution, Resolution 2024-01. The Ad-Hoc Technical Advisory Committee is an apolitical body of subject matter experts. The committee was formed partly upon request of the City Manager's of each Member Agency and members on the Ad-Hoc committee directly represent their respective City Managers.

Resolution 2024-01 was unanimously voted on by TAC participants and subsequently comprise of all Member Agencies that are part of the TCRTA. Their vote was a recommendation to the TCRTA Board of Directors to replicate and clone the originally approved FY 23/24 budget as the budget for FY 24/25.

The TCRTA Board subsequently approved FY 25 Budget Amendment No. 1 at its June 2025 meeting by Resolution 25-027.

**DISCUSSION:**

A reconciliation for FY 24/25 was conducted using the same methodology employed by the Ad-Hoc Technical Advisory Committee to determine member participation. After the review, it was determined that several accrued expenses and revenues were recorded in the incorrect fiscal year. The county auditors notified us that it was too late to revise these accruals since the prior fiscal year had already been closed.

This prompted us to develop an internal tracking workbook to better monitor expenses and revenues specific to FY 24/25. This workbook will facilitate the processing of TDA claims and ensure that we are only distributing FY 24/25 expenses among our members. Additionally, it will provide a clearer financial picture of the current fiscal year.

Attached you will find Amendment No. 2 for FY 24/25. This revision is based on our general ledgers, which include all expenses recorded for the current fiscal year. We are processing this amendment to provide a more accurate approved budget for FY 24/25, rather than relying on the rollover adopted budget that was approved on August 1, 2024

**RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors approve Resolution 2025-027 adopting the Fiscal Year 2024/2025 Amendment No 2. Operating Budget

**FISCAL IMPACT:**

An increase in revenue of \$4,248,029.60 includes the accruals for revenue entered by September 30, 2025. Additionally, there is an increase in expenses of \$312,818.59.

**ATTACHMENTS:**

1. FY 24/25 Budget Amendment No. 2.
2. FY 24/25 Budget Summary
3. Resolution 2025-032 Adopting FY 24/25 Budget Amendment No.2



**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING AMENDMENT NO. 1 FOR BUDGET FOR 2024/2025 OPERATING YEAR**

**WHEREAS**, the Joint Powers Agreement, dated August 11, 2020, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, Woodlake, and the Tule River Tribe (each, a “Party” or “Member Agency”) hereafter called Tulare County Regional Transit Agency “TCRTA”; and

**WHEREAS**, the purpose of the formation and operation of TCRTA is to own, operate, and administer a public transportation system; and

**WHEREAS**, TCRTA has prepared a comprehensive Fiscal Year 2024/2025 Operating Budget reflecting anticipated revenues, expenditures, fund balance, and reserves as recommended by the Ad-Hoc Technical Advisory Committee on August 1, 2024; and

**WHEREAS**, the Board of Directors of the Tulare County Regional Transit Agency desires to adopt an Annual Budget for the Fiscal Year 2024/2025 (July 1, 2024 to June 30, 2025); and

**WHEREAS**, the Board of Directors of the Tulare County Regional Transit Agency adopted Budget Amendment No. 1 at its June 2025 Meeting by Resolution 2025-027; and

**WHEREAS**, the Transportation Development Act (TDA) provides for the disbursement of funds from the Local Transportation Fund for use by a transportation provider for purposes related to the management and administration of transportation; and

**WHEREAS**, the State Transit Assistance (STA) fund makes funds available to eligible applicants to support public transportation; and

**WHEREAS**, the Federal Transit Administration (FTA) and Caltrans make federal funds available to eligible applicants for federally approved purposes.

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, does hereby approve and direct the Tulare County Regional Transit Agency to adopt Fiscal Year 2024-2025 budget Amendment No. 2; and

**BE IT FURTHER RESOLVED** that, said Annual Budget includes appropriations of monies expected to be available in the General Fund and existing and anticipated

Federal, State, and local grants, for expenditures in the amounts and for the purposes set forth in said budget; and

**BE IT FURTHER RESOLVED** that, said Annual Budget includes funds dedicated to paying for capital improvements; and

**BE IT FURTHER RESOLVED** that the Executive Director or the Executive Director's designee is authorized to file claims for the Transportation Development Act (TDA) funds and execute and file applications to the FTA and Caltrans funding for FY 2024/2025 financial assistance; and

**BE IT FURTHER RESOLVED** that the Executive Director or the Executive Director's designee is authorized to execute agreements with transit operators to provide service or receive transfer payments, such transfer payments being paid or received by TCRTA to facilitate the coordination of transit service and to furnish incentives for providing enhanced transfer services between TCRTA and other transit operators; and

**BE IT FURTHER RESOLVED** that the Executive Director is authorized to make expenditures and incur liabilities against said funds within the limits set forth in said budget and the provisions of this Resolution, and to act on behalf of TCRTA in connection with contracts arising thereunder, by following the procedures provided by law, and by Board of Directors' Resolutions and Board Rules, except that no contractual obligations shall be assumed by TCRTA in excess of its ability to pay, and provided further that all expenditures shall be in conformance with statutory and other restrictions placed on the use of said funds; and

**BE IT FURTHER RESOLVED** that the Executive Director is authorized to act on behalf of TCRTA, and to make expenditures and incur liabilities against all funds of TCRTA as provided for in contracts which have been authorized by the Board of Directors of the Tulare County Regional Transit Agency and that the Board's authorizations of such contracts also include the necessary appropriations for such contracts and change orders authorized by Rules approved by the Board, subject, however, to compliance with such specific appropriation resolutions as may be adopted by the Board from time to time; and

**BE IT FURTHER RESOLVED** that the Executive Director or the Executive Director's designee is authorized to issue free or discounted promotional rides in FY 2024/2025 for purposes of building ridership on the system, consistent with ridership recovery guidelines.

**PASSED AND ADOPTED** this 18<sup>th</sup> day of August 2025 by the **Board of Directors of the Tulare County Regional Transit Agency**.

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_  
and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_

Lary Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-032 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_

Derek Winning  
Executive Director

FISCAL YEAR 2024-2025 AMENDMENT No.1				FISCAL YEAR 2024-2025 AMENDMENT No.2				DIFFERENCE		FISCAL 2024		FISCAL YEAR 2024-2025 TDA EXPENSE BUDGET			
CASH IN HAND 7/1/2023				CASH IN HAND 7/1/2023				ADDMENDMENT NO 1 &		ADJUSTMENTS		CASH IN HAND 7/1/2023			
REVENUE				REVENUE				ADDMENDMENT NO 2				REVENUE			
5054	State Grants	\$	12,307,727.00	5054	State Grants	\$	12,307,727.00					5054	State Grants	\$	12,307,727.00
5700	Federal Grants	\$	5,814,492.35	5700	Federal Grants	\$	\$8,862,477.04	\$	3,047,984.69	\$	-	5700	Federal Grants	\$	\$8,862,477.04
5835	Measure R	\$	4,846,888.00	5835	Measure R	\$	\$5,808,727.64	\$	961,839.64	\$	-	5835	Measure R	\$	\$5,808,727.64
5873	Public Transit Fare	\$	942,466.21	5873	Measure R	\$	877,500.00	\$	(64,966.21)	\$	-	5873	Measure R	\$	877,500.00
4081	Interest	\$	713,931.95	5873	Public Transit Fare	\$	\$ 975,378.69	\$	261,446.74	\$	-	5873	Public Transit Fare	\$	\$ 975,378.69
5481	O/L Warrants	\$	231,153.44	4081	Interest	\$	\$ 272,878.18	\$	41,724.74	\$	-	4081	Interest	\$	\$ 272,878.18
		\$	8,787.23	5481	O/L Warrants	\$	\$ 26,146.33	\$	17,359.10	\$	-	5481	O/L Warrants	\$	\$ 26,146.33
		\$	24,856,658.95			\$	\$29,104,688.55	\$	4,248,029.60	\$	(26,146.33)			\$	\$29,130,834.88
EXPENSES				EXPENSES								EXPENSES			
6000	Salaries	\$	823,677.57	6000	Salaries	\$	(823,677.57)	\$	(1,125,594.44)			6000	Salaries	\$	1,125,594.44
6001	Alloc. Sal.	\$	1.00	6001	Alloc. Sal.	\$	618,807.02	\$	618,806.02	\$	618,807.02	6001	Alloc. Sal.	\$	
6002	Overtime	\$	-	6002	Overtime	\$	275.64	\$	275.64	\$	275.64	6002	Overtime	\$	-
6003	Other Pay	\$	1.00	6003	Other Pay	\$	21,905.67	\$	21,904.67	\$	21,905.67	6003	Other Pay	\$	-
6004	Benefits	\$	1.00	6004	Benefits	\$	54,116.43	\$	54,115.43	\$	54,116.43	6004	Benefits	\$	-
6005	Extra Help	\$	1.00	6005	Extra Help	\$	13,707.18	\$	13,706.18	\$	13,707.18	6005	Extra Help	\$	-
6011	Retire-Co	\$	1.00	6011	Retire-Co	\$	58,225.13	\$	58,224.13	\$	58,225.13	6011	Retire-Co	\$	-
6012	Soc Sec	\$	1.00	6012	Soc Sec	\$	38,300.40	\$	38,299.40	\$	38,300.40	6012	Soc Sec	\$	-
6014	Pob	\$	1.00	6014	Pob	\$	20,967.24	\$	20,966.24	\$	20,967.24	6014	Pob	\$	-
7000	Services	\$	-	7000	Services	\$	-	\$	-	\$	-	7000	Services	\$	-
7005	Communicate	\$	24,639.71	7005	Communicate	\$	23,419.40	\$	(1,220.31)	\$	(62,388.23)	7005	Communicate	\$	85,807.63
7010	Insurance	\$	4,091.85	7010	Insurance	\$	3,750.86	\$	(340.99)	\$	(29,639.06)	7010	Insurance	\$	33,389.92
7021	Maint-Equip	\$	504,504.32	7021	Maint-Equip	\$	462,462.29	\$	(42,042.03)	\$	(636,947.03)	7021	Maint-Equip	\$	1,099,109.32
7024	Maint-Bld-Im	\$	22,524.55	7024	Maint-Bld-Im	\$	30,513.38	\$	7,988.83	\$	(12,557.78)	7024	Maint-Bld-Im	\$	43,071.16
7036	Office Expen	\$	32,791.32	7036	Office Expen	\$	36,369.10	\$	3,577.78	\$	19,099.32	7036	Office Expen	\$	17,269.78
7040	Courier	\$	-	7040	Courier	\$	-	\$	-	\$	-	7040	Courier	\$	-
7043	Prof & Spec	\$	19,240,643.16	7043	Prof & Spec	\$	19,403,828.27	\$	163,185.11	\$	4,824,975.74	7043	Prof & Spec	\$	\$14,578,852.53
7059	Pub & Leg No	\$	-	7059	Pub & Leg No	\$	-	\$	-	\$	-	7059	Pub & Leg No	\$	-
7062	Rent-Bldg	\$	48,264.22	7062	Rent-Bldg	\$	77,354.20	\$	29,089.98	\$	7,053.00	7062	Rent-Bldg	\$	70,301.20
7066	Spc Dept Exp	\$	738,709.87	7066	Spc Dept Exp	\$	886,286.92	\$	147,577.05	\$	827,634.64	7066	Spc Dept Exp	\$	58,652.28
7073	Training	\$	1,947.75	7073	Training	\$	1,785.44	\$	(162.31)	\$	(952.15)	7073	Training	\$	2,737.59
7074	Trans & Trav	\$	4,681.42	7074	Trans & Trav	\$	4,291.30	\$	(390.12)	\$	2,591.02	7074	Trans & Trav	\$	1,710.28
7720	Admin CNTY Legal Fees	\$	-	7720	Admin CNTY Legal Fees	\$	-	\$	-	\$	(51,834.97)	7720	Admin CNTY Legal Fees	\$	51,834.97
7081	Utilities	\$	457,381.52	7081	Utilities	\$	460,411.05	\$	3,029.53	\$	321,259.60	7081	Utilities	\$	139,151.45
7421	Int-Late Pay	\$	1,166.87	7421	Int-Late Pay	\$	1,072.78	\$	(94.09)	\$	1,072.78	7421	Int-Late Pay	\$	-
Total Expenses		\$	21,905,031.11	Total Expenses		\$	22,217,849.70	\$	312,818.59	\$	4,910,367.15	Total Expenses		\$	17,307,482.55

## Tulare County Regional Transit Agency

### **AGENDA ITEM**

**August 18, 2025**

**Prepared by Juana Sierra-Perez**

### **SUBJECT:**

**Action:** Adopt FY 2025-2026 Budget

### **BACKGROUND:**

For the Fiscal Year 2025–2026, the Tulare County Regional Transit Agency estimates total revenues of approximately \$23,421,563.20 million. This revenue is primarily supported by state grants amounting to \$13,919,304.57 million and federal grants totaling \$4,858,896.32 million. Additionally, funding sources include Measure R allocations of \$4,277,500.00, public transit fares of \$1 million, and interest income of approximately \$272,878.

The planned operating expenditure for the agency totals \$18.39 million. The majority of this amount is allocated to professional and specialized services (\$15.43 million), followed by salaries (\$954,894), equipment maintenance (\$943,438), and general operational services (\$850,000). Smaller allocations are also planned for communication, insurance, rent, and office expenses.

### **DISCUSSION:**

Staff have included a 2.5% increase in this budget projection, along with the revised fixed and variable rates for the Transdev contractor.

### **RECOMMENDATION:**

That the Tulare County Regional Transit Agency Board of Directors approve Resolution 2025-XXX adopting the Fiscal Year 2025-26 Operating Budget and Capital Improvement Program.

### **FISCAL IMPACT:**

The proposed FY 2025-26 Annual Budget is balanced. It may be revised as conditions and actuals change over the course of the fiscal year.

### **ATTACHMENTS:**

1. Draft Resolution 2025-036
2. Proposed FY 2025/226 Operating Budget and Capital Improvement Program

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING FISCAL YEAR 2025-2026 BUDGET AND CAPITAL IMPROVEMENT  
PROGRAM**

**WHEREAS**, the Joint Powers Agreement, dated August 11, 2020, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Porterville, Tulare, and Woodlake (each, a “Party” or “Member Agency”) hereafter called Tulare County Regional Transit Agency “TCRTA”; and

**WHEREAS**, the purpose of the formation and operation of TCRTA is to own, operate, and administer a public transportation system within the jurisdictions of and on behalf of the Member Agencies; and

**WHEREAS**, TCRTA has prepared a comprehensive Fiscal Year 2025-2026 Budget and Capital Improvement Program reflecting anticipated revenues and expenditures; and revenues and;

**WHEREAS**, the Board of Directors of the Tulare County Regional Transit Agency approved Resolution 2025-023 adopting the Annual Budget for the Fiscal Year 2024 (July 1, 2024, to June 30, 2025); and

**WHEREAS**, the Board of Directors of the Tulare County Regional Transit Agency approved Resolution 2025-027 Amendment No. 1 to the Annual Budget for the Fiscal Year 2024-2025 (July 1, 2024 to June 30, 2025); and

**NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, that it hereby approves the Tulare County Regional Transit Agency’s Fiscal Year 2025-2026 Budget and Capital Improvement Program (July 1, 2025 to June 30, 2026).

**PASSED AND ADOPTED** this **18<sup>th</sup> August, 2025**, by the **Board of Directors of the Tulare County Regional Transit Agency**.

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_ and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_

Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-036 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August, 2025.

Signed \_\_\_\_\_

Derek Winning  
Executive Director

**TULARE COUNTY REGIONAL TRANSIT AGENCY  
OPERATING & REVENUE EXPENDITURE  
FISCAL YEAR 25-26**

<b>REVENUE</b>		<b>Cash In Hand Reserve</b>	<b>\$ (908,540.89)</b>
5054	State Grants	\$	13,919,304.57
5700	Federal Grants	\$	4,858,896.32
5835	Measure R	\$	4,277,500.00
5873	Public Transit Fare	\$	1,001,525.02
	Intrest	\$	272,878.18
		<b>\$</b>	<b>23,421,563.20</b>
<b>EXPENSES</b>			
6000	Salaries		
6001	Alloc. Sal.	\$	954,894.09
6002	Overtime		
6003	Other Pay		
6004	Benefits		
6005	Extra Help		
6011	Retire-Co		
6012	Soc Sec		
6014	Pob		
7000	Services	\$	850,000.00
7005	Communicate	\$	87,952.82
7010	Insurance	\$	34,224.67
7021	Maint-Equip	\$	943,438.11
7024	Maint-Bld-Im	\$	-
7036	Office Expen	\$	18,011.81
7040	Courier		
7043	Prof & Spec	\$	15,431,037.83
7059	Pub & Leg No		
7062	Rent-Bldg	\$	72,058.73
7066	Spc Dept Exp	\$	4,804,625.00
7073	Training	\$	12,806.03
7074	Trans & Trav	\$	16,753.04
7720	Admin CNTY Legal Fees	\$	53,130.84
7081	Utilities	\$	142,630.24
7421	Int-Late Pay		
<b>Total Expenses</b>		<b>\$</b>	<b>23,421,563.20</b>
<b>Total Revenue</b>		<b>\$</b>	<b>23,421,563.20</b>
<b>Current Balance</b>		<b>\$</b>	<b>(0.00)</b>



Operating Revenue		Participation by Member										
		County	Fixed Route	On Demand	Member Cost	Prior Balance	Mesure R	FTA/Grants	STA	LTF	Balance	
	Farebox	\$	(906,900.13)									
	Bus Ad	\$	(68,478.56)									
	Measure R TCAG Support	\$	-									
	LCTOP Fares	\$	-									
	Grant Funding	\$	-									
	Other	\$	(26,146.33)									
	Fee	\$	-									
	Interest	\$	(272,878.18)									
	Grant Funded	\$	(18,251,075.90)									
		\$	(19,525,479.10)									
Direct Operating Costs												
	Transit Service	\$	7,036,727.08									
	Fixed Costs-Transdev	\$	7,189,814.25									
	Fuel	\$	366,919.40									
Total Direct Operating Costs		\$	14,593,460.73									
Total Net Direct Operating Costs		\$	13,319,057.53									
Indirect Operating Costs												
	Admin	\$	191,200.92									
	Ads	\$	-									
	Alarm	\$	-									
	Bus Wrapping	\$	-									
	Consultant	\$	300,000.00									
	Disaster	\$	-									
	Equipment	\$	-									
	Fees	\$	1,059.95									
	Fleet Maint	\$	905,539.14									
	Direct Fleet Maint	\$	-									
	Furniture	\$	-									
	Insurance	\$	34,224.67									
	Labor	\$	954,894.09									
	Legal	\$	53,130.84									
	License	\$	3,415.30									
	Loop	\$	-									
	Maintenance	\$	37,898.97									
	Membership	\$	-									
	Office Renovations	\$	-									
	Phone	\$	70,533.98									
	Radios	\$	17,418.84									
	Rent	\$	72,058.73									
	Repairs	\$	-									
	Security	\$	-									
	Software	\$	263,250.63									
	Direct Software	\$	-									
	Supplies	\$	-									
	Training	\$	12,806.03									
	Transdev-SM Startup	\$	-									
	Tpass	\$	-									
	Trash	\$	-									
	Travel	\$	16,753.04									
	Utilities	\$	142,630.24									
	Custodial	\$	-									
	Marketing	\$	20,391.74									
	Other	\$	(2,139.34)									
	Office Expense	\$	15,688.30									
	charging Stations	\$	39,257.11									
	Labor Support	\$	266,689.64									
	Meals	\$	2,323.51									
	On- Call Planning	\$	550,000.00									
	GSA- Services	\$	54,451.16									
Total Indirect Op Costs		\$	4,023,477.47									
Total Costs		\$	18,616,938.20									
Total Cost of Participation		\$	17,342,535.00									
Capital Assets Expense		Amounts	Notes									
	Farebox MR	\$	-	Funded from MR inovation funding recieved in FY22								
	MicroTran	\$	-									
	Transit Van	\$	-									
	TCAT BUSESS (15)	\$	3,400,000.00	MR								
	TCAT BUSESS (4)	\$	958,259.00	Fed								
	Transit Van	\$	326,366.00	Fed								
	Equipment	\$	120,000.00	STA								

*This page intentionally left blank.*

## Tulare County Regional Transit Agency

### **AGENDA ITEM V-B**

**August 18, 2025**

**Prepared by Ashlee Compton and Derek Winning, TCRTA Staff**

#### **SUBJECT:**

**Action:** Adoption of Resolution 2025-033 Microtransit Pilot Update – Service Changes

#### **BACKGROUND:**

At the Board Meeting of October 21, 2024, Derek Winning, TCRTA's Interim Executive Director, shared agency goals, including the "right-sizing" of microtransit service in line with the Board's direction. Proposed service changes as a result of such efforts were launched November 20, 2024. These changes included removing intracity service in the City of Visalia; no other changes to the hours of operation or service areas were made. At the same time as service changes were adopted, target metrics designed to increase service productivity were also presented to the Board, with a scheduled review of their impact set for March 2025 and again for June 2025.

#### **DISCUSSION:**

##### Microtransit Service Performance Metrics

TCRTA Transport rides are offered based on vehicle availability in the service zone. Trips appear "unavailable" if rides cannot be dispatched within a set waiting period.

The practice of over-deploying vehicles inflates the cost of service per hour. As a remedy for low productivity, staff use two metrics to analyze performance and suggest service changes: 1) target average wait time and 2) vehicle allocation optimization in the different service zones. Target average wait times are under 30 minutes for urban areas and under 60 minutes for rural areas.

Implementing these measures affects target productivity, which is three passengers per hour for urban areas and two for rural areas. The table below shows the service period of November 2024 – February 2025, post implementation of these metrics.

**Note that the Average Wait Time for South County Zone was corrected from 50.5 minutes to 22.4 minutes due to a clerical error.**

### Actual Service Performance, March 2025-May 2025

Service Zone	Target Average Wait Time	Actual Avg Wait Time	Vehicle Allocation	Target Passengers per Hour	Passengers per Hour	Annual Cost	Cost per Passenger
Dinuba/N. County	30 mins	17.1 mins	1	3	2.3	\$ 264,471.48	\$ 38.18
Woodlake	30 mins	11.4 mins	1	2	1.7	\$ 114,277.80	\$ 22.32
S. County	60 mins	24.8 mins	1	2	1.6	\$ 264,471.48	\$ 54.88
Lindsay, Porterville Transit Center	60 mins	18.7 mins	1	2	1.5	\$ 352,628.64	\$ 78.05
Tulare-Visalia Metro Area	30 mins	22.4 mins	2+1	3	1.5	\$ 861,981.12	\$ 190.79
Peak Hour Back-Up	-		2	-		\$ 574,654.08	-
			9			\$ 2,432,484.60	

### Microtransit Performance Review Update, Target Metrics, and Service Changes

The following table indicates microtransit performance targets for September 2025.

### Proposed Service Performance with Metric Targets, September 2025

Service Zone	Target Average Wait Time	Vehicle Allocation	Target Passengers per Hour	Annual Cost	Cost per Passenger
Dinuba/N. County	30 mins	1	3	\$ 264,471.48	\$ 29.27
Woodlake	30 mins	1	2	\$ 130,603.20	\$ 21.68
S. County	60 mins	1	2	\$ 264,471.48	\$ 43.90
Lindsay, Porterville Transit Center	60 mins	1	2	\$ 352,628.64	\$ 58.54
Tulare-Visalia Metro Area	30 mins	2+1	3	\$ 861,981.12	\$ 95.39
Peak Hour Back-Up	-	2	-	\$ 574,654.08	-
Non-Emergency Medical	30 mins	2	3	\$ 548,533.44	
		11		\$ 2,997,343.44	

Est. Cost Increase

\$ 564,858.84

Demonstrated in the table, the implementation Non-Emergency Medical Microtransit for the County of Tulare HHSA health care providers, CVRC, Adventist Health there is an increased vehicle allocation of two (2) vehicles, which results in an estimated cost increase of \$564,858.84.

**TCRTA staff does recommend based upon a request for the City of Woodlake to change the hours of operation for the Woodlake Zone to revert to the level of service prior to deployment of the microtransit pilot in order to provide a sustainable transit service for Woodlake residents. Staff proposes that the Woodlake Zone hours of operation would change to Monday – Friday from 7:30 AM to 3:30 PM starting July 1, 2025 to accommodate access to Woodlake area schools.**

**RECOMMENDATION:**

Adoption of Resolution 2025-033 approving TCRTA Microtransit service changes and microtransit pilot target metrics.

**FISCAL IMPACT:**

N/A

**ATTACHMENTS:**

1. Resolution 2025-033 TCRTA Microtransit service changes and Microtransit Pilot target metrics.

*This page intentionally left blank.*

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING TCRTA MICROTRANSIT  
SERVICE CHANGES AND MICROTRANSIT PILOT TARGET METRICS**

**WHEREAS**, the Joint Powers Agreement, dated August 11, 2022, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, and Woodlake (each, a “Party” or “Member Agency”) hereafter called Tulare County Regional Transit Agency “TCRTA”; and

**WHEREAS**, the Tulare County Regional Transit Agency Board of Directors approved the provision of a regional microtransit (on-demand) expansion of services contingent on sufficient CMAQ funding for an initial three (3) year period on February 22, 2023; and

**WHEREAS**, the Tulare County Association of Governments (TCAG) has supplemented the CMAQ funding with an additional \$5.9 m in SB 125 funds and also revised the pilot period to two (2) years as the original cost estimate of \$2.4 million was inadequate to cover the cost of one year; and

**WHEREAS**, the Board of Directors approved the Microtransit Service Changes to adjust the vehicle deployment of the service areas; and

**WHEREAS**, the Board of Directors approved the Microtransit Service Changes to target average wait times; and

**WHEREAS**, the Board of Directors conducted approved the Microtransit Service Changes to implement, adjust, and pursue performance metric targets in the form of 3 passengers per hour for urban zones and 2 per hour for rural zones and target average wait times of 30 minutes and 60 minutes respectively; and

**NOW, THEREFORE, BE RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, hereby approves adjusted Microtransit Pilot performance metric targets for passengers per hour and average wait time.

**BE IT ADDITIONALLY RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, does hereby adopt the following Microtransit Service Changes effective July 1, 2025:

The Microtransit Service Changes include the following service zones and parameters.  
NOTE: Riders can travel ***within*** designated zones, but not between zones.

### Unchanged Zone: Tulare–South County

- Travel Parameters  
Riders can travel within and between Tulare, Waukena, Tipton, Pixley, Earlimart, Alpaugh, Allensworth, and Richgrove. These are all areas where TCRTA currently provides paratransit services.
- Commingled Service  
On-demand (microtransit) and paratransit riders and vehicles are pooled. ADA paratransit trips will be available to be booked by phone or via the app. Paratransit fares will remain \$3 for all eligible riders no matter how the ride is booked.
- Service Hours  

Monday-Saturday	7:00 am to 7:00 pm
Sunday	8:00 am to 5:00 pm
- Fares (one-way)  

General	\$5
Trips beginning/ending at a Transit Center	\$4
Paratransit	\$3 (requires verification)

### Unchanged Zone: Tulare-Visalia Metro Area

- Travel Parameters  
Riders can travel between Visalia, Tulare, Farmersville, Exeter, Ivanhoe, Tooleville, Goshen, and Tagus Ranch.
- Service Hours (Current)
- Monday-Friday 6:00 am to 9:30 pm
- Saturday & Sunday 8:00 am to 6:30 pm
- Fares (one-way)

General	\$5
Trips beginning/ending at a Transit Center	\$4
Paratransit	\$3 (requires verification)

**Unchanged Zone: Lindsay-Strathmore-Poplar (previously Lindsay-Porterville)**

- Travel Parameters  
Riders can travel within and between Lindsay, Strathmore, Cotton-Poplar, and to/from the Porterville Transit Center.
- Service Hours  
Monday-Saturday 6:00 am to 10:00 pm  
Sunday 8:00 am to 8:00 pm
- Fares (one-way)  
General \$5  
Trips beginning/ending at a Transit Center \$4  
Paratransit \$3 (requires verification)



### **Service Change: Woodlake**

- Travel Parameters  
Riders can travel within and between Woodlake and Elderwood.
- Current Service Hours  
Monday-Saturday 8:00 am to 3:00 pm
- **Service Hours (July 1, 2025)**  
**Monday-Friday 7:30 am to 3:30 pm**
- Fares (one-way)

General	\$5
Trips beginning/ending at a Transit Center	\$4
Paratransit	\$3 (requires verification)

### **Unchanged Zone: Dinuba**

- Travel Parameters  
Riders can travel within and between Dinuba and North County, which includes Delft Colony, London, Traver, Monson, Calgro, Seville, Sultana, Orosi, Cutler, and Yettem.
- Service Hours  
Monday-Saturday 7:00 am to 7:00 pm  
Sunday 8:00 am to 5:00 pm
- Fares (one-way)

General	\$5
Trips beginning/ending at a Transit Center	\$4
Paratransit	\$3 (requires verification)

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_  
and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_  
Larry Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-033 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_  
Derek Winning  
Executive Director

# Tulare County Regional Transit Agency

## AGENDA ITEM V-D

August 18, 2025

Prepared by Ashlee Compton, TCRTA Staff

### SUBJECT:

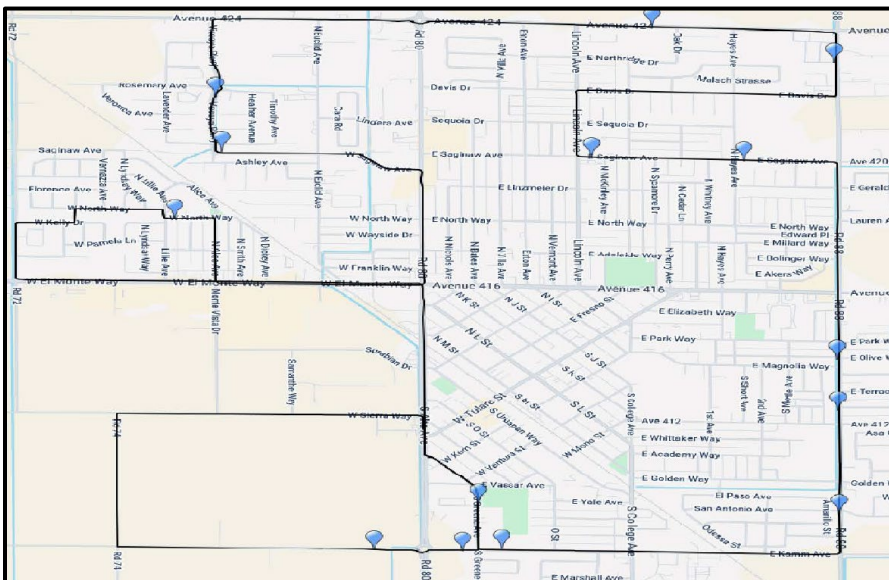
**Action:** Resolution 2025-034 Dinuba Fixed Route Service Changes – Dinuba High School Loop Service

### BACKGROUND:

The City of Dinuba requested service changes to the fixed route system to provide access to the new location at the corner of Kamm and Alta for student riders.

### DISCUSSION:

TCRTA, The City of Dinuba and Transdev met on July 28, 2025, to work on a solution for the new high school's student riders. The preferred solution is to implement a loop route to support student transportation needs at the new high school. A dedicated loop route will operate twice daily while school is in session. The loop will consist of 12 stops, plus the start/end of route at the high school. Please refer to the table below for operating hours:



	<b>Schedule</b>	<b>Operating Hours</b>
<b>Morning Loop</b>	Mon, Tues, Thurs & Fri	6:15 AM - 7:30 AM
<b>Wednesday Morning Loop</b>	Wed	7:30 AM – 8:45 AM
<b>Afternoon Loop</b>	Mon - Fri	3:15 PM – 4:30 PM

#### **ATTACHMENTS:**

1. Resolution 2025-034 Dinuba Fixed Route Service Change - High School Loop Service

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING CITY OF DINUBA HIGH SCHOOL LOOP SERVICE**

**WHEREAS**, the Joint Powers Agreement, dated August 11, 2022, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, Woodlake, and the Tule River Tribe (each, a “Party” or “Member Agency”) hereafter called Tulare County Regional Transit Agency “TCRTA”; and

**WHEREAS**, the Dinuba Unified School District relocated Dinuba High School to the southwest corner of Alta & Kamm Avenues; and

**WHEREAS**, TCRTA fixed route service in the City of Dinuba does not currently provide transit access to the new high school location; and

**WHEREAS**, the City of Dinuba has requested that TCRTA provide transit access to the new high school location; and

**WHEREAS**, the City of Dinuba and TCRTA have developed the new Dinuba High School loop service as a cost-effective means to provide access to the high school; and

**WHEREAS**, the Dinuba high school loop service will operate two loops per day Monday - Friday while school is in session; and

**WHEREAS**, TCRTA will monitor the loop service with the City of Dinuba and implement changes as needed to ensure the effectiveness of the service; and

**NOW, THEREFORE, BE RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, hereby approves the implementation of the Dinuba High School Loop Service starting with the 25-26 academic school year.

**THE FOREGOING RESOLUTION was adopted upon motion of \_\_\_\_\_ and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.**

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_  
Larry Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-034 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_  
Derek Winning  
Executive Director

## Tulare County Regional Transit Agency

### **AGENDA ITEM V-E**

**August 18, 2025**

**Prepared by Ashlee Compton and Derek Winning, TCRTA Staff**

#### **SUBJECT:**

**Action:** Adoption of Resolution 2025-035 MOU Between TCRTA & County of Tulare Health and Human Services Agency (HHSA) for Transportation Services

#### **BACKGROUND:**

TCRTA initiated a microtransit pilot sponsored by the Tulare County Association of Governments (TCAG) that commenced on April 1, 2024 for the North County Zone and expanded on July 1, 2024 for the Tulare and South County Zones. TCRTA is working with its regional partners to coordinate microtransit within the Visalia and Porterville Metro Areas to improve mobility within the region and provide door-to-door access to destinations on-demand utilizing the VIA software application platform.

TCRTA is in discussions with several health care and social service providers to provide regular transportation for their clients to access appointments and other important services. The utilization of microtransit by social service and healthcare providers was anticipated as a potential generator of ridership for the microtransit pilot and beyond, TCRTA is currently in discussions with Central Valley Regional Center (CVRC), Altura Centers for Health, and Tulare County Health and Human Services (HHSA) to provide transportation services for their clients.

#### **DISCUSSION:**

TCRTA and HHSA have developed and reviewed an MOU for Transportation Services that will allow HHSA direct access to the TCRTA VIA VOC software platform to schedule rides on behalf of their clients. VIA has recently updated their platform to allow for 3<sup>rd</sup> party direct access and HHSA is the first healthcare provider to take advantage of the convenience on behalf of their clients.

The VIA VOC platform will allow HHSA client rides to be tagged for their billing purposes and HHSA will be charged a discounted rate of \$3 per one-way trip for rides booked directly through the TCRTA VOC. TCRTA has agreed to invoice HHSA on a monthly basis for the fares associated with their client's trips. This is intended to make it easier for HHSA clients to access healthcare and other services as microtransit trips can be booked by the case worker at the time the appointment for services is set. The client will be picked up and dropped off without the need to book the trip nor provide payment for fares.

**RECOMMENDATION:**

Adoption of Resolution 2025-035 Approve MOU between TCRTA and HHSA for Transportation Services

**FISCAL IMPACT:**

N/A

**ATTACHMENTS:**

1. MOU between TCRTA and HHSA for Transportation Services
2. Resolution 2025-035 Approve MOU TCRTA between HHSA for Transportation Services



**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY  
ADOPTING MOU BETWEEN TCRTA AND COUNTY OF TULARE HEALTH AND  
HUMAN SERVICES AGENCY (HHSA) FOR TRANSPORTATION SERVICES**

**WHEREAS**, TCRTA is a public transit operator formed and organized by the Joint Powers Agreement, dated August 11, 2022, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, and Woodlake to provide public transportation services within the jurisdictions of and on behalf of its member agencies, hereinafter referred to “TCRTA Area”; and

**WHEREAS**, TCRTA uses a proprietary software application called VIA VOC to assist its customers in scheduling rides in advance or on-demand; and

**WHEREAS**, HHSA is an premier and essential health care provider in Tulare County; and

**WHEREAS**, the Parties desire to coordinate efficient transportation services within the TCRTA Area of operations; and

**WHEREAS**, the Parties have mutually negotiated this MOU.

**NOW, THEREFORE, BE RESOLVED BY THE BOARD OF DIRECTORS OF THE TULARE COUNTY REGIONAL TRANSIT AGENCY**, adopts the attached, “MOU between TCRTA & HHSA for Transportation Services”.

**BE IT ADDITIONALLY RESOLVED** that the Executive Director is hereby authorized to sign the MOU between TCRTA & HHSA for Transportation Services.

**THE FOREGOING RESOLUTION** was adopted upon motion of \_\_\_\_\_ and seconded by \_\_\_\_\_ at meeting thereof held on the 18<sup>th</sup> day of August 2025.

AYES:

NOES:

ABSTAIN:

ABSENT:

Signed \_\_\_\_\_  
Larry Micari  
Board Chair

ATTEST:

I HEREBY CERTIFY that the foregoing Resolution 2025-035 was duly adopted by the Board of Directors of the Tulare County Regional Transit Agency at a regular meeting thereof held on the 18<sup>th</sup> day of August 2025.

Signed \_\_\_\_\_  
Derek Winning  
Executive Director

**MEMORANDUM OF UNDERSTANDING (MOU)  
BETWEEN THE TULARE COUNTY REGIONAL TRANSIT AGENCY AND  
COUNTY OF TULARE  
FOR TRANSPORTATION SERVICES**

This Memorandum of Understanding (hereinafter referred to as “MOU”) is made and entered into by and between the Tulare County Regional Transit Agency (“TCRTA”), a joint powers authority organized by its members under the Joint Exercise of Powers Act, as codified in Government Code §§ 6500 – 6599.3, and the County of Tulare, a political subdivision of the State of California, Health & Human Services Agency (HHSA). TCRTA and HHSA each being a “Party” and collectively “Parties” to this MOU.

**RECITALS**

**WHEREAS**, TCRTA is a public transit operator formed and organized by the Joint Powers Agreement, dated August 11, 2022, by and among the County of Tulare and the Cities of Dinuba, Exeter, Farmersville, Lindsay, Tulare, and Woodlake to provide public transportation services within the jurisdictions of and on behalf of its member agencies, hereinafter referred to “TCRTA Area”; and

**WHEREAS**, TCRTA uses a proprietary software application called VIA Operations Center (VOC) to assist its customers in scheduling rides in advance or on-demand; and

**WHEREAS**, HHSA is a premier and essential health care provider in Tulare County; and

**WHEREAS**, the Parties desire to coordinate efficient transportation services within the TCRTA Area of operations; and

**WHEREAS**, the Parties have mutually negotiated this MOU.

**NOW THEREFORE**, and in consideration of the foregoing and of the mutual promises herein expressed, and intending to be legally bound thereby, the Parties do mutually agree as follows:

1. **Purpose**. The purpose of this MOU is to operate coordinated and efficient transportation services within the TCRTA Area, and establish terms and conditions under which the Parties will provide these services.

2. **Term of MOU**. This MOU is effective upon execution of both parties and shall remain in full force and effect through June 30, 2028 unless earlier terminated under section 7 of this MOU or the term is extended by written modification in accordance with the provisions of section 7 of this MOU

3. **TCRTA Obligations**. TCRTA shall:

- A. Perform transportation services at the request of HHSA as set forth in Exhibit A.
- B. Prepare and submit monthly transportation data as set forth in Exhibit B.
- C. Maintain a Customer Service Representative (CSR) as set forth in Exhibit C, Customer Service Representative.
- D. Require that all vehicles used in the performance of this Agreement meet or exceed the requirements established in Exhibit D, Transportation Vehicle Standards.
- E. Ensure Driver Expectations are met as set forth in Exhibit E, Driver Standards and Expectations.
- F. Comply with the requirements established in Exhibit F, Transportation Performance Standards.
- G. Ensure that services available to HHSA are comparable to services the general public receives.
- H. Provide HHSA access to the TCRTA's VIA software application to allow HHSA to schedule trips for its clients in advance or on-demand.
- I. Provide HHSA training on TCRTA's VIA software application.
- J. Provide VIA software application access at no cost to HHSA.
- K. Invoice HHSA the current passenger fare for each transportation service(s) performed in the preceding month. Payment is due 30 days from receipt of invoice.
- L. Leverage and coordinate efforts with other funding sources and programs, including but not limited to local, state, and federal.
- M. Establish linkage with community programs to coordinate activities with existing programs serving the TCRTA Area and surrounding communities, and to minimize or avoid duplicate efforts and fragmentation of services.

4. **HHSA Obligations.** HHSA shall:

- A. Manage transportation eligibility of HHSA clients.
- B. Utilize the TCRTA's VIA software application and arrange transportation from origin to destination and return trips for HHSA clients.
- C. Communicate to HHSA clients trip information.
- D. Compensate TCRTA the passenger fare for each transportation service(s) performed in the preceding month.

5. **Indemnity.**

Each party (as "Indemnitor") agrees to defend, indemnify, and hold harmless the other party (as "Indemnitee") from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as "Claims") arising out of bodily injury of any person (including death) or property damage with respect to any services provided under this MOU. Each party's obligation to indemnify applies unless it is finally adjudicated that the liability was caused by the sole active negligence or sole willful misconduct of either the COUNTY or TCRTA. If it is finally adjudicated that liability is caused by the comparative active negligence or willful misconduct of either the COUNTY or the TCRTA, then each Party's indemnification obligation shall be reduced proportionally to the established comparative liability. The Parties' indemnification obligations under this Agreement will survive the expiration or earlier termination of this Agreement until the Claims against the Indemnitee for the matter indemnified is fully and finally barred by the applicable statute of limitations or statute of repose.

6. **Insurance.** TCRTA shall maintain a general liability insurance policy through its service provider, Transdev. This insured status will cover all liabilities arising from the activities performed under this Memorandum of Understanding (MOU). Each party shall ensure that insurance coverage is sufficient to meet any potential claims, damages, or losses arising from their respective responsibilities under this MOU. Proof of this insurance shall be provided upon execution of the MOU and maintained for the term of the agreement.

7. **General Provisions**

A. **Termination.** This MOU may be terminated upon 30 days' written notice by either party.

**B. Notices.** All notices provided for or permitted under this MOU must be in writing and delivered either by personal service, by first-class United States mail, by an overnight commercial courier service, or as a PDF attachment to an email sent to the addresses provided below:

TCRTA  
Attn: Executive Director  
200 E Center Avenue  
Visalia, CA 93291

HHSA  
Attn: Contract Administration  
5957 S. Mooney Boulevard  
Visalia, CA 93277

Email: [dwinning@tularecag.ca.gov](mailto:dwinning@tularecag.ca.gov)

Email: [HHSAContracts@tularecounty.ca.gov](mailto:HHSAContracts@tularecounty.ca.gov)

Any Party may change its address for receipt of notice by providing notice of that change as provided in this subsection 7.B. Notice is effective as follows:

- i. A notice delivered by personal service is effective upon service to the recipient.
- ii. A notice delivered by first-class United States mail is effective three business days after depositing it in the United States mail, postage prepaid and addressed to the recipient.
- iii. A notice delivered by an overnight commercial courier service is effective one business day after deposit with the overnight commercial courier service, delivery fees prepaid, with delivery instructions given for next day delivery, addressed to the recipient.
- iv. A notice delivered by email is effective when sent, if the email is sent between the hours of 8:00 am and 5:00 pm on a business day. If sent outside the hours of 8:00 am and 5:00 pm on a business day, a notice delivered by email becomes effective on the first business day following.

**C. Amendments.** Either party may request changes to this MOU. Any changes, modifications, revisions, or amendments to this MOU which are mutually agreed upon by and between the parties to this MOU shall be incorporated by written instrument, and effective when executed and signed by all parties to this MOU.

**D. Applicable Law and Venue.** The construction, interpretation and enforcement of this MOU shall be governed by the laws of the State of California. The courts of the State of California shall have jurisdiction over any action arising out of this MOU and over the parties, and the venue shall be the Tulare County, California.

**E. Entirety of Agreement.** This MOU represents the entire and integrated agreement between the Parties and supersedes all prior negotiations, representations and agreements, whether written or oral.

F. **Binding MOU.** This MOU is binding upon and shall inure to the benefit of any successors or assigns of the Parties.

G. **No Waiver of Claims Act.** For all claims arising from or related to this MOU, nothing in this MOU establishes, waives, or modifies any claims presentation requirements or procedures provided by law, including the Government Claims Act (Division 3.6 of Title 1 of the Government Code, beginning with section 810).

H. **Interpretation.** If any part of this MOU is found by a court of competent jurisdiction to be unlawful or otherwise unenforceable, the balance of this MOU remains in full force and effect, and the Parties shall make best efforts to replace the unlawful or unenforceable part of this MOU with lawful and enforceable terms intended to accomplish the Parties' original intent.

I. **Section Headings.** Section headings are provided for convenience only and are not part of this MOU.

J. **No Third-Party Beneficiaries.** This MOU does not and is not intended to create any rights or obligations for any person or entity except for the Parties.

K. **Authority.** Each Party represents and warrants that the individual signing this MOU is duly authorized to do so and their signature on this MOU legally binds that Party to the terms of this MOU.

L. **Counterparts.** This MOU may be signed in counterparts, each of which is an original, and all of which together constitute this MOU.

(Signatures page follows)

**IN WITNESS WHEREOF**, the Parties hereto have executed this MOU the \_\_\_\_\_ day of \_\_\_\_\_, 2025.

**TCRTA**

\_\_\_\_\_  
Board Chair

**HHSA**

\_\_\_\_\_  
Pete Vander Poel  
Chair, Board of Supervisors



## **Exhibit A – Transportation Services / Fare Schedule**

TCRTA Shall:

- A. Make available a variety of modes of transportation, with discounted pricing, including: A 30-day notification is required for any increase in fares.

- i. Bus passes, tickets, or fares:

**Local Fixed Routes**

Fare \$0.75

Day Pass \$1.50

7-Day Pass \$5.00

**Commuter Routes**

Fare \$1.00

Day Pass \$3.00

7-Day Pass \$8.00

**T-PASS** monthly pass \$35.00

- ii. **ADA Paratransit services (Advanced Booking):**

\$3.00 per one-way trip (per person)

- iii. **On-Demand Microtransit Services (intra-city transit not available in Visalia):**

\$3.00 per one-way trip (per person)

## **Exhibit B – Reporting Requirements**

TCRTA shall:

- A. Document all transportation activities and operations.
- B. Notify HHSA within two (2) hours of an incident involving a client.
- C. Notify HHSA within two (2) hours of a vehicle accident involving the transport of client.
- D. Provide monthly transportation data by the tenth (10<sup>th</sup>) day of the month following the month of service, and include the following:
  - a. Number of trips performed
  - b. Number of passengers
  - c. Percentage of completed trips
  - d. Percentage of on-time performance.

### **Exhibit C – Customer Service Representative**

TCRTA shall:

- A. Receive and process all requests for transportation services for HHSA.
- B. Manage overall day-to-day operations necessary for the delivery of cost-efficient, appropriate transportation services.
- C. Maintain appropriate records and system of accountability to report to HHSA.
- D. Provide a local phone number for scheduling a trip when the VIA software application is not accessible.
- E. Provide customer services that are professional, prompt, courteous, customer-friendly, and responsive to clients.
- F. Promptly answer telephone calls during normal business hours.
- G. Have diverse staff representative of, or consistent with, the demographic pattern of the service region to the extent possible.
- H. Have personnel policies that conform to all federal and state statutes and ordinances.
- I. Remove any employees who have acted unprofessionally from further contact with HHSA clients.

## **Exhibit D – Transportation Vehicle Standards**

TCRTA shall:

- A. Ensure that HHSA clients receive transportation services that are safe and reliable.
- B. Require that all vehicles used in the transport of HHSA clients meet or exceed the following regulations and safety standards:
  - a. Licensing requirements of the California Highway Patrol (CHP);
  - b. Regulations of the Americans with Disabilities Act (ADA);
- C. Require that vehicle which fails to meet the standards:
  - a. Be immediately removed from service; and
  - b. Be re-inspected before they are eligible to be used to provide transportation services for clients under this MOU, for the specific mode for which they were removed.
- D. Provide HHSA with a preliminary schedule of inspections within the first thirty (30) days of the MOU's start date and by July 1 thereafter.
- E. Inspect all vehicles to ensure that all regulatory requirements are met prior to their initial use under this MOU.
- F. All vehicles used in the performance of this MOU shall meet or exceed the following requirements, and at a minimum shall have:
  - a. Two-way communication system;
  - b. Electronic devise capable of providing a digital driver's manifest and digital communication with dispatch and clients;
  - c. Climate control system adequate for the heating and ventilation needs of both the driver and passengers.
  - d. Functioning, clean, and accessible seat belts for each passenger seat position.
  - e. Functioning door handles on all doors;
  - f. An accurate speedometer and odometer;

- g. Functioning interior light(s) within the passenger compartment;
- h. Adequate sidewall and ceiling coverings;
- i. Two exterior side view mirrors, one on each side of the vehicle;
- j. One interior mirror for monitoring the passenger compartment;
- k. Clean exteriors that are free of broken mirrors or windows, excessive grime, rust, chipped paint, or major dents that detract from the overall appearance of the vehicle;
- l. Clean interiors that are free from torn upholstery or floor covering, damaged or broken seats, protruding sharp edges, and free of dirt, oil, grease, or litter;
- m. Wheelchair or personal mobility device securement system;
- n. Capability of securing child safety seats that meet applicable state and federal guidelines.

## **Exhibit E – Driver Standards and Expectations**

TCRTA shall ensure that all drivers:

- A. Act in a professional manner at all times, and are appropriately licensed, qualified, competent, and courteous.
- B. Protect client confidentiality, avoid offensive language/topics, maintain an appropriate professional relationship, and treat clients with respect;
- C. Wear proper uniform that includes TCRTA logo;
- D. Be clean and maintain a neat appearance at all times;
- E. Exit the vehicle to open and close vehicle doors when passengers enter or exit the vehicle;
- F. Identify and announce their presence at the specified pick-up location. If a curbside pick-up is not apparent or appropriate drivers shall announce their presence to facility staff;
- G. Assist the passengers in being seated, including the fastening of the seat belt when necessitated by the client's condition or if requested;
- H. Confirm, prior to allowing any vehicle to proceed that:
  - i. Passengers are properly secured by their seat belts
  - ii. Wheelchairs are properly secured to the vehicle
  - iii. Passengers in wheelchairs are properly secured to their chairs
- I. Provide an appropriate level of assistance to clients when requested, as noted in the client's file, or when necessitated by the clients by the client's mobility status and personal condition, including:
  - i. Curb-to-curb
  - ii. Door-to-door
- J. Drivers or driver's assistants shall not:
  - i. Make sexually implicit or explicit comments, or solicit sexual favors, or engage in sexual activity.

- ii. Respond to or encourage a passenger's sexually implicit or explicit comments, or solicitation of sexual favors, or attempted engagement in sexual activity.
- iii. Solicit or accept controlled substances, alcohol, or medications from clients or passengers.
- iv. Solicit or accept money or other items of value from clients or passengers.
- v. Use alcohol, narcotics, or controlled substances, or be under their influence while on duty. Prescribed medication or other substances which have the potential to adversely affect job performance can be used by a driver as long as:
- vi. Eat food or consume any beverage, other than water in a closed container, while operating the vehicle or while involved in client assistance.
- vii. Give food or beverages to clients.
- viii. Smoke in the vehicle.
- ix. Wear any type of headphones while on duty.
- x. Be responsible for passenger's personal items.
- xi. Attempt to influence or restrain clients, their families/Guardians, or medical providers from making complaints or reports regarding transportation. This includes refusing to give contact information.
- xii. Attempt to influence clients, their families/Guardians, or medical providers to obtain additional business.

K. Drivers have a valid driver's license.

L. Each driver performing transportation services under this Agreement receives the following recommended training in addition to the required training:

- i. Passenger assistance training;
- ii. Fire suppression;
- iii. Defensive driving.

## **Exhibit F – Transportation Performance Standards**

TCRTA shall comply with the transportation performance standards as presented in this exhibit.

### **1. Pickup Wait Time**

The average waiting time for a scheduled pickup going to an Appointment shall not exceed thirty (30) minutes for urban areas and sixty (60) minutes for rural areas. Actual waiting time shall be forty-five (45) minutes and ninety (90) minutes or less, respectively. A client, under no circumstances, shall arrive more than thirty (30) minutes prior to Appointments, unless this is done at the client's request.

### **2. Drop-off Time**

The TCRTA shall ensure clients arrive on-time for their Appointments. The TCRTA shall ensure that clients are not delayed in arriving at a medical Appointment due to a delay caused by either the TCRTA or a subcontractor provider.

### **3. Return Trip Wait Time**

The average waiting time for a scheduled return trip, after an Appointment, shall not exceed forty-five (45) minutes.

### **4. On-Demand Microtransit**

On-Demand trips are not held to the standards listed above. Clients choosing On-Demand services shall be directly notified by the TCRTA of the possibility of significantly longer wait times. On-Demand trips, being immediate in nature, may result in the availability of fewer resources. This service is not available for intra-city transit in Visalia.

### **5. Trip Length**

In normal driving conditions, clients shall not remain in the vehicle for more than forty-five (45) minutes longer than the average travel time for an individual client using that mode from the point of pick-up to the destination. The TCRTA shall require the dispatcher/provider to notify the TCRTA of any delay more than forty-five (45) minutes, the alternative schedule, and any alternate pick-up arrangements in these situations.

### **6. Exceptions**

Exceptions to the above times may be made for trips with pick-up or destinations outside the client's local service region. Exceptions may be due to unusual situations such as exceptional distances in rural areas or other situations beyond the control of the TCRTA.



Tulare County Regional Transit Agency

**AGENDA ITEM V - G**

**August 18, 2025**

**Prepared by Derek Winning, TCRTA Executive Director**

**SUBJECT:**

**Information:** TCRTA Branding – Three (3) Professionally Designed Concepts

**BACKGROUND:**

The TCRTA Board has indicated that a logo and brand refresh is in order for FY 25/26 as there have been significant changes to the TCRTA Board, agency leadership, and staff. The withdrawal of membership by the City of Porterville also necessitates a change in microtransit branding as “TransPort” was originally the name of the City of Porterville microtransit service. Indeed, the “Port” in “TransPort” actually stands for Porterville.

**DISCUSSION:**

On the June 16<sup>th</sup>, 2025 TCRTA Board Meeting, TCRTA staff presented the Board of Directors with three (3) preliminary brand redesign concepts. After reviewing the concepts, the Board directed staff to proceed with a professional graphics firm to further develop the concepts.

TCRTA staff hired Transit Media, Inc. to build on two (2) of the preliminary concepts originally presented to the Board and to also develop one (1) entirely new concept. The following attachment lays out the three (3) professionally designed concepts. The scope of work with Transit Media, Inc. allows for refinement to one (1) of the concepts. The Board may select more than one (1) concept to redesign, but this will require a change to the scope of work with Transit Media, Inc., leading to additional costs.

**RECOMMENDATION:**

TCRTA staff recommends that the Board review the three (3) professionally designed logo concepts and select one concept for refinement to guide the brand redesign.

**FISCAL IMPACT:**

N/A

**ATTACHMENTS:**

1. TCRTA Branding – Design Concepts

*This page intentionally left blank.*

## Overview of the Brand Refresh Initiative

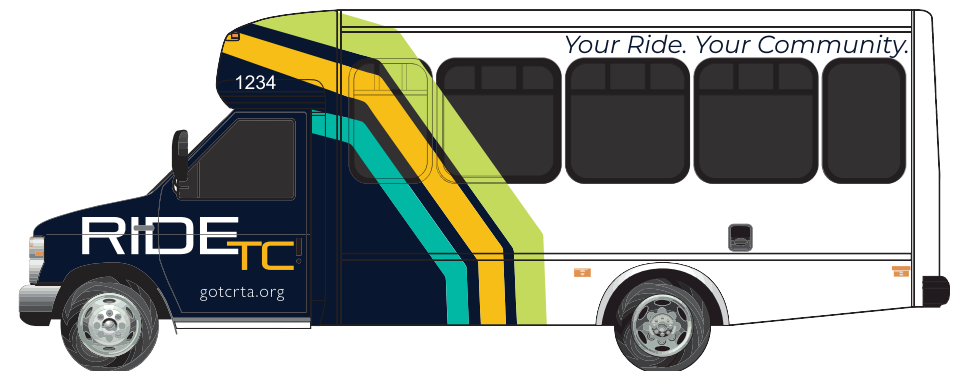
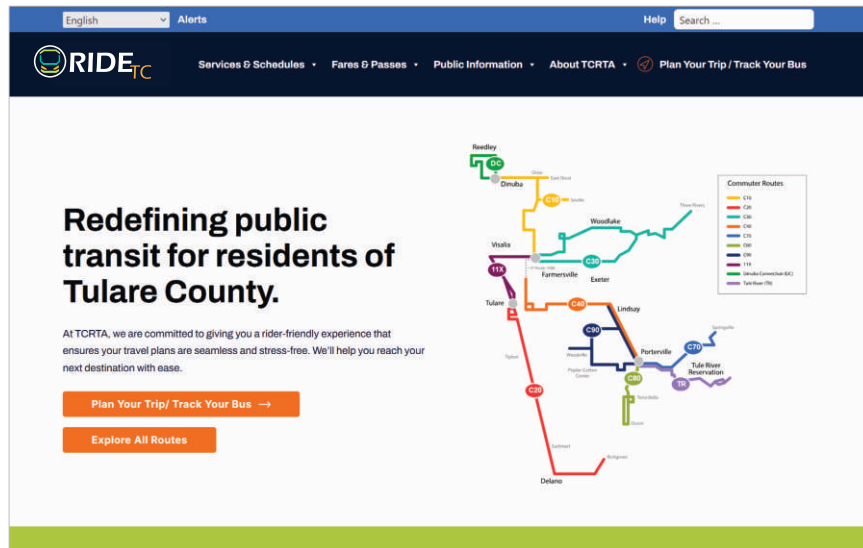
As TCRTA moves forward under new leadership, the proposed brand refresh represents more than just a name or logo change — it's a strategic step toward **rebuilding trust, clarifying our public identity, and re-engaging the communities we serve**. In its current form, "TCRTA" lacks public recognition and fails to communicate the essential nature of our work: providing **accessible, reliable public transportation**. The new name, RideTC, offers a clear, rider-friendly alternative that is simple, memorable, and immediately conveys our purpose.

This updated identity retains visual continuity with the original brand where appropriate, but adopts a more **modern, approachable** tone. Our goal is to move away from the bureaucratic image of the past and toward a voice that feels connected to everyday riders — one that reflects professionalism with **a personable, community-oriented feel**. This refresh marks a meaningful shift in how we present ourselves, aligning our image with the values we want to embody: **clarity, reliability, and service to the people of Tulare County**.





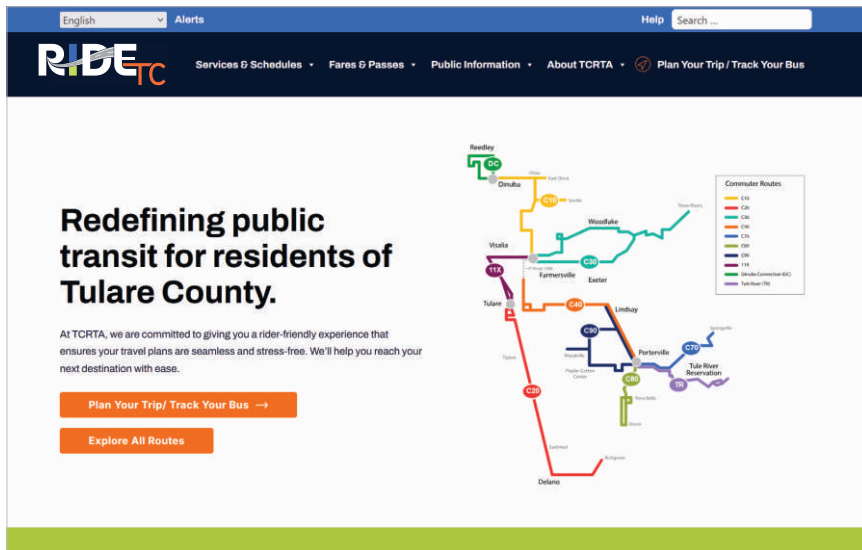
*Your Ride.*  
*Your Community.*



# RIDE TC

We Go Where You Go.

# RIDE

  
Tulare County




# RIDETC

*Your County. Your Ride.*

