

**GOLDEN EMPIRE TRANSIT DISTRICT
MINUTES OF THE REGULAR MEETING
OF THE BOARD OF DIRECTORS**

**February 16, 2021
5:30 PM**

**1830 GOLDEN STATE AVENUE
BAKERSFIELD, CALIFORNIA 93301**

DIRECTORS PRESENT:

Jim Baldwin
Rueben Pascual

Carlos Bello

Leasa Engel

DIRECTOR ABSENT:

Cindy Parra (entered meeting at 6:45 pm.)

ATTORNEY PRESENT:

Jim Worth

STAFF PRESENT:

Karen King
Candra Cheers
Janet Sanders
Victor Honorato
Jill Smith

Steve Barnes
Chris James
Ricardo Perez
Yolanda Hamen
Amanda Villanueva

Deidre Brown
Jeanie Hill
Robert Williams
Melissa Ash
Sharon Pierce

OTHERS PRESENT:

Michael Harless
Bob Snoddy
David Eynaud

Alice Escobedo
Buddy Graham
Tanner Thompson

Susanne Campbell
Dennis Miller

The Chair called the meeting to order at 5:32 p.m.

Roll was taken and Director Parra was absent. Directors Baldwin, Bello, Engel, and Pascual were present.

PUBLIC HEARING - UNMET TRANSIT NEEDS

Director Pascual, Vice Chair, opened the hearing at 5:33 pm and stated that GET will receive public testimony identifying and commenting on Unmet Transit Needs that may exist in the Bakersfield Metropolitan Area. Notices of the hearing were placed in *The Bakersfield Californian* and *El Popular* newspapers as well as posted at the Bakersfield College Transit Center, Downtown Transit Center, Southwest Transit Center, and Administration Office, the

GET website, Facebook and twitter pages. The following is the definition of unmet transit needs:

Pursuant to Public Utilities Code 99401.5, "An unmet transit needs exists if an individual of any age or physical condition is unable to transport himself or herself due to deficiencies in the existing transportation system.

Excluded are: 1) Those requests for minor operational improvements, and 2) Those improvements funded and scheduled for implementation in the following year.

The term "reasonable to meet" is defined:

- A) Operational Feasibility. The requested improvement must be safe to operate and there must be adequate roadways for transit vehicles;
- B) Duplication of Service. The proposed service shall not duplicate other transit services;
- C) Timing. The proposed service shall be in response to an existing, rather than a future need; and
- D) Service must meet the legally required farebox ratio with fares close to fares of similar service."

Any person wishing to present testimony related to unmet transit needs may do so at this time. Please state your name and address for the record. If you wish your statements to be verbatim, they must be in writing for inclusion in the official record of this hearing. The following members of the public spoke and/or submitted written comments.

Ms. Alice Escobedo commented that she has been a transit rider for 26 years. She rides the bus to work and pays \$3.55 every work day, but now has to take a \$24 Uber ride home from work. She asked that night service be returned as soon as possible. Ms. Escobedo submitted her written comments and a petition asking that night service be returned. (See Exhibit 1)

Ms. Yolanda Hamen shared that she is an advocate for GET riders and also a GET coach operator. Low income, disabled and elderly riders seem to be very impacted by no night service. Budget, reports and data should be considered, but human factors should also be taken into account. Passengers need to get to and from work, get to doctor appointments, go to pharmacies. Ms. Hamen asked that the human factor be considered and that night service be run in the most transit dependent areas at least once an hour until 10 p.m. in the north, south, east and west areas of the city. Ms. Hamen submitted her written comments. (See Exhibit 2)

Mr. Buddy Graham stated that riders in the system want to include night service as soon as possible. He will be working soon and night service is important. Also, churches have activities at night and there is night life downtown. Lyft and Uber service are not affordable. Taxis are even more expensive. Mr. Graham also shared that both the Downtown Transit Center and Southwest Transit Center have inadequate shelters for rain.

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The following comments were received via email and provided to the Board:

Mr. Josh Gross asked that a route change to either Route 22 or 45 be made to include pick up and drop off at Meadows Field. (See Exhibit A)

Ms. Jade Luna shared how difficult it is to travel from her street which is close to Virginia Avenue near Oswell and between Brundage Lane and Edison Highway in the County. (See Exhibit B)

Mr. Bryan Jackson asked that On Demand service should be extended to cover the Rosedale area also and suggested boundaries to be considered. (See Exhibit C)

After receiving no further testimony, Director Pascual closed the hearing at 5:53 pm.

PUBLIC HEARING - PROPOSED WEEKDAY TRANSIT SERVICE IN RESPONSE TO COVID-19

Director Pascual, Vice Chair opened the hearing at 6:06 pm and stated that GET will receive public testimony identifying and commenting on Unmet Transit Needs that may exist in the Bakersfield Metropolitan Area. Notices of the hearing were placed in *The Bakersfield Californian* and *El Popular* newspapers, as well as posted on buses, at the Bakersfield College Transit Center, Downtown Transit Center, Southwest Transit Center, and Administration Office, the GET website, Facebook and twitter pages. Vice Chair Pascual introduced Mr. Perez who presented background information regarding the Proposed Weekday Transit Service in Response to Covid-19.

Mr. Perez shared that any major service change that lasts longer than 12 months is considered permanent and requires a service equity analysis. This timeframe applies to major service changes initially enacted in response to the COVID-19 public health emergency. The District's Major Service Change and Service Equity Policy defines thresholds for determining major service changes and whether potential changes to existing transit services will have a disparate impact based on race, color, or national origin, or whether potential service changes will have a disproportionately high or adverse impact on minority and/or low-income populations.

In March 2020, the District reduced weekday service levels to a modified Saturday schedule in response to COVID-19. A service equity analysis has been conducted on these service changes to determine the effects on minority and low-income riders. It was determined that an emergency reduction of service in response to the COVID-19 public health crisis met a substantial need and would allow for continued operation of an essential service in the community. A final staff recommendation for formal Board consideration will be presented at the March 16, 2021 Board meeting.

Director Pascual asked that any person wishing to present testimony related to unmet transit needs may do so at this time.

Mr. Dennis Miller doesn't want buses to shut down. He has been riding for quite a while. Before Covid, there was much better service, but doesn't want service to completely shut down.

Mr. David Eynaud stated that he has been a rider for over 30 years and is in a wheelchair. Only Get-A-Lift has service that can accommodate power chairs – mine included. Uber, Lyft and taxi services do not have any paratransit service. Not having night service hurts the disabled community. Tanner Thompson is here tonight, but many disabled couldn't make it tonight. Currently I have a 50-minute ride on my power chair to go home from work as I get off at 8 or 9 p.m. We need to get back to some kind of normal.

Mr. Tanner Thompson commented that service shouldn't stop at 7 p.m. Those riders with night jobs have no way home. The Rosedale area will be very inconvenienced as people won't be able to get home from work. It is unfair for GET to eliminate night service. Eliminating Route 84 would hurt those who ride. Eliminating night service would be very bad for GET and riders. Please keep night service. Thank you.

Ms. Yolanda Hamen stated that her comments, both written and spoken, applied to this public hearing also. (See Exhibit 2)

The following comments were received via email and provided to the Board:

Mr. Mike Harless stated that if the changes proposed are to be permanent, many workers will be without a way to work, home from work or both. He made many suggestions for route revisions on Route 84. (See Exhibit D)

Mr. Alan Murakami asked that no dramatic cutbacks to the schedule on Route 84 as well as Routes 21, 22, 45, 61, 46, 81, 43, 47, 82, and 42 be made. (See Exhibit E)

Ms. Jennifer Lancaster stated that she doesn't agree with making the changes permanent and commented that the cost of bus passes is too high and it is not right that service isn't extended to 11:59 p.m. when that is what passes indicate on them (See Exhibit F)

Ms. Rene Moreno asked when GET will return to the normal schedule. (See Exhibit G)

Ms. Natasha Saucedo asked that the normal schedule be returned so that people that work have a ride home. (See Exhibit H)

Mr. Darrian Morgan stated that buses should go back to normal schedule as many people need to go to work by 6 a.m. and work beyond 6 or 7 p.m. (See Exhibit I)

Ms. Michelle Lyon commented that CDC guidelines about masks, limited seating, and ventilation can be in place and routes operate on the normal schedule until 10 p.m. (See Exhibit J)

Mr. Mike Harless shared that the public needs and wants routes the way they were prior to Covid and that Bakersfield needs night service for work, meetings, and school. Mr. Harless made several suggestions about how he would suggest service could be operated. (See Exhibit K)

Mr. Alan Murakami shared his concern that adopting these changes and eliminating Route 84 would impact customers wishing to shop at Save Mart and other businesses along the route and would impact access to Frontier High School. (See Exhibit L)

Ms. Amy Pachla asked that decisions not be made based on the past year as it is very atypical and that people need reliable transportation with evening service now more than ever. (See Exhibit M)

Mr. Bryan Jackson stated that these changes will affect people in a negative way and asked that they not be enacted – that Rosedale has already been affected enough and that evening service should be available on all routes until 9 p.m. (See Exhibit N)

Ms. Tamecia Ricks stated that she would like to see Get-A-Lift (GAL) and On Demand service go back to normal operating hours and that GAL tickets be allowed for On Demand service. (See Exhibit O)

Receiving no further testimony, Director Pascual closed the hearing at 6:18 pm.

APPROVAL OF CONSENT AGENDA

Director Bello moved and Director Engel seconded to adopt the consent agenda (Agenda, Minutes of December 1, 2021, Accounts Payable Check and ACH Disbursements, Board of Directors' Standing Committee Assignments and Conflict of Interest Code. The motion carried on the following roll call vote:

AYES: Baldwin, Bello, Engel, and Pascual
ABSENT: Parra

NOES: None
ABSTAIN: None

Item 1E, Appointment to Kern COG TPPC and Board of Directors, was removed from the Consent Agenda and was considered separately. Director Pascual moved and Director Baldwin seconded a motion to appoint Director Parra as GET's TPPC and Board of Directors' Representative to Kern Council of Governments. The motion carried on the following roll call vote:

AYES: Baldwin, Bello, Engel, and Pascual
ABSENT: Parra

NOES: None
ABSTAIN: None

Director Baldwin moved and Director Bello seconded a motion to appoint Director Pascual as GET's TPPC and Board of Directors' alternate representative to Kern Council of Governments. The motion carried on the following roll call vote:

AYES: Baldwin, Bello, Engel, and Pascual
ABSENT: Parra

NOES: None
ABSTAIN: None

PUBLIC COMMENTS:

Via email, Ms. Tracey Mensch commented that as Chair of the Community Advisory Committee, she would like to let the Board and staff know that she is ready and looking forward to participating on the Community Advisory Committee or in any capacity that may be helpful in serving the GET riders and community.

Mr. Harless commented that he felt night service is still needed and that instead of eliminating Route 84 entirely, that route should be reworked. He also shared that the bus stop at Brundage Lane and Union Avenue needs repair.

(Chair Parra entered meeting at 6:45 p.m.)

ON-DEMAND PROJECT: UPDATE AND FUTURE PLANS

(Director Baldwin left the meeting at 7:00 p.m.)

After much discussion, Director Engel moved and Chair Parra seconded a motion to approve the expansion of the microtransit zone in April to include downtown and the distance-based fares. The motion carried on the following roll call vote:

AYES: Bello, Engel, Para and Pascual
ABSENT: Baldwin

NOES: None
ABSTAIN: None

JANUARY 2022 FINANCIAL POSITION AND RESULTS OF OPERATIONS

Mr. Barnes discussed with the Board the January 2021 financial statements and other matters regarding District finances. This was an informational item only.

FUTURE AGENDA ITEMS/BOARD COMMENTS

Director Engel commented that she had concerns about night service. She is awaiting an update on the California High Speed Rail Authority (CHSRA).

Director Bello also commented that he is concerned about night service. He asked if staff could provide an update on night service that would include information on the impact of adding back night service soon and how that may have effect on the recovery ratio.

Director Parra asked for a presentation on using shade structures where larger bus shelters do not fit. She also asked about being creative to reach Amazon about possible transit service to their distribution facility.

Director Pascual is also looking forward to a CHSRA update.

CHIEF EXECUTIVE OFFICER'S REPORT/COMMENTS

Ms. King asked Board members to mark their calendars for March 31st at 2 p.m. for a Virtual Ribbon Cutting for the CSUB Transit Center Opening. Ms. King shared that the CHSRA release their updated Business Plan last week. The plan is now in a public comment period until the April meeting. There has been no communication from the CHSRA in the last month.

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EXECUTIVE SESSION

The Board moved into executive session at 7:46 p.m. to discuss Conference with Legal Counsel – Pending Litigation [Government Code Section 54956.9(d)(2)] – One Matter; Conference with Legal Counsel [government Code Section 54956.8] Portion of APN 173-200-09, District Negotiator: Karen King; Negotiating with: John Ritchie, ASU & Associates and returned to open session at 8:07 p.m.

OPEN SESSION

Attorney Worth stated that the Board met with legal counsel and staff on the items referenced in the executive session on the agenda. No action was taken that would require disclosure under the Brown Act.

ADJOURNMENT

There being no further business, Director Pascual moved that the meeting be closed. The meeting concluded at 8:07 p.m.

Respectfully submitted,

Secretary of the Board of Directors

Feb 16, 2021

EXHIBIT 1

Good Evening,

My name is Alice Escobedo, I will be sharing my story with you. I've been a passenger for about 26 years, from old routes to New ~~re~~ routes in 2012. Now 2020 - 2021 COVID-19. I live Downtown area. I paid 3.55 to go to work, use UBER to Return Home paying 24.00 Daily I can't afford this any longer. PLEASE RETURN Night Service. Here's a copy signatures to return Night Service and Regular Schedule.

Thank you.

Golden Empire Transit Please Operate
TO Regular schedule. Due to Hardship
TO us (Passengers)

Petition To: Board of Director's
Golden Empire Transit

Printed Name	Address	Signature
Elizabeth Mink	6100 Mink	
Reynaldo Pacheco	52028th	Reynaldo Pacheco
Jay Tempze	3315 Wilson Rd	Jay Tempze
Richard Washburn	628 Monteleo St	Richard Washburn
Robert Larson	Larson Ln 800	Robert Larson
Kari Cordova		Kari Cordova
Matthew C	923 Jeffrey St	Matthew C
Sally Alvarado		Sally Alvarado
RITA HABRAUN		Rita Habraun
Karina Contreras		Karina Contreras
Marisela Gonzalez		Marisela Gonzalez
Joe Kras		Joe Kras
Nancy Velazquez		Nancy Velazquez
Richard K. Hoodman	825 30th St	Richard K. Hoodman
Meggy Bracamonte	2413 California St	Meggy Bracamonte
FLOYD NASH	117 E 4th St 93304	FLOYD NASH
MARISSEL HERNANDEZ		MARISSEL HERNANDEZ
Lina Anderson		Lina Anderson
Dustin Bracken	3200 Timberline St	Dustin Bracken

Golden Empire Transit ~~11:45~~ operate
To Regular Schedule. Due to Hardship
TO us (Passengers)

Golden Empire Transit Board of Directors

First Name	Address	Signature
Giannessa Fisher	411 Niles	Giannessa Fisher
William Murray	4900 Nordic	William Murray
Blanca Rady	2409 Oriole	Blanca Rady
Venia Gilley	307 Belle	Venia Gilley
OSW GENTRY	501 Villa St	OSW GENTRY
Joseph Merchman		Joseph Merchman
Vincent Ramirez	204 A St	Vincent Ramirez
Anthony Ramos		Anthony Ramos
Kerry Militia	706 Decatur St	Kerry Militia
Paula Sanchez		Paula Sanchez
Frank Ray	PKS.	Frank Ray
Rogelio Cordo		Rogelio Cordo
Michael Castellano	2619 BACK OWENSBIRD	Michael Castellano
FRANK PAUTORA		FRANK PAUTORA
Chris Fredrickson	6000 WHITE LAKE APT. 5-A BAKERSFIELD, CA 93309	Chris Fredrickson
Daniel Smith		Daniel Smith
Yum Thompson	5038 Sunnyvale	Yum Thompson
Eva West		Eva West
Ruben Chavez	Haylee Chavez	Ruben Chavez
	821 CURTIS DR.	

WORKING CLASS

Petition To:




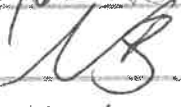


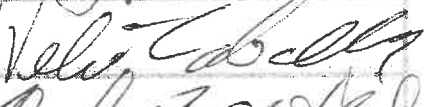
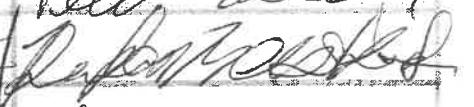
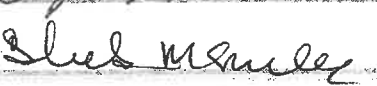
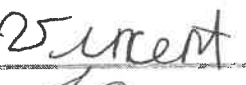
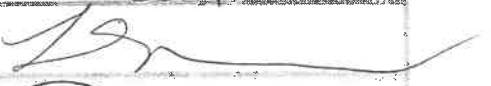


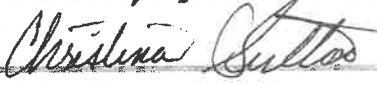
Printed Name	Address	Signature
Erica MAWER		
Zale Kern		
Jaquelin Romero	Bakersfield	 work
Natalie Stuck	Bakersfield	 work
Johnny Tim	Bakersfield	 3
Michele Jones	Bakersfield	
Vicky Caballero	Bakersfield	
Ruben Mendez	Bakersfield	
Sheila Mendoza	Bakersfield	
Vincent Williams	Bakersfield	 25
Leslie Squire	Bakersfield	
Juan Lopez	Bakersfield	
Debra Sutton	Bakersfield	
Christina Sutton	Bakersfield	

EXHIBIT 2

My name is Yolanda Hamen, I'm here tonight as an advocate for the passengers that ride Golden Empire Transit. As coach operators we hear daily the concerns of not having night service from our riders, the majority of which are low income, disabled and elderly... their needs shouldn't go unmet. Their lives shouldn't come to a halt after 7 p.m. because there is no public transportation.

You can look at reports, budgets and other data but the human factors have not been taken into account. Bakersfield is one of the 10 largest cities in California and is opening up more and more daily. The community is being responsible getting vaccinated, wearing masks and social distancing. The CDC recently recommended schools re-open, urgent care facilities are open until 9-10 p.m., local pharmacies are open until 9 p.m., Valley Plaza, grocery stores, restaurants - all open until late. With no night service, how will parents attend after school and evening activities with their children? How will they pick up medicine for themselves or a sick child? How will passengers get home from work? My co-worker recently had to purchase a car because his schedule made it impossible to catch a bus home. My granddaughter gets off work at 8 p.m. every day and relies on me to pick her up.

PASSENGERS NEEDS SHOULDN'T GO UNMET BECAUSE RIDERSHIP HAS DECLINED AND NEVER RECOVERED SINCE 2012 WHEN THE ROUTES WERE CHANGED.

IF THE ROUTES WERE IMPROVED - RIDERSHIP WOULD IMPROVE. OUR RIDERS DEALT WITH THESE CHANGES FOR ALMOST 9 YEARS - AND NOW YOU WANT TO DENY THEM NIGHT SERVICE. TRANSIT PROVIDES MOBILITY WHICH GIVES PASSENGERS INDEPENDENCE AND FREEDOM - FOUNDATIONS OF OUR COUNTRY.

I UNDERSTAND THAT A NEED MUST BE REASONABLE TO MEET RELATIVE TO FINANCIAL ISSUES BUT ONCE AGAIN... CONSIDER THE HUMAN FACTOR AND RUN NIGHT SERVICE IN THE MOST TRANSIT DEPENDANT AREAS. IT WOULD BE BENEFICIAL TO RUN AT LEAST ONCE AN HOUR UNTIL 10 P.M. REACHING AREAS OF THE CITY- NORTH, SOUTH, EAST AND WEST.

Service Desk Report

Report Number: 010783

Josh Gross

EXHIBIT A

Report Taken By: 688.6 - jsmith

Report Taken On: 2/10/2021

At: 10:27:20 AM

Incident Date: 1/25/2021

Incident Time: 12:46:00 PM

Comments:

Received an email that reads:

Please read aloud at Feb 16 public comment portion of the meeting:

Dear GET Board members:

I am writing the GET board to suggest a minor proposed route change to either the GET 22 or 45 lines, to include a pickup/drop off at Meadows Field Airport [BFL].

Currently, both lines stop close to, but don't go in to, the airport.

This makes it very difficult to use public transit for service to and from the airport. Adjusting the route would only require a minor change to the west, but would greatly enhance connectivity options for those flying in/out of BFL.

The FAX 26 bus in Fresno is a popular bus route which provides service to/from Fresno airport. Similarly, I urge the GET board to look in to this minor route change for Route 22 or 45 to improve connectivity to the Bakersfield airport.

Thank you.

Employee Desc: N/A

Location Code: Notification First Sent: 2/10/2021 Conclusion: V

Route: Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location: Bakersfield Airport on Airport Dr

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010803

Jade Luna

EXHIBIT B

Report Taken By: 688.6 - jsmith

Report Taken On: 2/16/2021

At: 11:19:07 AM

Incident Date: 2/11/2021

Incident Time: 3:02:00 PM

Comments:

Received an email that reads:

i live on a street off of virginia ave near oswell and between brundage and edison hwy. this is considered county and therefore the bus won't run there. there is a bus stop near virginia and oswell. to get to the shopping center at east hills or one of the major transfer centers (at bakersfield college) i have to catch a transfer either on morning drive or mt vernon. i refuse to travel on any bus that forces me to get off on mt vernon to transfer. so i have to use the morning drive transfer to get anywhere else in town. i don't mind catching transfers when i have to get somewhere across town but i can't understand why there are no buses that run up oswell or at least to bakersfield college from the area of oswell and virginia avenue. please please consider opening a route along that county edge that actually runs in this area and would take us to places in this area that others who live in this area need to get around. it doesn't have to run across town, it doesn't have to even run to mt vernon or lamont. it could at least run by areas that people would travel to, the shopping centers and businesses that run along oswell, auburn, college center, bakersfield college, that people need to reach for everyday use. maybe have a person ride the bus from virginia ave oswell and figure out how they get to bakersfield college or even the east hills mall area without having to trek to morning drive or somewhere downtown.

also your public comment site won't allow me send anything from it. I've tried several times over several machines and the send button disappears making it impossible to forward the messages. maybe that's best for your needs.

Employee Desc: N/A

Location Code: Notification First Sent: 2/16/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010808

Bryan Jackson

EXHIBIT C

Report Taken By: 688.6 - jsmith

Report Taken On: 2/16/2021

At: 1:17:34 PM

Incident Date: 2/16/2021

Incident Time: 1:00:00 PM

Comments:

Received an email that reads:

To add on to my previous email: I also say that the On Demand transit should be extended to cover the Rosedale area, from 7th Standard Road to the current boundary and to at least Heath Road on the west end and Hwy 99 on the east end

Employee Desc: N/A

Location Code:

Notification First Sent: 2/16/2021

Conclusion: V

Route: Odmd

Bus Number:

Bus Direction:

Report Method: E

Response Requested: E

Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010728

Mike Harless

EXHIBIT D

Report Taken By: 688.6 - jsmith

Report Taken On: 1/18/2021

At: 8:55:55 AM

Incident Date: 1/17/2021

Incident Time: 5:50:00 PM

Comments:

Received an email regarding public hearing comments that reads:

If these changes are going to be permanent, how are workers going to get to work? Some workers works from 6pm until 10pm, from 6pm until 2am, or even from 10pm until 2am or 10pm til 6am. People are dependant on the buses to get to work. Also, instead of eliminating the 84 altogether, you should make it go to Stockdale H.S. & Independence H.S., plus Panama Walmart. Stockdale H.S. via Ridgeview From Panama Walmart. R(ight) on Panama Lane. L(ef) on Wible Road R on Berkshire Road L on Akers Road R on McKee Road. R on Mountain Ridge. L on Berkshire Road L on Ashe Road R on McCutchen Road R on Buena Vista Road to Stop Light at White Lane.

Panama Walmart via Ridgeview

From Stockdale H.S R(ight) on White Lane. R on Old River Road L(ef) on McCutchen Road Left on Ashe Road R on Berkshire Road R on Mountain Ridge Drive L on McKee Road

L on Akers Road R on Berkshire Road L on Wible Road R on Panama Lane L into the Panama Walmart. End of Route. What do you think of the new Route 84?

Employee Desc: N/A

Location Code: Notification First Sent: 1/18/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location: Overall System

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010785

Alan Murakami

EXHIBIT E

Report Taken By: 688.6 - jsmith

Report Taken On: 2/11/2021

At: 2:32:23 PM

Incident Date: 2/9/2021

Incident Time: 2:35:00 PM

Comments:

Received a hand written letter today that reads:

RE: Feb 16, 2021 Meeting for GET Schedule Changes

Wanted to say I hope there won't be dramatic cutbacks to schedules on line 84 since it goes to some restaurants and shopping center areas that other GET Bus schedules do not cover. Not sure if Route 84 can have public be able to transfer to Route 61, for example, if Route 84 has cutbacks.

Hope there are not large cutbacks to Routes 21, 22, 45, 61, 46, 81, 43, 47, 82, 42. Thank you.

Employee Desc: N/A

Location Code: Notification First Sent: 2/11/2021 Conclusion: V

Route: Bus Number: Bus Direction:

Report Method: W Response Requested: N Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010790

Jennifer Lancaster

EXHIBIT F

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:06:55 AM

Incident Date: 2/12/2021

Incident Time: 7:38:00 PM

Comments:

Received an email that reads:

I do not agree with this plan because we pay two high of money for bus passes and stopping the bus at 7pm it's not right when u use your bus pass says needs at 11:59pm when people pay for a all day pass and can't use it when it dose not run out until 11:59pm and u been having our buses stop at 7pm it's not right and taking out bus stops out where people need them and have more bus stops for people who are in wheelchair and walkers u need two make bus stops closer for our people that need them closer two places here in Bakersfield so they don't have two walk a long way two their places they go and live at so please think about this people

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010791

Rene Moreno

EXHIBIT G

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:12:21 AM

Incident Date: 2/12/2021

Incident Time: 9:39:00 PM

Comments:

Received an email that reads:
When are u guys gonna return to normal schedule?

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021

Conclusion: V

Route: ALL

Bus Number:

Bus Direction:

Report Method: E

Response Requested: E

Report Type: P

Location:

Report Codes Description

PBLHR Public Hearing

Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010792

Natasha Saucedo

EXHIBIT H

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:18:11 AM

Incident Date: 2/12/2021

Incident Time: 11:04:00 PM

Comments:

Received an email that reads:
Go back to normal schedule for people that work and dont have a ride home

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR Public Hearing

Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010793

Darrian Morgan

EXHIBIT I

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:20:26 AM

Incident Date: 2/12/2021

Incident Time: 11:14:00 PM

Comments:

Received an email that reads:

The buses should go back to their normal operating schedule. Most people who use the buses work as early as 6 or 7 AM and beyond 6 or 7 PM and it is inconvenient to have to spend upwards of \$25 or \$30 on Uber or Lyft every day going just one way. I feel very safe on the buses and adding a few hours back to the operating schedule would not hurt.

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010796

Michelle Lyon

EXHIBIT J

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:32:49 AM

Incident Date: 2/13/2021

Incident Time: 7:03:00 PM

Comments:

Received an email that reads:
I think the CDC guidelines such as masks, limited seating, ventilation, etc., can still be in place and the routes still operate on their normal schedule until 10 PM.

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021 Conclusion: V

Route: ALL Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010797

Mike Harless

EXHIBIT K

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 10:36:40 AM

Incident Date: 2/13/2021

Incident Time: 7:13:00 PM

Comments:

Received an email that reads:

comments for public hearings, the public needs & wants the routes the way they were before Covid. Not what's to come later in the year. The reality is Bakersfield needs the night service. The public needs the service to end at 11:28pm Monday thru Friday & 8:58pm on Weekends. People aren't able to get home from school or work or I'm not able to get home from meetings when buses ends at 7pm 7 nights a week. I have been missing my epilepsy meetings because the meeting starts at 6pm & ends at 8pm & because the buses stops at 7pm, I'm unable to go. This is just example.

21 and 22 should remain rapid, running every 15 minutes. The route 21 shouldn't go to every 30 minutes until after 3:30pm, however, the route 22 shouldn't go to every 30 minutes until after 8:30pm due to being way busier than the 21 is. The Route 81 should go to Panama Walmart from valley plaza & put the route 41 the way it was before it went on the freeway. Route 84 may not be working in the frontier area, but would work in the pumpkin center area as well as the Stockdale HS area. The sample area below are from current passengers suggestions. Sample area as follows: From Panama Walmart @ight on Panama Lane. (L)eft on Wible Road. @ on Taft Highway. @ on Mountain Ridge Drive. (L) on Panama Lane. (L) on Ashe Road. @ on McCutchen Road. @ on Buena Vista Road. End of route is at stop light/sign at White Lane.

From Stockdale HS

From Stop sign/light on Buena Vista Road at White Lane.

@ight on White Lane. @ on Old River Road. (L)eft on McCutchen Road. (L) on Ashe Road. @ on Panama Lane. @ on Mountain Ridge Drive. (L) on Taft Highway. (L) on Wible Road. @ on Panama Lane. (L) into the Panama Lane Walmart parking lot. End of route where the bus stop is in the Panama Lane Walmart parking lot.

The new route should be the opposite of the route 47. If approved, the route 84 should start at Panama Lane at 5:29am once covid is over. If you start the new route 84 during covid, the route should start at 6:59am at Panama Lane Walmart. The Route should start on a every 90 minutes basis til the route gets popular. These are my comments.

Employee Desc: N/A

Location Code:

Notification First Sent: 2/15/2021

Conclusion: V

Route: ALL

Bus Number:

Bus Direction:

Report Method: E

Response Requested: E

Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010798

A. Murakami

EXHIBIT L

Report Taken By: 688.6 - jsmith

Report Taken On: 2/15/2021

At: 11:50:29 AM

Incident Date: 2/14/2021

Incident Time: 8:11:00 AM

Comments:

Received an email that reads:

Regarding pending changes proposed. I am concerned about Route 84 since eliminating Route 84 would hurt customers who want to shop at the Sav Mart supermarket since this is the only one along the bus routes. Eliminating Route 84 makes the bus system fractured in now having access to the schools like Frontier High School. Restaurants served by Route 84 at shopping locations affects business such as Slice of Italy restaurant along Rout 84. If Route 84 is eliminated then not sure if Route 82 can be extended to fill the gap of Route 84. Maybe Route 84 can be run like Route 47 instead of eliminating this route altogether, which leaves less alternatives for Golden Empire Transit customers to use to get to these areas along Route 84. Thank you

Employee Desc: N/A

Location Code: Notification First Sent: 2/15/2021 Conclusion: V

Route: 84 DT Bus Number: Bus Direction:

Report Method: E Response Requested: E Report Type: P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org

ricardoperez@getbus.org

Service Desk Report

Report Number: 010805
Report Taken By: 688.6 - jsmith
Report Taken On: 2/16/2021
At: 12:42:34 PM
Incident Date: 2/16/2021
Incident Time: 11:41:00 AM

Amy Pachla

EXHIBIT M

Comments:

Received an email that reads:

I was told by one of your drivers that you were considering cutting services.

one) don't make decisions based on what has happened in the last year. this last year has been very atypical and any decisions you make based on that data is just going to have to be undone within a few years. save yourselves the hassle.

two) people are going to need pubic transportation now more than ever. now is not the time to try and play games with people to try and force them into your higher priced ridehailing service. you need to behave like a community resource and not a community parasite.

three) for the love of pete, will you please go back to regular weekday service? and don't change the hours to anything useless, either. 6:30 am to 11:30 pm is how the bus schedule looks in a functioning city.

four) didn't we just pass a county measure for you to get more money as an organization? don't you think it's a little crappy of you to turn around and cut services after we voted specifically to help you? what's up with that?

thank you for listening.

Employee Desc: N/A

Location Code: **Notification First Sent:** 2/16/2021 **Conclusion:** V
Route: ALL **Bus Number:** **Bus Direction:**
Report Method: E **Response Requested:** E **Report Type:** P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010806
Report Taken By: 688.6 - jsmith
Report Taken On: 2/16/2021
At: 12:45:22 PM
Incident Date: 2/16/2021
Incident Time: 12:34:00 PM

Bryan Jackson

EXHIBIT N

Comments:

Received an email that reads:

These changes will affect people in a negative way. DO NOT ENACT THEM!!! YOU HAVE ALREADY SCREWED ROSEDALE ENOUGH, and discontinuing Route 84 will not be good. Also service should be available on all routes (including Rosedale) until at least 9pm! ONCE AGAIN, DO NOT ENACT THESE CHANGES!!!!

Employee Desc: N/A

Location Code: **Notification First Sent:** 2/16/2021 **Conclusion:** V
Route: ALL **Bus Number:** **Bus Direction:**
Report Method: **Response Requested:** E **Report Type:** P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org

Service Desk Report

Report Number: 010810
Report Taken By: 688.6 - jsmith
Report Taken On: 2/16/2021
At: 3:03:48 PM
Incident Date: 2/16/2021
Incident Time: 3:07:00 PM

Tamecia Ricks

EXHIBIT O

Comments:

Customer stated she would like GAL to go back to normal service hours and now that other business are opening back up we should begin allowing rides to places other than essential trips, like dr or grocery shopping. She also asked that On-Demand should go back to normal service hours. She stated we should allow GAL tickets to be used on On-Demand since it's so expensive and not everyone can afford to use the service.

Employee Desc: N/A

Location Code: **Notification First Sent:** 2/16/2021 **Conclusion:** V
Route: GAL **Bus Number:** **Bus Direction:**
Report Method: P **Response Requested:** W **Report Type:** P

Location:

Report Codes Description

PBLHR	Public Hearing
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Data Description

Other Field Data

Current Email Address List

jsmith@getbus.org
ricardoperez@getbus.org