

RECEIVED DEC. 06 2022

12:46 pm

December 6, 2022

Clerk to the Board, KCAPTA  
610 W. & 7<sup>th</sup> Street  
Hanford, CA 93230

To Whom This May Concern:

I apologize for not being their present, Physically, today December 7, at the City of Hanford Council chambers, My prior medical appointment could not be re-scheduled.

I am a regular Kart Passenger for over 25yrs. It was your excellent Bus drivers who got me to work on the NAS base for 9 ½ yrs. For that I am grateful.

My concern now is that the Flex Route in Lemoore will possibly end. This is not convenient for those persons not having a vehicle to get from the North side of Lemoore to their destination. I have grandchildren who reside in Lemoore and if I were to travel to visit them in case of an emergency, it would be much quicker if I were to call from my part time job location on Hazelwood Lane and go directly to their home on 19<sup>th</sup> Ave. At times the bus travels down bush to West Hills College and that would not give me enough time to get to my destination.

My dear friend Tiffany Hernandez is also against this change. She can be reached at (559) 415-9222, she works for West Hills College and stated you can reach her with any questions if necessary.

The Uber Run is too expensive. On November, one Monday morning I called the Kart dispatch who told be to call Uber. My prior experience with Uber, at one point I did give out my credit card and to my disappointment I would get charged for rides that were not performed. At this present time. I cannot afford that to happen again. I stated I do not feel Comfortable putting my credit card number on a system that will accidently charge me for rides that I did not take. So therefore, I would appreciate it if Kart could go back to having the Flex Route, or if she would make the reservation. The dispatcher stated that they were overbooked. If that is not convenient, to **please do the reservation** through their system and Passengers can pay at the time of pick up. This day there wasn't enough drivers, so therefore I had to call a taxi who also charged me double the price of Uber. So I could catch the Amtrack that morning and make it to the train on time.

This has occurred several times, where there is not enough uber drivers, or I've been told they are over booked. Can I request a stop on Holt Ave, or Montgomery, for the number 5 route. I will be starting a new position for the school system and would greatly appreciate it if the bus stop could to be closer to my home. Respectfully yours, Zoraida Rivera (559) 796-7314

