First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
		Pro-Youth/HEART	P.O. Box 387	Visalia	CA	93279	559-624-5810			✓					
		St. Mary's Catholic Church	608 N. Church	Visalia	CA	93291	559-734-9522		✓	✓	✓	✓			
		First Christian Church	1023 N. Chinowth	Visalia	CA	93291	559-732-6623		✓	✓	✓	✓			
		First Assembly of God	412 South L	Dinuba	CA	93618	559-591-1016		✓	✓	✓	✓			
		Dinuba Kiwanis Club	910 N. Alta Ave,	Dinuba	CA	93618	559-591-6921		✓	✓	✓	✓			
		Dinuba Rotary	337 W. Tulare Street	Dinuba	CA	93618	559-591-0263		✓	✓	✓	✓			
		Dinuba Sunrise Rotary	337 W. Tulare Street	Dinuba	CA	93618	559-591-0263		✓	✓	✓	✓			
		Boy Scouts of America	230 N.W. 3rd Ave	Visalia	CA	93291	559-732-3424			✓					
		Porterville Kiwanis	450 N. Newcomb Street	Porterville	CA	93257	559-782-7584		✓	✓	✓	✓			
		Visalia Breakfast Kiwanis	1048 N. Marcin Street	Visalia	CA	93291	559-284-8555		✓	✓	✓	✓			
		Visalia Breakfast Rotary	625 N. Ranch Street	Visalia	CA	93291		kevinmc@cos.edu	✓	✓	✓	✓			
		Visalia County Center Rotary	3300 W. Mineral King Ave	Visalia	CA	93277		Zeeb@aol.com	✓	✓	✓	✓			
		Visalia Rotary Club	300 S. Court Street	Visalia	CA	93291	559-287-5626	susanw@resourcelenders.com	✓	✓	✓	✓			
		Visalia Sunset Rotary	9000 W. Airport Drive	Visalia	CA	93291	559-909-0415		✓	✓	✓	✓			
		Visalia Senior Center	310 N. Locust	Visalia	CA	93291	559-713-4381		✓		✓				
		Tulare Senior Center	201 North F Street	Tulare	CA	93274	559-685-2330		✓		✓				
		Porterville Gleaning Seniors	466 E. Putnam	Porterville	CA	93257	559-782-4725		✓		✓				
		Exeter Senior Center	417 South E. Street	Exeter	CA	93221	559-592-5960		✓		✓				
		Dinuba Senior Center	437 N. Eaton Ave	Dinuba	CA	93618	559-591-2450		✓		✓				
		Farmersville Senior Center	444 N. Gene	Farmersville	CA	93223	559-594-4300		✓		✓				
		Woodlake Senior Center	179 N. Magnolia	Woodlake	CA	93286	559-564-3251		✓		✓				
		Employment Connection - Visalia	4025 W. Noble Ave, Ste. B	Visalia	CA	93277	559-713-5000		✓	✓					
		Employment Connection - Tulare	1249 N. Cherry Ave	Tulare	CA	93274	559-684-1987		✓	✓					
		Employment Connection - Porterville	1063 W. Henderson	Porterville	CA	93258	559-788-1400		✓	✓					
		Employment Connection - Dinuba	199 North L. Street	Dinuba	CA	93618	559-591-5065		✓	✓					
		Visalia Gleaning Seniors	2201 W. Midvalley Ave	Visalia	CA	93277	559-733-5352		✓		✓				
		Opengate Ministries Food Pantry	511 North K Street	Dinuba	CA	93618	559-591-1241		✓		✓			✓	
		Exeter Food Closet Food Pantry	200 South E Street	Exeter	CA	93221	559-280-1074		✓		✓			✓	
		Bethel Spanish Assembly Food Pantry	1177 N. Ventura	Farmersville	CA	93292	559-747-3708		✓		✓			✓	
		Goshen Church of God Food Pantry	6416 Avenue 308	Goshen	CA	93291	559-752-4892		✓		✓			✓	
		Helping Hands Soup Kitchen Food Pantry	88 E. Putnam	Porterville	CA	93258	559-788-0812		✓		✓			✓	
		J.C. Junction Food Pantry	1163 Linda Vista	Porterville	CA	93258	559-781-1586		✓		✓			✓	
		St. Ann's Food Pantry	271 S. Wallace	Porterville	CA	93258	559-782-8004		✓		✓			✓	
		Tulare Comm. Food Pantry	2515 North M Street	Tulare	CA	93274	559-688-7545		✓		✓			✓	
		Abundant Life Center Food Pantry	2201 E. Bardsley	Tulare	CA	93274	559-978-6917		✓		✓			✓	
		Tulare Emergency Aid Food Pantry	424 North N Street	Tulare	CA	93274	559-686-3693		✓		✓			✓	
		Good News Center Food Pantry	1724 N. Dinuba Blvd	Visalia	CA	93291	559-734-1572		✓		✓			✓	
		Salvation Army Food Pantry	1501 W. Main Street	Visalia	CA	93291	559-733-2784		✓		✓			✓	
		Visalia Emergency Aid Food Pantry	217 NE Third Street	Visalia	CA	93286	559-732-0101		✓		✓			✓	
		Woodlake Food Pantry	199 W. Antelope	Woodlake	CA	93279	559-564-8811		✓		✓			✓	
		FoodLink for Tulare County, Inc.	P.O. Box 1544	Visalia	CA	93279	559-651-3663		✓		✓			✓	
		CSET - Tulare Youth Programs	115 E. Tulare Ave	Tulare	CA	93275	559-684-1988			✓	✓				
		CSET - Porterville Youth Programs	1063 W. Henderson	Porterville	CA	93257	559-788-1488			✓	✓				
		CSET - Visalia Youth Programs	312 N.W. 3rd Ave	Visalia	CA	93290	559-732-4194			✓	✓				
		CSET - Orosi Youth Programs	12384 Avenue 416	Orosi	CA	93615	559-788-1400			✓	✓				
		Proteus Dinuba Youth Services	199 N. L Street	Dinuba	CA	93618	559-684-1987			✓	✓				
		TCOE-SEE - Porterville	1414 W. Olive Street	Porterville	CA	93257	559-713-5000			✓	✓				
		TCOE-SEE Tulare Youth Program	3442 E. Bardsley Ave	Tulare	CA	93274	559-685-2618			✓	✓				
		TCOE-SEE Woodlake Youth	168 N. Valencia	Woodlake	CA	93286	559-733-6330			✓	✓				
		TCOE-SEE Visalia Youth	626 N. Akers	Visalia	CA	93291	559-733-6730			✓	✓				
		Big Brothers Big Sisters	948 North H Street	Tulare	CA	93274	559-687-1108	lscott@bigs.org		✓					
		Boys and Girls Club	215 W. Tulare Ave	Visalia	CA	93277	559-625-4422	eli@bgclubtc.org; jennie@bgclubtc.org		✓					
		Farmersville Chamber	147 E. Front Road	Farmersville	CA	93223	559-592-2322								✓
		Exeter United Methodist Church	148 North D	Exeter	CA	93221	559-592-3861	exeterumc@verizon.net	✓	✓	✓	✓			
		Sacred Heart Church	217 S. Lindero	Lindsay	CA	93247	559-562-4008	shclindsay@verizon.net	✓	✓	✓	✓			
		First Presbyterian Church of Visalia	215 N. Locust	Visalia	CA	93291	559-732-8627		✓	✓	✓	✓			
		San Joaquin Valley College	8400 W. Mineral King Ave	Visalia	CA	93291	559-651-2500								✓
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
		Porterville Church of the Nazarene	2005 W. Olive	Porterville	CA	93257	559-784-3305	office@portnaz.org	✓	✓	✓	✓			

		First Lutheran Church	525 E. Kern Ave	Tulare	CA	93274	559-686-0619	pstrrick@clearwire.net	✓	✓	✓	✓			
		St. Clement of Alexandria	498 N. Valencia Blvd	Woodlake	CA	93289	559-564-8811		✓	✓	✓	✓			
		St. John Episcopal Church	1701 E. Prosperity Ave	Tulare	CA	93274	559-686-8048	stjohnstulare@yahoo.com	✓	✓	✓	✓			
		Tulare Community Church	1820 N. Gem Street	Tulare	CA	93274	559-686-8576	lynette@tularecommunitychurch.com	✓	✓	✓	✓			
		Dinuba Presbyterian Church	1250 Nebraska Ave	Dinuba	CA	93618	559-591-6610	dinubachurch@yahoo.com	✓	✓	✓	✓			
		Sierra Baptist	1437 E. Walnut Ave	Visalia	CA	93292	559-738-5775	mwilson@sierrabaptist.com	✓	✓	✓	✓			
		St. Catherine's Catholic Church	356 N. Villa Ave	Dinuba	CA	93618	559-591-0931	stcatherine356@yahoo.com	✓	✓	✓	✓			
		First Baptist Church	101 North G	Porterville	CA	93257	559-784-1620	fbcpv@csnet.net	✓	✓	✓	✓			
		Visalia Community Church of Christ	3838 S. Court	Visalia	CA	93277	559-734-4833	vccoc@att.net	✓	✓	✓	✓			
		St. Paul's Anglican Church	120 N. Hall Street	Visalia	CA	93291	559-732-4821		✓	✓	✓	✓			
		The Sound of His Voice	525 S. Atwood Street	Visalia	CA	93277	559-635-1731	pastorbobby@thesoundofhisvoice.com	✓	✓	✓	✓			
		St. Rita's Catholic Church	954 South O Street	Tulare	CA	93274	559-686-3847		✓	✓	✓	✓			
		First Presbyterian Church	200 South E	Exeter	CA	93221	559-592-2367	fpcexeter@verizon.net	✓	✓	✓	✓			
		Visalia First Assembly of God	3737 S. Akers Road	Visalia	CA	93277	559-733-9070	Louisel@v1ag.com	✓	✓	✓	✓			
		Hispanic Chamber	1900 N. Dinuba Blvd., Ste. E	Visalia	CA	93291	559-734-6020							✓	✓
		Neighborhood Church	5505 W. Riggin Ave	Visalia	CA	93291	559-732-9107	kthomas@neighborhood-church.com	✓	✓	✓	✓			
		New Hope Church	4400 W. Tulare	Visalia	CA	93277	559-636-8733	newhopeoffice@yahoo.com	✓	✓	✓	✓			
		Police Activities League	701 E. Race	Visalia	CA	93277	559-732-2233	rjohnson@ci.visalia.ca.us		✓	✓	✓	✓		
		Parenting Network	1900 W. Dinuba Blvd	Visalia	CA	93291	559-625-0384	claudia@parentingnetwork.org			✓	✓			
		Visalia National Little League	937 N. Mooney Blvd	Visalia	CA	93291	559-799-6123	christopher_fontes@yahoo.com		✓					
		First Southern Baptist Church	1641 W. Henderson Ave	Porterville	CA	93257	559-784-1641		✓	✓	✓	✓			
		Grace Lutheran	1111 S. Conyer	Visalia	CA	93277	559-734-7694	mamamarylo@aol.com	✓	✓	✓	✓			
		Visalia United Methodist Church	5200 W. Caldwell Ave	Visalia	CA	93277	559-627-1660	kellyvumc@sbcglobal.net	✓	✓	✓	✓			
		Woodlake Chamber	264 N. Valencia Blvd	Woodlake	CA	93286	559-564-3559								✓
		Gateway Church of Visalia	1100 S. Sowell Street	Visalia	CA	93277	559-732-4787	jyoshimoto@gatewayvisalia.com	✓	✓	✓	✓			
		Woodland Drive Baptist Church	1436 S. Woodland	Visalia	CA	93277	559-733-2952	fdbueto@att.net	✓	✓	✓	✓			
		Tulare Kiwanis			CA			vgarcia@ci.tulare.ca.us	✓	✓	✓	✓			
		ALPAUGH KTAAA	5516 TULE RD.	Alpaugh	CA	93201	559-949-8199		✓	✓	✓			✓	
		ALPAUGH LIBRARY	3816 AVE. 54	Alpaugh	CA	93201	559-949-8355		✓	✓	✓			✓	
		Boys & Girls Club: of Porterville	344 E. Morton Ave	Porterville	CA	93257	559-793-2511		✓						
		Boys & Girls Club: of the Sequoia's	215 N Crespi Ave	Exeter	CA	93227	559-592-4074		✓						
		Boys & Girls Club: of Tulare County	215 W. Tulare Ave	Visalia	CA	93277	559-625-4422		✓						
		Citrus High School	261 E. Mulberry Ave	Porterville	CA	93257	559-782-7130		✓						
		City of Tulare Senior Community Center	201 N. F St.	Tulare	CA	93274	559-685-2330		✓		✓				
		Countryside Community Day School	1084 S. Pratt St.	Tulare	CA	93274	559-687-7384			✓					
		County Counsel Personnel Building	2900 W. Burrel Ave	Visalia	CA	93291	559-636-4900								✓
		CSET - Visalia	312 N.W. 3rd. Ave	Visalia	CA	93291	559-732-4194				✓				
		CSET - Goshen	30498 Diagonal 69	Goshen	CA	93291	559-651-1030				✓				
		CSET - Orosi	12384 Ave 416	Orosi	CA	93647	559-528-1095				✓				
		CSET - Earlimart	114 N. Front St.	Earlimart	CA	93219	661-849-2960				✓				
		CSET - Porterville	1060 W. Henderson Ave.	Porterville	CA	93257	559-788-1400				✓				
		CUTLER/OROSI SENIOR CENTER	LEDBETTER PARK	Orosi	CA	93647	559-624-7000		✓		✓				
		Delano Regional Medical Center	1401 Garces Hwy.	Delano	CA	93215	661-725-4800		✓		✓	✓	✓	✓	
		DINUBA HEALTH	1451 E. EL MONTE WAY	Dinuba	CA	93618	559-591-3342		✓		✓	✓	✓	✓	
		DINUBA JUSTICE COURT (NEW)	640 S. ALTA AVE.	Dinuba	CA	93618	559-595-6400								✓
		DINUBA LIBRARY	150 South L. St	Dinuba	CA	93618	559-591-5828		✓	✓	✓			✓	
		DINUBA MUNICIPAL COURT (OLD)	920 S. COLLEGE	Dinuba	CA	93618	559-591-5815								✓
		Dinuba Recreation Center	1390 E. Elizabeth Way	Dinuba	CA	93618	559-591-5940		✓						
		Employment Connection	4025 W. Noble Ste. C	Visalia	CA	93277	559-713-0000		✓	✓					
		Dinuba Rural Health Medical Center	420 E. E. Monte Way	Dinuba	CA	93618	559-595-9500		✓		✓	✓	✓	✓	
		Dinuba SEE	200 N. L St.	Dinuba	CA	93618	559-591-6318		✓						
		Dinuba Vocational Center	199 North L St.	Dinuba	CA	93618	559-596-2170		✓		✓	✓		✓	
		Dinuba WIC	1433 E. EL MONTE WAY	Dinuba	CA	93618	1-800-360-8840			✓	✓			✓	
		EARLIMART LIBRARY	780 E. WASHINGTON	Pixley	CA	93219	(661)849-2525		✓	✓	✓				
		EARLIMART SENIOR CNTR	706 1/2 WASHINGTON ST.	Earlimart	CA	93219	661-849-2232		✓		✓				
		Earlimart WIC	782 Washington St.	Earlimart	CA	93219	1-800-360-8840			✓	✓			✓	
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
		Employment Connection One Stop Center	115 E. Tulare Ave.	Tulare	CA	93274	559-684-1987		✓	✓					
		Employment Connection One Stop Center	1061 W. Henderson	Porterville	CA	93257	559-788-1440		✓	✓					
		EXETER LIBRARY	230 E. CHESTNUT	Exeter	CA	93221	559-592-5361		✓	✓	✓			✓	

		Family Health Care Network	12586 Ave 408	Orosi	CA	93647	559-528-2804		✓	✓	✓			✓	
		Family Health Care Network	30979 Rd 67	Goshen	CA	93227	559-651-2301		✓	✓	✓			✓	
		Family Health Care Network	33025 Rd. 159	Ivanhoe	CA	93235	559-798-1877		✓	✓	✓			✓	
		Family Health Care Network	1107 W. Poplar	Porterville	CA	93257	559-781-7242		✓	✓	✓			✓	
		Family Health Care Network	323 W. Putnam	Porterville	CA	93257	559-784-5465		✓	✓	✓			✓	
		Family Health Care Network	35800 Hwy. 190	Springville	CA	93265	559-539-2324		✓	✓	✓			✓	
		Family Health Care Network	41651 Sierra Dr.	Three Rivers	CA	93271	559-561-4683		✓	✓	✓			✓	
		Family Health Care Network	501 N. Bridge St.	Visalia	CA	93291	559-734-1939		✓	✓	✓			✓	
		Family Health Care Network	400 E. Oak Ave	Visalia	CA	93291	559-741-4500		✓	✓	✓			✓	
		Family Health Care Network	101 N. Palm	Woodlake	CA	93286	559-564-0100		✓	✓	✓			✓	
		Farmersville Health Care Center	660 E. VISALIA RD.	Farmersville	CA	93223	559-594-6788		✓		✓	✓	✓	✓	
		Farmersville Junior High School	650 N. Virginia Ave.	Farmersville	CA	93223	559-747-0764			✓					
		Farmersville WIC	175 E. Font St.	Farmersville	CA	93223	1-800-360-8840			✓	✓			✓	
		Farmersville Youth Center	301 S. Farmersville. Blvd.	Farmersville	CA	93223	559-594-1977		✓						
		Granite Hills High School	1701 E. Putnam Ave.	Porterville	CA	93257	559-782-7075		✓						
		Ivanhoe Library	15964 heather Ave	Ivanhoe	CA	93235	559-798-1264		✓	✓	✓			✓	
		IVANHOE SENIOR CENTER	33015 AVE. 159	Ivanhoe	CA	93235	559-528-6108		✓		✓				
		J.J. Cairns Continuation School	467 E. Honolulu St.	Lindsay	CA	93247	559-562-5111			✓					
		Kaweah Delta Exeter Health Clinic	1014 San Juan Ave	Exeter	CA	93221	559-592-7300		✓			✓	✓	✓	
		Kaweah Delta Kids Center	507 W. Willow	Visalia	CA	93291	559-624-2170			✓					
		Kaweah Delta Lindsay Clinic	839 N. Sequoia Ave	Lindsay	CA	93247	559-562-1546		✓		✓	✓	✓	✓	
		Kaweah Delta Mental Health Hospital	1100 South Akers Rd.	Visalia	CA	93277	559-624-2854		✓		✓	✓	✓	✓	
		Kaweah Delta Urgent Care	1633 S. Court St.	Visalia	CA	93277	559-624-6090		✓		✓	✓	✓	✓	
		LINDSAY DPSS	900 N. SEQUOIA	Lindsay	CA	93247	559-562-1377		✓		✓	✓	✓	✓	
		LINDSAY HEALTH	845 N. SEQUOIA	Lindsay	CA	93247	559-592-6391		✓		✓	✓	✓	✓	
		Lindsay High School	1701 E. Tulare Rd	Lindsay	CA	93247	559-562-5111			✓					
		Lindsay Public Library	157 N. Mirage Ave	Lindsay	CA	93247	559-562-3021			✓					
		Lindsay Senior Center	911 Parkside Ave.	Lindsay	CA	93247	559-562-5859		✓		✓				
		Lindsay WIC	248 N. HWY 65	Lindsay	CA	93247	1-800-360-8840				✓				
		McDermott Field House	365 N. Sweetbriar Ave	Lindsay	CA	93247	559-562-3326			✓					
		MHSA Unit	5957 S. Mooney Blvd	Visalia	CA	93277	559-737-4660								✓
		Monache High School	960 N. Newcomb	Porterville	CA	93257	559-782-7150			✓					
		OROSI LIBRARY	12646 AVE. 416	Orosi	CA	93647	559-591-5830		✓	✓	✓				
		Outpatient Healthy Safety Network	677 E. El Monte Way	Dinuba	CA	93618	559-591-8596		✓		✓	✓	✓	✓	
		PIXLEY LIBRARY	300 N. SCHOOL	Pixley	CA	93274	559-757-3880		✓	✓	✓			✓	
		Porterville Adult Day Services	227 E. Oak Ave	Porterville	CA	93257	559-782-4561		✓		✓				
		Porterville Development Center	26501 Ave. 140	Porterville	CA	93257	559-782-2222					✓			
		PORTERVILLE DPSS	75 W. OLIVE	Porterville	CA	93257	559-793-3600		✓		✓	✓	✓	✓	
		PORTERVILLE HEALTH	303 E. OLIVE AVE	Porterville	CA	93257	559-782-4150		✓		✓	✓	✓	✓	
		Porterville High School	465 W. Olive Ave	Porterville	CA	93257	559-782-7210			✓					
		PORTERVILLE HLTH CARE CTR (S. VIEW)	465 W. PUTNAM	Porterville	CA	93257	559-782-3900		✓		✓	✓	✓	✓	
		Porterville Public Library	41 W. Thurman Ave	Porterville	CA	93257	559-784-0177		✓	✓	✓				
		PORTERVILLE SENIOR CENTER	466 E. PUTNAM	Porterville	CA	93257	559-782-8645		✓		✓				
		TEEN Zone	288 N. Sweet Briar Dr.	Lindsay	CA	93247	559-562-6297			✓					
		Porterville WIC	1055 W. Henderson Ste. 5	Porterville	CA	93257	1-800-360-8840				✓				
		Public Works	405 E. El Monte Way	Dinuba	CA	93618	559-595-5510								✓
		R & R Library	7000 W. Doe Ave #C	Visalia	CA	93291	559-651-0862								✓
		Retirement Services	136 N. AKERS ST	Visalia	CA	93291	559-713-2900		✓		✓				
		Sierra View District Hospital	465 W. Putnam	Porterville	CA	93257			✓		✓	✓	✓	✓	
		Sierra Vista High Continuation School	8470 Ave. 406	Dinuba	CA	93618	559-595-7240			✓					
		SPRINGVILLE LIBRARY	35800 HWY. 190	Springville	CA	93265	559-539-2624		✓	✓	✓				
		Steve Garvey Middle School	340 N. Harvard Ave	Lindsay	CA	93247	559-562-1311			✓					
		STRATHMORE LIBRARY	19646 RD. 230	Strathmore	CA	93267	559-568-1087		✓	✓	✓				
		Success Community School	14871 Rd. 192	Porterville	CA	93257	559-781-8162			✓					
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
		TERRA BELLA LIBRARY	23825 AVE. 92	Terra Bella	CA	93270	559-535-5583		✓	✓	✓				
		THREE RIVERS LIBRARY	42052 EGGERS RD	Three Rivers	CA	93271	559-561-4564		✓	✓	✓				
		TIPTON LIBRARY	301 E. WOODS AVE	Tulare	CA	93274	559-752-4236		✓	✓	✓				
		Tulare City Community Day School	601 North Delwood St	Tulare	CA	93274	559-685-7376			✓					
		Tulare District Healthcare System	869 N. Cherry	Tulare	CA	93274	559-688-0821		✓		✓	✓	✓	✓	

		TULARE DPSS/HEALTH	458 E. O'NEAL	Tulare	CA	93274	559-685-2600		✓		✓	✓	✓	✓	
		TULARE DRUG ABUSE	559 E. BARDSLEY	Tulare	CA	93274	559-688-7531		✓		✓	✓	✓	✓	
		TULARE HILLMAN ANNEX	1150 SOUTH K ST	Tulare	CA	93274	559-687-6811		✓		✓	✓	✓	✓	
		Tulare Public Library	113 N. F St.	Tulare	CA	93274	559-685-2341		✓	✓	✓				
		TULARE VETERANS SERVICES	1062 South K. St.	Tipton	CA	93272	559-685-3300		✓		✓				
		Tulare WIC	114 E. Tulare St.	Tulare	CA	93274	1-800-360-8840				✓				
		Tulare Works	N. Alta Ave.	Tulare	CA	93274	559-687-67100			✓	✓	✓			
		Valley Care Center	661 W. Poplar	Porterville	CA	93257	559-784-8371		✓		✓	✓	✓		
		VISALIA COMMUNICATIONS CENTER	11871 AVE. 272	Visalia	CA	93277	559-733-6544								✓
		VISALIA COUNTY COUNCIL/PERSONNEL	2900 W. BURREL	Visalia	CA	93291	559-636-4900								✓
		VISALIA DPSS	210 N. COURT	Visalia	CA	93292	559-624-8100								✓
		VISALIA DPSS ANNEX	100 E. CENTER	Visalia	CA	93291	559-624-8100								✓
		VISALIA EDUCATION DEPT.	2637 W. BURREL	Visalia	CA	93291	559-733-6300			✓	✓				
		VISALIA HEALTH CARE CTR / NORTH VAC	2611 N. DINUBA BLVD.	Visalia	CA	93291	559-733-6342		✓		✓	✓	✓	✓	
		VISALIA KTAAA	3350 W. MINERAL KING	Visalia	CA	93291	1-800-321-2462		✓						
		Visalia Public Library	200 W. Oak Ave	Visalia	CA	93291	559-713-2700		✓	✓	✓				
		VISALIA SUPERIOR COURTHOUSE	221 S. MOONEY BLVD.	Visalia	CA	93291	559-730-5000								✓
		VISALIA T.C. RETIREMENT	136 N. AKERS ST.	Visalia	CA	93291	559-713-2900		✓						
		VISALIA TULARE COUNTY YOUTH FACILITY	11150 AVE. 368	Visalia	CA	93291	559-735-1400			✓					
		Visalia WIC	22325 W. Main St.	Visalia	CA	93277	1-800-360-8840				✓				
		Visalia Health and Human Services	5957 S. Mooney Blvd.	Visalia	CA	93277	559-624-8000		✓	✓	✓	✓			
		Washington Junior High School	1150 N. Hayes	Dinuba	CA	93618	559-959-7252			✓					
		WOODLAKE LIBRARY	400 W. WHITNEY AVE.	Woodlake	CA	93286	559-564-8424		✓	✓	✓				
		Woodlake WIC	250 W. Antelope St.	Woodlake	CA	93286	1-800-360-8840				✓				
		YMCA	354 N. Jacob St.	Visalia	CA	93291	559-635-1749			✓					
		YMCA	211 W. Tulare Ave	Visalia	CA	93277	559-627-0700			✓					
		YMCA	600 W. Beech Ave	Visalia	CA	93277	559-732-8932			✓					
		YMCA: MOUNTAIN VIEW	2021 S. Encina St	Visalia	CA	93277	559-636-3253			✓					
		YMCA: ROYAL OAKS	1323 S. Clover St.	Visalia	CA	93277	559-738-9201			✓					
		Central Valley Regional Center	5441 W. Cypress Ave	Visalia	CA	93277	559-738-2200			✓		✓			
		Retirement Communities - Quail Park	4520 W. Cypress Ave	Visalia	CA	93277	559-624-3500		✓						
		Retirement Communities - Sierra Village	1 Molenstraat	Visalia	CA	93277	559-739-8330		✓						
		Dinuba Adult School	1327 E. Avenue 416	Dinuba	CA	93618	559-595-7242				✓			✓	
Erika	Helo	Cutler-Orosi Vision Committee	12755 or 12761 Ave 416	Orosi	CA	93647	559-528-2292								✓
		Dinuba Sunrise Rotary	3018 Ridge Creek Drive	Dinuba	CA	93618	559-901-2714		✓	✓	✓	✓			
		Farmersville Chamber	147 E. Front Road	Farmersville	CA	93223	559-592-2322								✓
		First Presbyterian Church of Visalia	215 N. Locust	Visalia	CA	93291	559-732-8627		✓	✓	✓	✓			
		First Southern Baptist Church	1641 W. Henderson Ave	Porterville	CA	93257	559-784-1641		✓	✓	✓	✓			
		St. Clement of Alexandria	498 N. Valencia Blvd	Woodlake	CA	93286	559-564-8811		✓	✓	✓	✓			
		St. Paul's Anglican Church	120 N. Hall Street	Visalia	CA	93291	559-732-4821		✓	✓	✓	✓			
		St. Rita's Catholic Church	954 South O Street	Tulare	CA	93274	559-686-3847		✓	✓	✓	✓			
		Visalia Unified School District	5000 W. Cypress Ave	Visalia	CA	93277	559-730-7300			✓					
		Woodlake Chamber	264 N. Valencia Blvd	Woodlake	CA	93286	559-564-3559								✓
		Alpaugh Town Council	5516 Tule Road	Alpaugh	CA	93201	559-949-8412								✓
Nettie	Morrison	Allensworth Town Council	8123 Ave 36	Allensworth	CA	93219	661-849-3998								✓
Kayode	Kadara				CA		650-922-8376	kfkadara@aol.com							
		COJUSD Community Services Office	41855 Road 128	Orosi	CA	93647	559-528-6949			✓					
Sandy	Williams	CONNECT Meetings-COJUSD Comm. Serv. Off.	12623 Ave 416	Orosi	CA	93647	559-528-6949			✓					
Patsy	Marquez	Cutler-Orosi Family Education Center	40802 Road 128	Orosi	CA	93647	559-527-1197			✓	✓			✓	
Dee	Echavarria				CA		559-528-1790	dechavarria@cojusd.org							
		Cutler-Orosi Joint Unified School Dist.	41855 Road 128	Orosi	CA	93647	559-528-4763			✓					
Dionicio	Rodriguez Jr.	Cutler Putlic Utilities District	40526 Orosi Drive	Cutler	CA	93615	559-528-3859								✓
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
		Orosi Public Utility District	12716 Ave 416	Orosi	CA	93647	559-528-4262								✓
Miguel	Castanera	Tech Connect -Junior Leadership	12384 Ave 416 Suite G & H	Orosi	CA	93647	559-528-1095			✓					
Mary Helen	Espino	Cutler-Orosi Proj. Area Comm. - Orosi Mem. Hall	41645 Road 128 (Highway 63)	Orosi	CA	93647	559-528-3344								✓
Ivan E.	Ramos				CA		559-624-7085								
Lucia	Gonzalez	Dolores Huerta Found. - Orosi Mem. Hall	41645 Road 128	Orosi	CA	93647	559-802-6241				✓				
Logan	Robertson	Weed & Seed Steering Committee	12623 Ave 416	Orosi	CA	93647	559-528-6949	LRobertson@cojusd.org							✓
Christina	Serda	Ducor Comm. Services Dist. - First Bapt. Church	23477 Ducor Ave	Ducor	CA	93218	559-534-2264								✓

					CA		559-534-2789								
Shirley	Worsham	Ducor Irrigation District			CA		559-791-1157								✓
Gloria	Borunda	Earlimart Town Council	712 E. Washington	Earlimart	CA	93219	661-725-2722								✓
					CA		661-303-9342								
Jose	Villalobos	Earlimart Project Area Committee	785 E. Center Ave	Earlimart	CA	93219	661-586-3031	ruralfoundation@sbcglobal.net							✓
		Earlimart School Board	785 E. Center Ave	Earlimart	CA	93219	661-849-3386	smunoz@earlimart.org		✓					
Sandra	Munoz				CA		661-849-4241								
Nathan	Garza	Goshen Community Council	30498 Diagonal 69	Goshen	CA	93291	559-300-2757								✓
Manuel	Fleming	Goshen Community Services District	6678 Ave 308	Goshen	CA	93291	559-651-0323								✓
Laurie	Ferguson	Tech Connect (Junior Leadership) - CSET Office	30498 Diagonal 69	Goshen	CA	93291	559-651-1030			✓					
		Ivanhoe Community Council	15427 Avenue 328	Ivanhoe	CA	93235	559-798-1373	CVela@visalia.k12.ca.us							✓
Connie	Vela-Solorio				CA		559-731-0926	BoxCountry@aol.com							
Sandy	Vox				CA		559-798-0805								
Sylvia	Franco	Ivanhoe Junior Leadership/Youth Center	15900 Ave 332	Ivanhoe	CA	93235	559-798-0175			✓					
Eliseo	Rodriguez	Ivanhoe Proj. Area Comm.	15427 Avenue 328	Ivanhoe	CA	93235	559-798-1373								✓
Carol	Fino	Ivanhoe Public Utility District	P.O. Box A 15859 Azalea Ave	Ivanhoe	CA	93235	559-798-0512								✓
Shannon	Herbert	Pixley Town Counc. - Pixley Comm. Room	151 North Pine	Pixley	CA	93256	559-757-1575	PixleyKMS@sbcglobal.net							✓
Jim	Morehead	Pixley Foundation - Pixley Comm. Room	151 North Pine	Pixley	CA	93256	559-757-3259	mhfarms@sbcglobal.net							✓
Bill	Van Scycoc	Pixley Chamber of Comm. - PUD Conf. Room	423 E Court	Pixley	CA	93256	559-757-3574								✓
Aaron	Gay	Pixley Area Churches - El Sarape Restaurant	423 E. Court Street	Pixley	CA	93256	559-303-5918		✓	✓	✓	✓			
Bill	Van Scycoc	Pixley Proj. Area Comm. - Pixley Comm. Room	151 N. Pine	Pixley	CA	93256	559-757-3574								✓
Raquel	Gomez	Junior Leadership and Youth Center	431 S. Main Street	Pixley	CA	93256	559-757-1604	Raquel.gomez@cset.org		✓					
Sharon	Herbert	Pixley Women's Club		Pixley	CA	93256	559-757-1575	PixleyKMS@sbcglobal.net							✓
Melonie	Williams	Pixley Public Utility District	232 E. Davis Ave	Pixley	CA	93256	559-757-3878	ppud@sbcglobal.net							✓
Mike	Clark	Poplar-Cotton Ctr Prjct Area Comm.	14465 Rd 192		CA	93257	559-359-9918	mixednuts92@hotmail.com							✓
Ivan	Ramos				CA		559-624-7085								
Mike	Clark	Poplar Chamber of Commerce	14465 Rd 192	Poplar	CA	93257	559-359-9918	mixednuts92@hotmail.com							✓
Connie	Mendiola	Poplar Community Service Dist.	14465 Rd 192	Poplar	CA	93257	559-784-7009	mixednuts92@hotmail.com							✓
Mike	Clark				CA		559-359-9918								
Maria	Pimentel	Richgrove Comm. Services Dist	20986 Grove Drive	Richgrove	CA	93261	661-725-5632	richgrovecsd@juno.com							✓
Rose	Rodriguez	Richgrove Proj. Area Comm.	20908 Grove Drive	Richgrove	CA	93261	661-725-2424	roser@richgrove.org							✓
Felipe	Martinez	Tul/Kings Hisp. Chamber Porterville Res. Ctr	1063 W. Henderson, Ste. B	Porterville	CA	93257	559-782-9500							✓	
Dave	De Pauli	Strathmore Improvement District	19744 Orange Belt Drive	Strathmore	CA	93267	559-568-1283								✓
Victor	Cruz	Community Council - Carl Smith Middle School	23825 Avenue 92	Terra Bella	CA	93270	559-535-4547			✓					
Victor	Cruz				CA		559-333-0170								
Frank	Betry				CA		559-535-4451								
Alfred	King	Teviston Betterment Association			CA		559-759-0056			✓	✓			✓	
		Sequoia Foothills Chamber of Commerce	P.O. Box 818	Three Rivers	CA	93271	559-561-3300	merchant@threerivers.com							✓
		Three Rivers Union School Board of Trustees	41932 Sierra Drive	Three Rivers	CA	93271	559-561-4466								✓
John	Hess	Tipton Project Area Comm. - Memorial Building	577 E. Spencer Ave	Tipton	CA	93272	559-733-6291								✓
Raquel	Acuna	Tipton Town Council - Tipton Memorial Building	577 E. Spencer Ave	Tipton	CA	93272	559-752-2222								✓
		Kiwanis Club of Tipton - Holstein Café	16140 Highway 99	Tipton	CA	93272	559-752-2001		✓	✓	✓	✓			
Glenda	Souza	Tipton Comm. Service Dist. - Tipton CSD Off.	263 S. Graham	Tipton	CA	93272	559-752-4182		✓		✓				
Jane	Pharis	Tipton School Brd. Meeting - Tipton School	370 N. Evans	Tipton	CA	93272	559-752-4213			✓					
John	Hess	Pro-Traver Council - Traver School Office	36736 Canal Drive	Traver	CA	93673	559-624-7073								✓
George	Nord	Traver Elementary School Board	36736 Canal Drive	Traver	CA	93673	559-897-2755			✓					
George	Nord				CA		559-897-0236								
Lily	Rivera	Woodville Adult Leadership - St. Francis Hall	16460 Ave 168	Woodville	CA	93274	559-688-3775								✓
Lily	Rivera	Junior Leadership - St. Francis Hall	16410 Ave 168	Woodville	CA	93274	559-688-3775			✓					
Ralph	Guitierrez	Woodville Public Utility District	16716 Ave 168	Woodville	CA	93274	559-686-9649								✓
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
Bob	Keenan	Building Industry Assoc. of Tulare/Kings Counties	315 W. Oak	Visalia	CA	93291	559-625-5447	build@biatk.com							✓
Donnette	Carter	Sequoia Regional Visitors Council			CA		559-784-7503	tourism@sequoiavisitors.com							✓
Frances	Hammond	Tule Tribal Council			CA		781-4271 Ext 1047	news@tulerivertribe-nsn.gov					✓		
Ivette	Alvares	ABLE	8127 Avenue 304	Visalia	CA	93291	559-528-3000					✓			✓
Mary Helen	Espino				CA		559-528-3344								
Wende	Ayres				CA			WENDE@ABLEINDUSTRIES.ORG							
Janice	Mcarthy				CA			janice@ableindustries.org							
Robert	Alcazar	Proteus, Inc.	54 W. Main Street #10	Porterville	CA	93257	559-781-1852	robertoa@proteusinc.org		✓	✓				
Mike	McCann				CA		559-781-1852	Mike@proteusinc.org							

Nathan	Ross				CA		559-781-1852	nathan@proteusinc.org							
Janice	Avila	City of Visalia	707 W. Acequia	Visalia	CA	93291		javila@ci.visalia.ca.us							✓
Leslie	Caviglia				CA			LCaviglia@ci.visalia.ca.us							
Marcia	Becerra	EDD	2523 W. Mooney Blvd	Visalia	CA	93277		mbecerra@edd.ca.gov			✓				✓
Gail	McCann	Tulare County HHSA	5957 S. Mooney Blvd	Visalia	CA	93277		GMccan@tularehhsa.org		✓					
David	Maciel	College of the Sequoias-Disabled Resource Center	915 S. Mooney Blvd	Visalia	CA	93277		davidm@cos.edu				✓			
Jennifer	LaSerna	College of the Sequoias	915 S. Mooney Blvd	Visalia	CA	93277		jenniferl@cos.edu		✓					
Debbie	Castro				CA			debbiec@cos.edu							
Kevin	McCusker				CA			kevinmc@cos.edu							
Cathy	Rodarte	College of the Sequoias-EOPS	915 S. Mooney Blvd	Visalia	CA	93277		catheriner@cos.edu			✓	✓			
Linda	Herrera	AARP	2222 W. Sunnyside Ave #4	Visalia	CA	93277		Scvisalia@aol.com	✓						
Janet	Paine	Family HealthCare Network	501 N. Bridge St.	Visalia	CA	93291		jpaine@fhcn.org		✓	✓				
Barbara	Mayeda	Kaweah Delta Hospice	900 W. Oak Street	Visalia	CA	93291		Bmayeda@kdhcd.org	✓						
Laura	Florez	Kaweah Delta	520 W. Mineral King	Visalia	CA	93291		Lflorez@kdhcd.org							✓
Mike	Franco	TCOE	P.O. Box 5091	Visalia	CA	93278		mfranco@see.tcoe.org		✓					
Randy	Wallace							randyw@tcoe.k12.ca.us							
Karen	Davidson							KDAVIDSON@see.tcoe.org							
Karen	Osborn							Kosborn@cc.tcoe.org							
Lois	Sheffield							lsheffield@cc.tcoe.org							
Marilyn	Willers							mwillers@see.tcoe.org							
Ray	Chavez							rchavez@cc.tcoe.org							
Robert	Herman							robh@tcoe.org							
		Deaf & Hard of Hearing Services	3200 S. Fairway Street #G	Visalia	CA	93277		info@dhhsc.org	✓			✓			
Adam	Peck	Tulare County Workforce Investment Board	4025 W. Noble Ste.	Visalia	CA	93277		apeck@tularewib.org							✓
Natalie	Hanes							NHanes@tularewib.org							
Sandi	Miller							SMiller@tularewib.org							
David	McMunn							dmcmunn@tularewib.org							
Dr. Rosa	Flores Carlson	Porterville College	100 E. College Ave	Porterville	CA	93257		rcarlson@portervillecollege.edu		✓					
Jeff	Fly	Turning Point	201 N. Court Street	Visalia	CA	93291		TPINCCEO@aol.com		✓					
Tim	Foster	YMCA	211 W. Tulare Ave	Visalia	CA	93277		tim@visaliaymca.org		✓					
Terry	Garrett	Chapman University	649 S. County Center Drive	Visalia	CA	93277		tgarrett@chapman.edu							✓
Michael	Lane	Self Help Enterprises	8445 W. Elowin Court	Visalia	CA	93291		michaell@selfhelpenterprises.org		✓	✓				
Lori	McClintick	Visalia Adult School	3110 E. Houston Ave	Visalia	CA	93292		LMcClintick@visalia.k12.ca.us							✓
Marie	Pinto	Tulare Adult School	575 W. Maple	Tulare	CA	93274		Marie.Pinto@tulare.k12.ca.us							✓
Chantel	Medeiros	CSET	312 N.W. 3rd Ave	Visalia	CA	93291		cmedeiros@cset.org		✓	✓				
Vickie	Schulz	City of Porterville	291 N. Main Street	Porterville	CA	93257		vschulz@ci.porterville.ca.us							✓
Michael	Miller	City of Tulare	411 E. Kern Ave	Tulare	CA	93274		mmiller@ci.tulare.ca.us							✓
Karen	Rappleye	Porterville Adult School	900 W. Pioneer Ave	Porterville	CA	93257		karenrap@porterville.k12.ca.us							✓
Gordon	Osmus	Porterville Sheltered Workshop	187 W. Olive Ave	Porterville	CA	93257		gosmus@pswrehab.com				✓			
		Porterville Social Vocational Services	94 W. Doris Ave	Porterville	CA	93257		por@svsinc.org				✓			
Paul	Saldana	Tulare EDC	4500 S. Laspina Street	Tulare	CA	93274		Paul@EDCtulare.com							✓
		Tulare Social Vocational Services	1225 Leland Ave	Tulare	CA	93274		tul@svsinc.org				✓			
Linda	Wammack	City of Porterville						lwammack@ci.porterville.ca.us							✓
Karen	Cooper	Family Services	815 W. Oak Ave	Visalia	CA	93291		karen.cooper@fstc.net		✓	✓				
Laurel F.	F. Hernandez	Tulare County Foster Care						LaHernan@tularehhsa.org		✓					
		Center for Independent Living	3008 N. Fresno Street	Fresno	CA	93703		t_veliz@cil-fresno.org				✓			
Frank	Escobar	Visalia Unified School District	5000 W. Cypress Ave	Visalia	CA	93277		fescobar@visalia.k12.ca.us		✓					
Delia	Smart							dsmart@visalia.k12.ca.us							
First Name	Last Name	Organization	Address	City	State	Zip	Phone	Email	Seniors	Youth	Low-Income	Disabled	Native American	Non-Eng. Speakers	General
Sue	Summers	Visalia Chamber of Commerce	220 N. Santa Fe Street	Visalia	CA	93292		sue@visaliachamber.org							✓
Leslie	Gardner	Happy Trails	2773 E. Oakdale Ave	Tulare	CA	93774		leslie.gardner@yahoo.com				✓			
Janet	Hogan	First 5 Tulare County	3435 S. Demaree Road	Visalia	CA	93277		jh@first5tc.org		✓					
Bill	Lewis	City of Woodlake	350 N. Valencia Blvd	Woodlake	CA	93286		blewis@ci.woodlake.ca.us							✓
Heidi	Pearson	Tulare County Foster Care						HPearson@tularehhsa.org		✓					
Carla	Calhoun	CSET						ccalhoun@cset.org							
Nina	Akin	Tulare Chamber of Commerce	220 E. Tulare Ave	Tulare	CA	93274	559-686-1547	nakin@tularechamber.org							✓
Daniel	Valencia	Dinuba Chamber of Commerce	210 North L Street	Dinuba	CA	93618	559-591-2707	dvalencia@dinubacommerce.org							✓
		Exeter Chamber of Commerce	101 W. Pine Street	Exeter	CA	93221	559-592-2919	chamber@exeterchamber.com							✓
		Lindsay Chamber of Commerce	PO Box 989	Lindsay	CA	93247	559-562-4929	lindsaychamber@lindsay.ca.us							✓
		Porterville Chamber of Commerce	93 N. Main Street #A	Porterville	CA	93257	559-784-7502								✓

Marilyn	Barr	CASA						marilyn@casatulareco.org		✓					
		Lindsay District Hospital	740 N. Sequoia Ave	Lindsay	CA	93247	559-562-4955								✓
Janet	Giles	Lindsay Family & Pediatric Clinic	825 Sequoia Ave	Lindsay	CA	93247	559-562-1960			✓					
Sherri	Bakke	Lindsay Health Care Center	845 Sequioa Ave	Lindsay	CA	93247	559-562-6391				✓				
Lawrence	Ginsberg, MD	Lindsay Medical Group	833 Sequoia Ave	Lindsay	CA	93247	559-562-1361								✓
Benjamin	Cordova	Vida Sana Family Health Clinic, Inc.	755 Sequoia Ave Ste. B	Lindsay	CA	93247	559-562-9399							✓	
Sherri	Bakke	Tulare Regional Medical Center	869 N. Cherry Street	Tulare	CA	93274	559-684-4530								✓
		Hillman Healthcare Center	1062 South K. St.	Tulare	CA	93274	559-684-4530								✓
		Tulare Community Health Clinic	1101 N. Cherry Street	Tulare	CA	93274	559-686-9097								✓
		Palm Occupational Medicine & Walk-In	1068 N. Cherry Street	Tulare	CA	93274	559-684-7256								✓
Ernie	Hernandez	United Way	1601 E. Prosperity Ave	Tulare	CA	93274	559-685-1766	ernie@unitedwaytc.org							✓
		The Creative Center	614 N. Bridge Street	Visalia	CA	93291	559-733-4400	ccfexdirector@sbcglobal.net				✓			

Frances Hammond

Organization	Contact	Phone #	Email	Meeting Day	Time
Alpaugh Town Council	Carla Field	559-949-8412		4th Monday of the month	6:30pm
Allensworth Town Council	Nettie Morrison	661-849-3998		3rd Wednesday of the month	6:00pm
	Kayode Kadara	650-922-8376	kfkadara@aol.com		
COJUSD Community Services Office		559-528-6949		call for meeting info	
CONNECT Meetings-COJUSD Comm. Serv. Off.	Sandy Williams	559-528-6949		3rd Thursday of the month	9:00am
Cutler-Orosi Family Education Center	Patsy Marquez	559-527-1197		call for meeting info	
	Dee Echavarria	559-528-1790	dechavarria@cojusd.org		
Cutler-Orosi Joint Unified School Dist.		559-528-4763		2nd Thursday of the month	7:00pm
Cutler Putlic Utilities District	Dionicio Rodriguez Jr.	559-528-3859		3rd Tuesday of the month	6:30pm
Cutler-Orosi Vision Committee	Erika Helo	559-528-2292		3rd Thursday of the month	7:00pm
Orosi Public Utility District		559-528-4262		2nd Tuesday of the month	6:30pm
Tech Connect -Junior Leadership	Miguel Castanera	559-528-1095		Tues, Wed, Thurs & Sat	4:00pm (Sat 10:00am)
Cutler-Orosi Proj. Area Comm. - Orosi Mem. Hall	Mary Helen Espino	559-528-3344		Meetings not currently in progress	
	Ivan E. Ramos	559-624-7085			
Dolores Huerta Found. - Orosi Mem. Hall	Lucia Gonzalez	559-802-6241		3rd Thursday of the month	7:30am
Weed & Seed Steering Committee	Logan Robertson	559-528-6949	LRobertson@cojusd.org	4th Thursday of the month	6:00pm
Ducor Comm. Services Dist. - First Bapt. Church	Christina Serda	559-534-2264		2nd Thursday of the month	7:00pm
		559-534-2789			
Ducor Irrigation District	Shirley Worsham	559-791-1157		Meets as needed	
Earlimart Town Council	Gloria Borunda	661-725-2722		1st Thursday of the month	6:00pm
		661-303-9342			
Earlimart Project Area Committee	Jose Villalobos	661-586-3031	ruralfoundation@sbcglobal.net	Meetings not currently in progress	
Earlimart School Board	Sandra Munoz	661-849-4241	smunoz@earlimart.org	1st & 3rd Tuesday of the month	6:00pm
	Sandra Munoz	661-849-4241			
Goshen Community Council	Nathan Garza	559-300-2757		3rd Tuesday of the month	6:00pm
Goshen Community Services District	Manuel Fleming	559-651-0323		4th Thursday of the month	6:00pm
Tech Connect (Junior Leadership) - CSET Office	Laurie Ferguson	559-651-1030		call for meeting info	
Ivanhoe Community Council	Connie Vela-Solorio	559-731-0926	CVela@visalia.k12.ca.us	2nd Wednesday of the month	6:00pm
	Sandy Vox	559-798-0805	BoxCountry@aol.com		
Ivanhoe Junior Leadership/Youth Center	Sylvia Franco	559-798-0175		call for meeting info	
Ivanhoe Proj. Area Comm.	Eliseo Rodgiruez	559-798-1373		meetings not currently in progress	
Ivanhoe Public Utility District	Carol Fino	559-798-0512		1st Monday of the month	7:00pm
Pixley Town Counc. - Pixley Comm. Room	Shannon Herbert	559-757-1575	PixleyKMS@sbcglobal.net	4th Monday of the month	7:00pm
Pixley Foundation - Pixley Comm. Room	Jim Morehead	559-757-3259	mhfarms@sbcglobal.net	3rd Tuesday of the month	7:00pm
Pixley Chamber of Comm. - PUD Conf. Room	Bill Van Scycoc	559-757-3574		4th Thursday of the month	5:30pm
Pixley Area Churches - El Sarape Restaurant	Aaron Gay	559-303-5918		3rd Saturday of the month	8:00am
Pixley Proj. Area Comm. - Pixley Comm. Room	Bill Van Scycoc	559-757-3574		1st Thursday of the month	7:00pm
Junior Leadership and Youth Center	Raquel Gomez	559-757-1604	Raquel.gomez@cset.org	Weekly, Tuesdays	4:30pm
Pixley Women's Club	Sharon Herbert	559-757-1575	PixleyKMS@sbcglobal.net	2nd Tuesday of the month	7:00pm
Pixley Public Utility District	Melonie Williams	559-757-3878	ppud@sbcglobal.net	1st Monday of the month	7:00pm
Poplar-Cotton Ctr Prjct Area Comm.	Mike Clark	559-359-9918	mixednuts92@hotmail.com	1st Thursday of the month	7:00pm
	Ivan Ramos	559-624-7085			
Poplar Chamber of Commerce	Mike Clark	559-359-9918	mixednuts92@hotmail.com	1st Tuesday of the month	7:00pm
Poplar Community Service Dist.	Connie Mendiola	559-784-7009	mixednuts92@hotmail.com	1st Thursday of the month	6:00pm
	Mike Clark	559-359-9918			

Richgrove Comm. Services Dist	Maria Pimentel	661-725-5632	richgrovecsd@juno.com	4th Wednesday of the month	6:00pm
Richgrove Proj. Area Comm.	Rose Rodriguez	661-725-2424	roser@richgrove.org	Quarterly, Thursdays	6:00pm
Strathmore Improvement District	Dave De Pauli	559-568-1283		2nd Thursday of the month	
Community Council - Carl Smith Middle School	Victor Cruz	559-535-4547		call for meeting info	
	Frank Betry	559-535-4451			
Teviston Betterment Association	Alfred King	559-759-0056		call for meeting info	
Sequoia Foothills Chamber of Commerce		559-561-3300	merchant@threerivers.com	4th Tuesday of the month	
Three Rivers Union School Board of Trustees		559-561-4466		2nd Wednesday of the month	6:00pm
Tipton Project Area Comm. - Memorial Building	John Hess	559-733-6291		Schedule TBD	
Tipton Town Council - Tipton Memorial Building	Raquel Acuna	559-752-2222		1st Monday of the month	
Kiwanis Club of Tipton - Holstein Café	Fil Martin	559-752-2001		Weekly, Wednesdays	12:00pm
Tipton Comm. Service Dist. - Tipton CSD Off.	Glenda Souza	559-752-4182		1st Tuesday of the month	7:00pm
Tipton School Brd. Meeting - Tipton School	Jane Pharis	559-752-4213		1st Tuesday of the month	7:00pm
Pro-Traver Council - Traver School Office	John Hess	559-624-7073		call for meeting info	
Traver Elementary School Board	George Nord	559-897-2755		2nd Tuesday of the month	
	George Nord	559-897-0236			
Woodville Adult Leadership - St. Francis Hall	Lily Rivera	559-688-3775		1st Wednesday of the month	
Junior Leadership - St. Francis Hall	Lily Rivera	559-688-3775		Weekly, Mon & Wed	4:30pm
Woodville Public Utility District	Ralph Guitierrez	559-686-9649		1st Tuesday of the month	5:00pm
Tul/Kings Hisp. Chamber Porterville Res. Ctr	Felipe Martinez	559-782-9500		2nd Friday of the month	
Building Industry Assoc. of Tulare/Kings Counties	Bob Keenan	559-625-5447	build@biatk.com	call for meeting info	
Sequoia Regional Visitors Council	Donnette Carter	559-784-7503	tourism@sequoiavisitors.com	1st Thursday of the month	
Tule Tribal Council	Francis Hammond	559-781-4271	news@tuletivertribe-nsn.gov	call for meeting info	
Cutler-Orosi Chamber of Comm.	Ivette Alvares	559-528-3000		3rd Thursday of the month	12:00pm
	Mary Helen Espino	559-528-3344			
ABLE	Wende Ayres		WENDE@ABLEINDUSTRIES.ORG		
ABLE	Janice Mcarthy		janice@ableindustries.org		
Proteus, Inc.	Robert Alcazar		robertoa@proteusinc.org		
Proteus, Inc.	Nathan Ross		nathan@proteusinc.org		
Proteus Inc.	Mike McCann		Mike@proteusinc.org		
City of Visalia	Janice Avila		javila@ci.visalia.ca.us		
City of Visalia	Leslie Caviglia		LCaviglia@ci.visalia.ca.us		
EDD	Marcia Becerra		mbecerra@edd.ca.gov		
Tulare County HHSA	Gail McCann		GMccan@tularehhsa.org		
College of the Sequoias-Disabled Resource Center	David Maciel		davidm@cos.edu		
College of the Sequoias-EOPS	Cathy Rodarte		catheriner@cos.edu		
College of the Sequoias	Jennifer LaSerna		jenniferl@cos.edu		
College of the Sequoias	Debbie Castro		debbiec@cos.edu		
College of the Sequoias	Kevin McCusker		kevinmc@cos.edu		
AARP	Linda Herrera		Scvisalia@aol.com		
Family HealthCare Network	Janet Paine		jpaine@fhcn.org		
Kaweah Delta Hospice	Barbara Mayeda		Bmayeda@kdhcd.org		
Kaweah Delta	Laura Florez		Lflorez@kdhcd.org		
County of Tulare	Eric Coyne		ECoyne@co.tulare.ca.us		

TCOE	Mike Franco		mfranco@see.tcoe.org		
TCOE	Randy Wallace		randyw@tcoe.k12.ca.us		
TCOE	Karen Davidson		KDAVIDSON@see.tcoe.org		
TCOE	Karen Osborn		Kosborn@cc.tcoe.org		
TCOE	Lois Sheffield		lsheffield@cc.tcoe.org		
TCOE	Marilyn Willers		mwillers@see.tcoe.org		
TCOE	Ray Chavez		rchavez@cc.tcoe.org		
TCOE	Robert Herman		robh@tcoe.org		
Deaf & Hard of Hearing Services			info@dhhsc.org		
Tulare County Workforce Investment Board	Adam Peck		apeck@tularewib.org		
Tulare County Workforce Investment Board	Natalie Hanes		NHanes@tularewib.org		
Tulare County Workforce Investment Board	Sandi Miller		SMiller@tularewib.org		
Tulare County Workforce Investment Board	David McMunn		dmcmunn@tularewib.org		
Porterville College	Dr. Rosa Flores Carlson		rcarlson@portervillecollege.edu		
Turning Point	Jeff Fly		TPINCCEO@aol.com		
YMCA	Tim Foster		tim@visaliaymca.org		
Chapman University	Terry Garrett		tgarrett@chapman.edu		
Self Help Enterprises	Michael Lane		michaell@selfhelpenterprises.org		
Visalia Adult School	Lori McClintick		LMcClintick@visalia.k12.ca.us		
Tulare Adult School	Marie Pinto		Marie.Pinto@tulare.k12.ca.us		
CSET	Chantel Medeiros		cmedeiros@cset.org		
CSET	Carla Calhoun		ccalhoun@cset.org		
City of Porterville	Vickie Schulz		vschulz@ci.porterville.ca.us		
City of Tulare	Michael Miller		mmiller@ci.tulare.ca.us		
Porterville Adult School	Karen Rappleye		karenrap@porterville.k12.ca.us		
Porterville Sheltered Workshop	Gordon Osmus		gosmus@pswrehab.com		
Porterville Social Vocational Services			por@svsinc.org		
Tulare EDC	Paul Saldana		Paul@EDCtulare.com		
Tulare Social Vocational Services			tul@svsinc.org		
City of Porterville	Linda Wammack		lwammack@ci.porterville.ca.us		
Family Services	Karen Cooper		karen.cooper@fstc.net		
Tulare County Foster Care	Laurel F. Hernandez		LaHernan@tularehhsa.org		
Center for Independent Living			t_veliz@cil-fresno.org		
Visalia Unified School District	Frank Escobar		fescobar@visalia.k12.ca.us		
Visalia Unified School District	Delia Smart		dsmart@visalia.k12.ca.us		
Visalia Chamber of Commerce	Sue Summers		sue@visaliachamber.org		
Happy Trails	Leslie Gardner		leslie.gardner@yahoo.com		
First 5 Tulare County	Janet Hogan		jh@first5tc.org		
City of Woodlake	Bill Lewis		blewis@ci.woodlake.ca.us		
Tulare County Foster Care	Heidi Pearson		HPearson@tularehhsa.org		
Tulare Chamber of Commerce	Nina Akin		nakin@tularechamber.org		
Dinuba Chamber of Commerce	Daniel Valencia		dvalencia@dinubacommerce.org		
Exeter Chamber of Commerce			chamber@exeterchamber.com		
Lindsay Chamber of Commerce			lindsaychamber@lindsay.ca.us		
Porterville Chamber of Commerce		559-784-7502			
CASA	Marilyn Barr		marilyn@casatulareco.org		

Lindsay District Hospital		559-562-4955			
Lindsay Family & Pediatric Clinic	Janet Giles	559-562-6391			
Lindsay Health Care Center	Sherri Bakke	559-562-6391			
Lindsay Medical Group	Lawrence Ginsberg, MD	559-562-1361			
Vida Sana Family Health Clinic, Inc.	Benjamin Cordova	559-562-9399			
Tulare Regional Medical Center	Sherri Bakke	559-688-0821			
Hillman Healthcare Center		559-684-4530			
Tulare Community Health Clinic		559-686-9097			
Palm Occupational Medicine & Walk-In		559-684-7256			
United Way	Ernie Hernandez		ernie@unitedwaytc.org		
The Creative Center		559-733-4400	ccfexdirector@sbcglobal.net		
Tule River Tribe	Vivian Christman	559-781-4271 Ext.4059		Tuesdays & Thursdays	

TULARE COUNTY REGIONAL MOBILITY ACCESS PROJECT

Kick-Off Meeting Summary
Tuesday, Nov. 9, 2010
TCAG Conference Room
5955 S. Mooney Boulevard, Visalia, CA

Attendees:

TCAG:	Christine Chavez, Regional Planner Elizabeth Wright, Senior Regional Planner
The Lockwood Agency	Nancy Lockwood, Principal Janice Eastburn, Project Manager
TPG Consulting	Charles Clouse, Principal Jennie Miller, Associate Planner
Jeffrey Scott Agency	Jennifer Seita, Director of Public Relations Jim Lowe, Director of Client Strategies
Visalia Transit	Gamaliel Anguiano, Transit Analyst

Introductions

Key Topics/Issues
• **Review of Existing Materials** (Project Task 1)
The Lockwood Agency (TLA) and TPG Consulting will work together to review the materials, looking for answers to questions such as:

- Are there material inconsistencies from provider to provider?
- Do the inconsistencies impact usability?
- Does current material enable connectivity from one provider to another?
- Is the Guide the best means of education and communication?
- What is the role of electronic communication?
- What electronic tools could be useful for the typical rider?

Five Hundred North Willis ◆ Visalia, California 93291
559·733·3737 P ◆ 559·733·8156 F

TLA will focus on the presentation of materials and distribution networks from a marketing standpoint, while TPG will provide feedback from a transit expert's perspective. Recommendations from both will be included in the final deliverable.

• **Transportation Guide Enhancements/Updates** (Project Task 2)
The Lockwood Agency provided Jeffrey Scott Agency with a production schedule for the Transportation Guide to be published in August 2011. The schedule was reviewed with the understanding that JSA representatives and TLA staff would discuss and revise if necessary. TLA and JSA agreed that each would submit to TCAG staff their individual files for proofing purposes, and then submit final files to the printer, and each will be responsible for sign-off of their respective sections. JSA will provide design standards and styles to TLA to ensure continuity from one section to another in the Guide.

Additional content discussed includes:

- Carpool, vanpool, KART, Amtrak and Greyhound
- Emphasis is on providing contact information rather than routes
- TLA to provide TCAG a list of advertisers and the target audience for each
- TLA to look into providing print advertisers with space on web for ad
- TLA to work with Visalia and TCAG to consider adding Sequoia Shuttle

• **Regional Transportation Web Site** (Project Task 3)
TCAG staff noted that the site should have routes for all Tulare County providers, rather than links alone.

Discussion followed regarding Google Transit. TPG noted that the current project budget does not allow for all provider routes to be included on the new site through Google Transit and that all providers should be included. Clouse also commented that certain sectors of a community will respond well to this online tool and that it could be useful for international visitors planning a trip to the region. Visalia Transit noted that much work has already been done on Google Maps and routes have been redigitized. A bus stop inventory is now under way.

It was agreed that Visalia Transit will provide all available data, and TPG will finalize the schedule module. Visalia Transit will be responsible for the mapping component. TPG will then provide to TCAG a foundation for moving forward with other providers, including options, cost, and maintenance.

Attendees discussed the possibility that TCAG could pursue a New Freedom grant to fund Google Transit work on all provider routes and schedules.

TCAG staff noted that the web site should be created with all editable graphics and no flash and requested specific information on what program will be used to create the site. TLA will provide that information. Staff will be responsible for managing updates once TLA delivers the approved site.

• **Regional Call Center** (Project Task 4)
Visalia Transit staff noted that 67 percent of calls to the Green Line come from Visalia, and raised several questions as to why that might be the case. He explained that Visalia Transit is in the process now of changing signs to match the new rebranding and new phone number.

Call volume peaks at noon. Visalia Transit staff provide Transit 101 classes to interested groups and will do presentations tailored to specific communities upon request. TLA requested that it be emailed to TLA for possible inclusion in the final project.

• **Travel Training Program** (Project Task 5)
TPG and Visalia Transit discussed the role of social services coordinators and agencies as conduits of information, and how the advent of Green Line may have changed the flow of information. Discussion ensued regarding whether the program should be employer based, and suggested a "train the trainers" approach and the effectiveness of a docent program.

TCAG staff embraced the concept of a docent program and noted that SSTAC should be involved in the development of this program and/or the Travel Training Program itself. TCAG staff also noted that the program could include alternative forms of transportation and topics such as bicycle safety.

• **Community Outreach Plan** (Project Task 6)
TCAG staff reviewed the need to have input from this task available for the March 2011 unmet needs public hearing, including recommendations on new outreach tools and a marketing plan to reach under-represented communities and audiences. TCAG plans to work through Tulare County HHSA to publicize the public meeting(s), and JSA is primarily responsible for marketing the meeting, under separate contract. However, JSA will work to implement recommendations made by TLA as a result of research on Project Task 6.

TLA staff noted that materials developed should promote Green Line, the Transportation Guide and the new web site whenever possible; include an email link to Green Line from the web site.

TCAG staff reiterated that staff will be unavailable from Dec. 14 through Jan. 3, 2011.

Feb. 2, 2011

TULARE COUNTY REGIONAL
MOBILITY ACCESS PROJECT

TASK 1-2 – MARKETING/PROMOTIONAL MATERIALS REVIEW

Process
The Lockwood Agency (TLA) contacted each provider of public transportation in Tulare County to request samples of recent marketing and promotional materials. TLA staff reviewed each piece from a marketing perspective. Materials were then provided to TPG Consulting for assessment by transit planning staff. This report represents input from both consultants.

Objective
The goal of the materials review process is to provide the transit providers with an objective opinion on the effectiveness of current materials and to offer recommendations for refinement or improvement. The overarching goal of this review, in compliance with the objective of the mobility project, is to consider how individual marketing pieces can contribute to regional mobility and access.

Overall observations
• The Green Line was launched as a single source of transit information for residents across Tulare County. However, the hours of operation are not consistent with the hours that transit is provided and all providers also need to list a dispatch number for dial-a-ride systems. Consequently, transit materials list multiple phone numbers, which could lead to confusion and weakens the position of The Green Line as the one-stop shop.

• Most of the providers do not have the luxury of extensive marketing through print materials, media, and special events because of budget constraints. However, feedback on existing materials is provided here, and suggestions on other means of disseminating information will be provided in the Community Outreach section of this project.

• The dichotomy between the traditional transit-dependent user of transit and the choice rider poses marketing challenges, particularly given severe budget constraints. To effectively reach these audiences would require the use of different mediums, and different languages. The goal is to reach both to serve their divergent needs.

Five Hundred North Willis ◆ Visalia, California 93291
559·733·3737 P ◆ 559·733·8156 F

• The **gotularecounty.com** web site to be created as part of this Mobility project will be designed to serve as the one-stop resource for transportation. However, comments on materials and existing sites are offered here for those agencies that choose to continue to provide their own community-specific information.

• The Transportation Guide is a key component of marketing for all providers. The guide is undergoing enhancements as part of this project. The down side to the guide is its size – it is costly to produce and not easy to carry – and it does not offer all information in Spanish.

DINUBA – DART/DINUBA CONNECTION

The City of Dinuba utilizes print brochures and the TCAG Transit Guide to market the Dinuba Area Regional Transit service. The city has also given transit a presence on the city web site.

Printed materials:
The Dinuba Connection brochure should list the operating hours and phone numbers for each transit pass outlet for rider convenience. Also, add after-hours phone numbers on the web pages – the only listing currently is for a City of Dinuba office that is likely open only 8 to 5, Monday through Friday.

The individual DART service brochures should be combined into a system-wide brochure for ease of use.

Future versions of this brochure could also offer more information on regional connectivity, for example noting how Dinuba riders can access TCaT and FCRTA to travel outside Dinuba.

As noted in the introduction, the Green Line is designed to be the primary source of transit information, so ideally City of Dinuba could list just that number, rather than the multiple phone numbers now referenced.

The brochure should include “helpful hints” information for the rider, such as wheelchair accessibility, bike/bus travel, policies on service dogs, exact change and stroller rules.

The DART brochure should be bilingual English-Spanish when reprinted.

Ideally, brochures would be available at key stops along the routes, including Walmart, St. Michael’s, Kmart and the library as well as major employment centers.

Web site:
The web text is formal and focused on policies rather than encouraging use of the system by providing information on routes or where riders may purchase passes. The web site contains very little information, and the text also contains multiple typographical errors.

The pages referencing the Transit Guide online are from 2009. It is recommended that the dates be removed or the information updated because the reader will be left with the impression that the content is out of date.

The operating hours listed should be updated to reflect current service hours.

Dinuba may choose to revise this site to include only demand response service information and a link to gotularecounty.com.

Observations:
Dinuba could provide periodic news releases to the Dinuba Sentinel regarding transit – such as briefs on where transit brochures are found; an update to the transit information online; ridership news; special promotions in conjunction with community events; or announcements of presentations to community groups.

Perhaps the City of Dinuba could partner with the senior center or TulareWORKS to develop joint promotional opportunities; or utilize a bus buddy training program as lower-budget outreach tools.

City staff should also ensure that major employers, human resources staff members and local workforce development staff members are well-versed in Dinuba's transit opportunities.

EXETER DIAL-A-RIDE
The City of Exeter relies upon the TCAG Transit Guide and the city's web site as their only ongoing forms of marketing, aside from occasional reminders on the city water bill.

This is likely a budget-driven decision, but given some availability of budget or staff time, awareness of the program could be enhanced through advertising in the local newspaper, presentations to civic groups and fliers posted at churches and community centers.

The information presented in the Transit Guide provides basic facts to those already aware of the guide; the web site provides those facts to computer literate readers. Providing outreach beyond these two limited mediums would broaden awareness and enhance ridership.

Web Site
The site is clean, simple and informative. It offers a link to Visalia Transit for some connectivity, but could also reference TCaT and the Green Line number for additional regional access. Access to the site from the home page is from the "Resident" tab in the navigation but a dropdown from "City Departments" might be more logical, and would be more in line with the structure of other city web sites.

Exeter may choose to provide just Demand Response information on the web site, and refer readers to gotularecounty.com.

PORTERVILLE TRANSIT

The City of Porterville currently uses two types of brochures to promote its fixed route (Porterville Transit) and dial-a-ride (COLT) services. One brochure offers rider tips and another has route maps and schedules. The city provides occasional news releases to local media and has a transit page on its web site.

Transit service brochure
This brochure is generally practical and informative, however some design enhancements would make it more reader-friendly. The small point size of text overlaying a graphic may be a challenge for senior readers. Breaking up the text into bullets with subheads also contributes to readability. This brochure is primarily used during service presentations to local social service agencies and employers. However, because it offers some of the same rider tips that are contained in the "Passenger Information Guide," perhaps both brochures are not necessary.

The text notes that the monthly pass is available at the Transit Center, but doesn't list hours or days of operation. If the center is only open during the week, a secondary weekend outlet would be a rider convenience. Also, the text notes that a Tpass is available, but doesn't state where riders may purchase them.

The Green Line phone number should be utilized for consistency and after-hours access.

To make this brochure more comprehensive, it should mention COLT dial-a-ride and list the phone number for information.

Web Site
Porterville Transit has its own web site which can be found by searching Porterville Transit or by linking through the ciy's web site. However, the transit link page on city web site could only be found by using the "livinghere" link or by using the "I Want" option and scrolling down the list to "Public Transportation." Transit should have its own link on the home page, or at least be included in the "visitinghere" section to attract potential riders.

The portervilletransit.org site is very difficult to read because of the tone-on-tone design and small point size. The text should be in black for legibility. On the Maps and Timetables link, each route has three files; however, the file labeled 2010 timetable is much more reader-friendly. The map and bus stop locations are redundant and not as useful and could be eliminated to save reader time.

A significant amount of web space has been devoted to information few riders would consider important in the "About PTS" section, such as history, ridership reports, Title VI and departments. This information should be condensed to focus on basic facts. Required policy information should be included in a separate section.

The News section is outdated and needs to be edited for typographical errors (such as swine flue and Untied States).

Draft Transit Guide pages are posted on the Media Center. Only final pages should be posted to a public web site, and the Media Center is an unlikely place for a reader to look to find them.

The system map located under the "News – Publications and Presentations" is current, but is dated 2008, so the date should be removed.

The COLT Riders Guide is 24 pages, and needs to be heavily edited and summarized into key points to ensure that some riders will take the time to read it.

The Overall Transit System Map should be included with individual routes on the "maps" page rather than called a publication in the "News" section. The "Maps and Timetables" link at the top of the home page should include the same data as the "Maps and Timetables" link located on the right side of the home page.

The COLT page offers a quick and easy read and seems sufficient, so the additional information contained in the Accessibility section seems redundant.

The information on the half fare program is important, but difficult to find in its current organization as a drop-down link under Accessibility.

Under the Special Events link, the fly-in information is from 2009 and needs to be removed or updated.

The About Us section contains redundant history and is unnecessary.

Generally, the site contains more information than is useful for the average rider, needs to be updated and the design reconsidered. Porterville may choose to rely upon gotularecounty.com rather than maintaining the city's own transit information.

News Releases
City staff reports that news releases are occasionally developed and provided to media but the releases are not regularly posted to web site. An example is the recent back-to-school promotion with an iPod Nano give-away. This kind of creative outreach should be boldly displayed on the home page.

Staff works closely with local school districts to ensure that schools receive news releases related to school promotions. The recent back-to-school promotions were announced daily through Porterville Unified student and teacher bulletins, and fliers were posted on campuses. This type of targeted outreach is a low-cost means of promoting the service to potential riders.

Tulare County Area Transit (TCaT)
Tulare County Area Transit (TCaT) prepares simple, individual route brochures, which are distributed to libraries, senior centers, health clinics and other locations countywide as budget allows. It would be ideal to ensure that these transit brochures are available at key locations, including major employment centers, along all routes.

These brochures provide basic information on individual routes, which makes use of that route easier. A downside to this approach is the lack of information that would encourage regional mobility.

Beyond these route-specific brochures, TCaT relies upon the web site and the TCAG Transit Guide to inform riders and potential riders of routes and schedules.

Website:
• The site is difficult to find from the Tulare County home page. Given that the web is a key component of a limited marketing effort, a visible link from the home page is recommended or, ideally, a specific web address such as tcat.org or tularecountytransit.org.

• The routes displayed in the web site note that they were last updated in September 2009, which could leave a rider wondering if the information is still current and accurate. If the routes are accurate as presented and the information rarely changes, the rider is better served with no dates noted.

• Since Routes 70 and 80 are included on the same map, the link on the transit schedule home page should read “Rte 70/80 Terra Bella Springville Porterville Route Transit Schedule – 2010.”

• The “Public Transit Costs and Fees” links to the outside cover of the Route 10 brochure, which might confuse riders. Although the fare information is the same for each route, the link should only include cost and fee information.

• Adding the operating days/hours and phone numbers to the list of pass outlets would be a rider convenience.

• The web site would be a more useful tool if it gave the reader instructions on how to access other providers from TCaT routes to enhance regional mobility. For example, the transportation services available at the Visalia Transit Center, how to connect to DART and KART from the Dinuba route, how to connect from the Dinuba route to the Fresno County Rural Transit system, or how to connect to Kern County transit and beyond.

• The presentation of route schedules seems inconsistent from one route to another (for example routes 50 and 60 compared to others). Inexperienced riders may find reading bus schedules to be difficult, so consistency is important.

• The days of operation should be included on each map, just as they are now included on the Rte 70/80 map.

The site should list gotularecounty.com and the Green Line as the primary sources of transit information.

Overall observations:
Reliance on the web site as a means of disseminating information is targeting a narrow portion of the typical ridership and instead focuses on the non-traditional or choice rider. To reach the transit-dependent audience, the information would ideally be made more broadly available.

No samples of news releases were provided for this study, but occasionally TCaT does provide updates and information to the local media to extend the reach of marketing efforts, and this outreach should be emphasized.

Given the heavily Spanish demographic of rural Tulare County, more marketing in Spanish would be appropriate – particularly Spanish radio. If all providers work cooperatively, perhaps via Green Line, marketing to the Spanish resident could be affordable and more effective from the perspective of regional mobility. Consider developing a bus buddy program or offering incentives for larger employers along the routes to give away to employees.

TULARE COUNTY ASSOCIATION OF GOVERNMENTS (TCAG)

TCAG hosts the complete printed Transit Guide on its web site, tularecog.org. It is simply the printed version of the guide, with downloads by provider, so it does not address regional connectivity.

The new web site, to be developed as part of this Mobility project, will address this shortcoming and greatly enhance the ability of the transit user to move from community to community in Tulare County and beyond the county line.

TULARE INTERMODAL EXPRESS (TIME)

The City of Tulare reports that staff distributes the TIME overall transit services brochure to community sites such as the senior center, to social service agencies and to larger employers; news releases are occasionally distributed; and the routes are listed on the city's web site.

TIME Riders' Guide

The brochure folds to an easy pocket/purse size, which makes it very practical. However, the brochure contains non-essential information (such as the number of passengers and history). Removing some of this text would allow for larger point size for senior readers. The information could be made easier to read by utilizing bullets and enhancing typography, and text should be presented in Spanish.

It is important that staff have a procedure for restocking brochures and work with key staff members at agencies such as workforce development and larger employers to ensure that they can answer basic transit questions of clients and employees.

Fliers can also be produced at a lesser cost and more widely distributed at community centers and employment centers. The fliers should use the Green Line number for consistency and list the web site for reference.

News Releases

News releases regarding service changes and public events are published in the Tulare Advance-Register. This "free" coverage of transit news helps spread the word about the service and encourages use, particularly among choice riders.

COS Marketing
The convenient transit access to the Visalia COS campus is a great opportunity to promote transit. Past on-campus promotions have included the ribbon-cutting ceremony for the regional Route 11X service. Ideally, TIME will market this service and the new COS transit pass to Tulare COS students through on-campus mediums such as the newspaper and bulletin boards. Future promotions should include the new Tulare COS campus once completed.

Web Site
The TIME page in the city web site is difficult to find from the home page, requiring multiple clicks to locate. Ideally, transit would have a link directly from the home page. The text refers to Tulare Transit Express, suggesting that the site has not been updated since the name change.

The Transit Guide pages online reference 08-09, which suggests that the information may not be accurate. If the routes haven't changed, the dates should be removed.

In terms of regional mobility, the Transit Guide pages included online reference that "TIME connects with Tulare County Transit, Visalia City Coach and Orange Belt" but doesn't reference how or where. Additional details here would be a convenience to riders and help improve regional mobility.

The text states that passes are available for purchase at the Transit Center and city offices, but should also offer hours of operation, and note whether student and Trip Passes are available at the same locations. Ideally potential transit users will be able to purchase passes on weekends.

The web site doesn't reference Green Line as the primary source of information. It lists only the Transit Center line, which isn't available during all operational hours.

Observations:
With some revisions, existing marketing materials could be made more informative and useful, but reaching non-riders and encouraging use will require a more aggressive marketing outreach – in both English and Spanish.

VISALIA TRANSIT (VT)

Visalia Transit focuses on the Transit Guide and web site for general marketing, but has the funding capacity to do a variety of special or seasonal marketing campaigns to draw

attention to transit – particularly among the choice riders. VT produces a variety of print materials in Spanish, but should also promote transit via radio as budget allows.

Web Site
The link to Visalia Transit information is through the "Departments" drop-down link on the city's home page, and the web site is informative and organized.

The main page of the site provides links to all VT services, as well as links to the websites of most other area providers. To provide complete regional connectivity, the page should also contain links to the transit pages of Exeter and Woodlake. This is also true of "Transit Links" located through the Green Line page.

The "City Options" list includes links to all transit pages, except the home page. A quick link to the transit department's home page would allow for users to more easily navigate back to regional provider links.

The fixed route page should list the Green Line number as the information line, instead of the city transit number.

The Green Line Call Center page should list the hours of operation.

Transit Guide
VT relies upon the Guide to reach regular users of the service, and distributes a large quantity each year. Because the guide is costly to produce, other transit providers more selectively distribute the guide to reduce costs. This may be a strategy that VT can consider to avoid shortages of the Guide in the future.

Green Line
Visalia Transit took the lead on the promotion of the new Green Line service, a much-needed and long-awaited one-stop resource for transit information. The promotional campaign featured print, bus and bus shelter advertising with "text balloons" with questions, and the graphic is eye-catching.

The body copy with the explanation of the Green Line is small for older readers and should more specifically make clear what this service does - provide information regarding all transit systems in Tulare County.

Ideally, the Green Line web site would be separate from the City of Visalia/Visalia Transit web site.

It is important that this information also be provided in Spanish with Spanish-speaking translators available during operating hours.

As budget allows, marketing of this service should extend beyond Visalia and reach other incorporated cities and rural Tulare County on an ongoing basis.

Rider Rewards Cash Card
This campaign offers contemporary and colorful graphics, and a great concept to use VIPspree.com to encourage ridership. However, the likely audience for this type of campaign is not the traditional transit user, so it appears that the goal is to attract the "choice" rider. Ridership and redemption of card benefits will determine how effective this campaign has been.

It is important to not lose sight of the typical rider – the passenger who rides the bus because no vehicle is available.

Special Events
The Earth Day event and Dare to Spare campaign drew an impressive crowd and 22 teams, of which 17 logged their efforts at the daretospare.com web site. Predominantly,

the contestants chose to walk, carpool, or bike to "spare their air," rather than taking the bus.

Again, the test of the true effectiveness lies in whether these team members continued to use alternative transportation after the competition. Team members should be surveyed to

learn their impressions of transit and learn from the choice rider how they could be encouraged to use transit more frequently.

The Dare to Spare print ad presented as part of this review was in English with a font and point size that would pose challenges for some readers.

The Holly Trolley service during the Christmas season featured a song-writing contest and attractive special web site pages. This was a creative concept and likely provided opportunities for positive media coverage. Ridership should be reviewed to determine if the marketing resulted in an increase to justify the costs.

WOODLAKE CITY TRANSIT

Woodlake Dial-A-Ride relies upon the Transit Guide, the city's web site and an occasional ad in the local newspaper, the Foothills Sun-Gazette to advertise its dial-a-ride service.

The dispatch number must be listed, but ideally The Green Line is the source of transit information, so rider confusion may result.

Print ad:
The ad references WCT/Woodlake City Transit but the buses are also labeled Woodlake Dial-A-Ride. Ideally, all references would be consistent for name recognition, particularly since neither WCT nor Woodlake City Transit is listed as such in the phone book. This ad provides very little information, and offers both English and Spanish, yet the newspaper is entirely in English. The space in this small ad would be better used by offering operating hours. Consistent placement of the ad in the local newspaper would help generate awareness at fairly minimal expense.

Web site:
The link to the Dial-A-Ride is very clearly marked on the home page for easy access, and the web site page is informative and clear. The web site also provides information regarding the regional TCaT fixed route service that runs through Woodlake. Given the minimal marketing for the service, the web site is an important tool for education, so it is important that the information be regularly updated.

The web site refers potential riders to the TCaT number rather than Green Line and all of the text is available only in English.

Observations:
Having the primary sources of information (web site and Guide) offer information only in English and relying to any degree on the web site eliminates a significant portion of the likely user of transit – the non-English speaker or the non-computer user. Fliers can be inexpensively produced and distributed to key locations such as City Hall, Valencia House, banks and schools.

The city could consider partnering with county or social service agencies to promote transit at swap meets and other community events, such as the Woodlake Rodeo.

The city could also provide news releases periodically on a variety of topics, including recognizing major employers (school district, city, banks) that encourage bus ridership.

Spanish-language radio advertising would be appropriate, given the demographics of the community and churches could be encouraged to post bilingual fliers on parishioner bulletin boards.

All marketing efforts should include both the city's Dial-A-Ride service and TCaT's Route 30 regional service. Cross marketing of the services will assist current and potential riders in planning their trip options and will encourage transfers between the two services.

TECHNICAL MEMORANDUM NO. 2
TASK 4: REGIONAL CALL CENTER, SUMMARY OF ANALYSIS OF OPERATIONS

Introduction

Objectives

The purpose of this Technical Memorandum is to present findings and recommendations to the Tulare County Association of Governments (TCAG) based on a review and evaluation of the current Regional Call Center (Green Line) as operated by Visalia Transit.

TPG's objective was to analyze the existing conditions of the Green Line and gather stakeholder input in an effort to identify Green Line service opportunities and challenges, evaluate the overall effectiveness and efficiency of the operation, and provide recommendations for improving the overall service.

Methodology

TPG worked in conjunction with TCAG and the City of Visalia to analyze the existing Green Line call center. Our analysis included an overall review of operational structure, call center data, grant funding, budgeting, and performance. We also conducted several quality control test phone calls to determine the overall call center quality by testing the knowledge and effectiveness of call center call takers through random questioning.

To gather stakeholder input, we held direct discussions with partner agencies. Our discussions included determining each agency's overall involvement with the Green Line call center, identifying concerns and areas of opportunities, and gathering overall opinions about the future of Green Line. These agencies included Dinuba Transit (DART), Porterville Transit, Tulare County Area Transit (TCAT), Tulare Transit (TIME), and Visalia Transit.

Existing Conditions

Background

The Regional Call Center, known and marketed as the "Green Line,", was conceived as a regional project by TCAG and the City of Visalia to serve the entire Tulare County region. Co-located with the City of Visalia's Transit Division, the Green Line

employs three workers and is funded by Jobs Access & Reverse Commute (JARC) and New Freedom Grants. The below Table 1: "Green Line Details" contains further details about the Green Line Call Center.

TABLE 1
Green Line Details

Program Start Date	September 2009
Budget	FY2010/2011: $149,500
Grant Award	FY2010/2011: Total: $406,250 *5316: $200,000; Local Match: $50,000* *5317: $125,000; Local Match: $31,250*
Participating Agencies	City of Visalia (lead agency), City of Dinuba, City of Exeter, City of Farmersville, City of Porterville, City of Tulare, City of Woodlake, Tulare County, Kings County (near future)
Information/Expertise	All the above agencies, including Greyhound, Orange Belt Stages, other nearby agencies in different counties (Kern, Kings, Fresno, etc)
Services offered	Information only
Management by	Visalia Transit
Number of employees	3
Call Center Location	Visalia Transit Center 425 E. Oak St. Ste 201, Visalia CA. 93291

It was noted during our existing conditions assessment that the Green Line does not provide information for transportation services to and from the Tule Indian Reservation (located in the foothills east of Porterville). The only identified transportation services to the reservation area are those provided by the Eagle Mountain Casino (owned and operated by the Tule Indian Tribe) shuttle service.

Program Goals

The stated goal was to unite resources and information into a "one-stop-shop" to encourage more individuals to learn about and use public transit systems as a means of transportation within the county without having to dial more than one phone number. Using this service would allow transit users to gain knowledge about how to use public transit and will remove a key barrier to public transportation use: lack of public transit "know-how." Another key goal was to aid contractors' dispatch functions by diverting non-dispatch related phone calls to the Green Line and allowing dispatchers to focus on more essential duties.

To aid in the development of the Green Line, Visalia Transit developed a report entitled: "Regional Transit Agency Call Center Recommendations Report" (dated

December 2008). Within this report, Visalia outlined the purpose and goals of the Green Line Call Center. The report mentions that the Green Line was modeled off of the Fresno Call Center. The report also contained general guidelines, a script, and a job description for call center call takers.

Soon after this report was issued, Visalia Transit submitted applications for and secured Section 5316 and 5317 Federal Transit Administration grant funding (JARC and New Freedom programs, respectively). Within these nearly identical applications, the goals were stated as being consistent with the goals and objectives of either JARC or New Freedom grant programs, which included the following:

- Improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals.

- Facilitate transportation for residents of urbanized area and non-urbanized area to suburban employment opportunities.

Analysis

Based on data and materials received and outreach activities, our analysis is broken down into 3 parts:

1. Quality;
2. Performance;
3. Goal Achievement.

Quality

To test the overall quality of the service, we conducted several quality control "phantom" phone calls. We presented several unique questions to test several call quality factors, such as:

- **Greeting**: Did the operator answer with a professional greeting?
- **Transaction Handling:** Did the operator handle the call in a quick and precise manner?
- **Solution Information:** Did the operator provide the best solution for the presented question/problem?
- **Soft Skills:** Was the operator friendly, speak clearly, and use effective questioning skills?

A few sample questions include:

- I have a medical appointment in downtown Hanford tomorrow at noon. How can I get there from here (Mooney & Caldwell) using transit?
- I'm on Mooney and Whitendale going to downtown Visalia. Where is the bus?
- How can I get from Pixley to Bakersfield? What will it cost me?
- How can I get from Earlimart to Dinuba?
- What is the fastest way from downtown Tulare to downtown Visalia?

Based on the feedback from our phantom calls, we were able to determine the following:

Greeting - The call takers were consistent in their overall use of the term Green Line. They answered the phones quickly and professionally. They do not mention their names in the greeting and their use of the phrase "thank you" was used inconsistently.

Transaction Handing - The call takers were consistent when asking specific information such as "from where to where are you trying to go?" When they placed the caller on hold, they were quick to return to the line. Contrary to the script provided by Visalia Transit, the call takers did not say: "what city do you need information for?"

Solution Information - All callers reported that the call takers provided the most appropriate travel solution and that they answered all their questions correctly.

Soft Skills - Overall, we received positive responses from all our phantom callers concerning soft skills, which means that the operators were friendly, personable and were able to communicate clearly. One of our callers said the call taker wished him "good luck" on his job interview.

Performance

For this portion of our analysis, we measure several call center metrics, including the following:

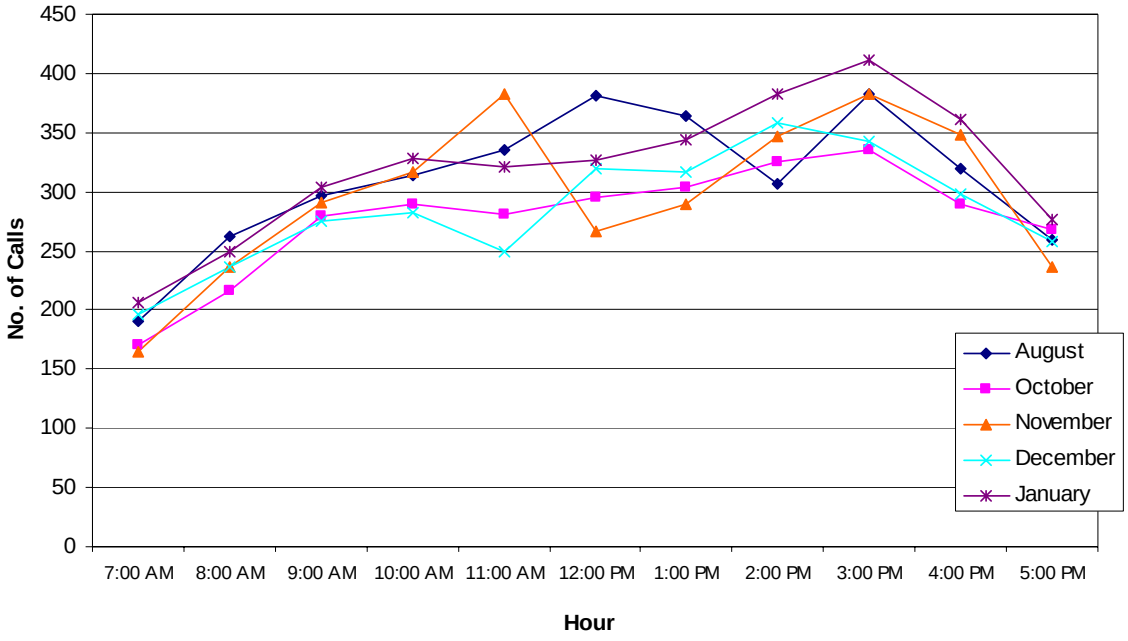
- **Call Frequency per Hour;**
- **Talk & Hold Times;**
- **Call Volume.**

Call Frequency per Hour

In general, the call frequencies per hour have followed a predictable pattern: early morning call volume is light, beginning at 7 am. Call frequency picks up consistently until lunch time (11am-1pm) where it levels off and then call volume peaks around 3 pm. Call volume tapers off through 5 pm.

As we were only provided 5 months of data, we were unable to ascertain seasonal patterns. Figure 1: "Call Frequency Per Hour" illustrates the Call Frequency per Hour from August 2010, through January 2011 (less September 2010).

FIGURE 1
Call Frequency Per Hour
August 2010-January 2011



Talk & Hold Times

The overall talk time (through the months we had data for) remained fairly consistent, with the overall average talk time measuring 63.3 seconds. Given the overall level of customer service and quality (as discussed above) provided and the type of information disseminated, these numbers are satisfactory and indicate that the operator has enough time to provide information and answer questions promptly and efficiently.

Since November 2010, overall hold times remained fairly consistent, with the average coming in at 5 seconds. Incidentally, 5 seconds is the internal adopted maximum hold time goal across Visalia call centers. Figure 2: "Average Talk Time" and Figure 3: "Average Hold Times" show the total of all data received from Visalia Transit on this subject.

FIGURE 2
Average Talk Time

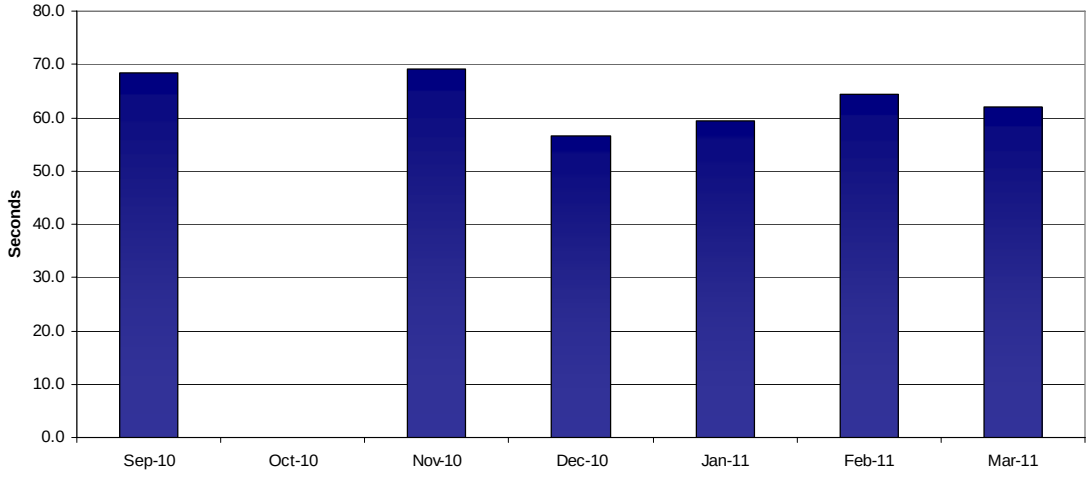
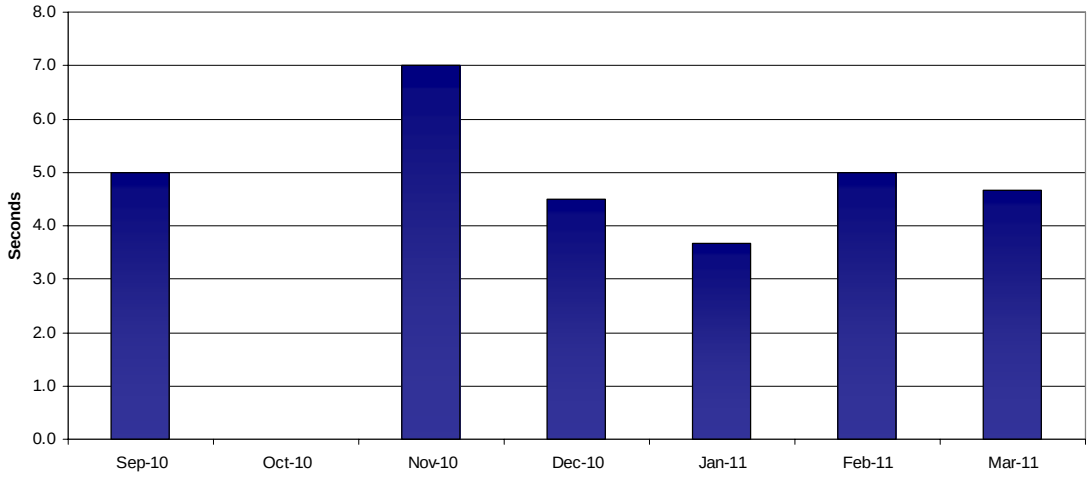


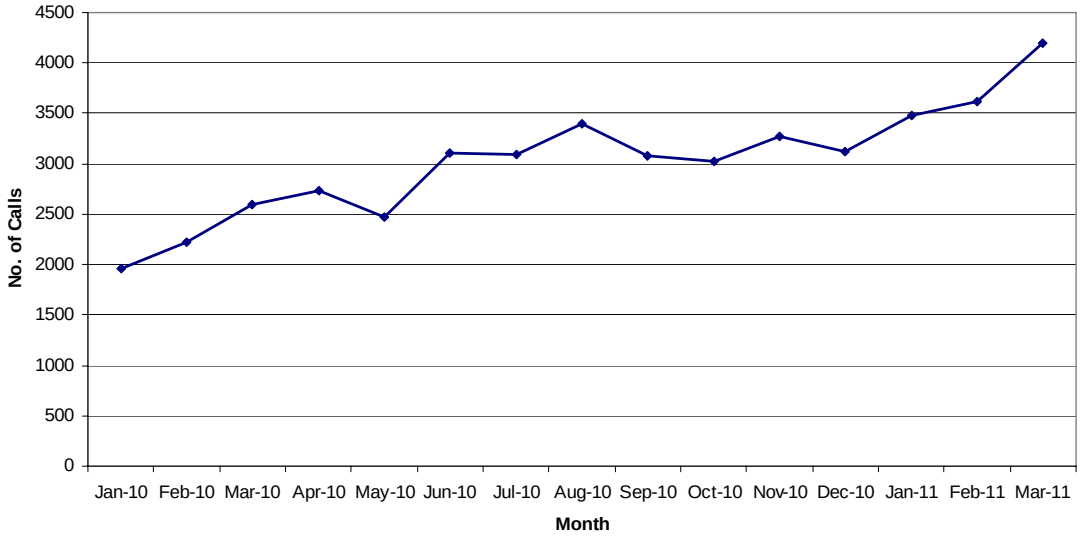
FIGURE 3
Average Hold Time



Overall Call Volume

Overall call volume shows a general increase from January 2010 thorough March 2011. In fact, current trending shows an average monthly increase of around 115 calls per month which equates to approximately 3% growth per month, or 36% per year. Figure 4: "Monthly Call Volume – All Agencies" shows this monthly increase.

FIGURE 4
Monthly Call Volume – All Agencies



Goal Achievement

Based on our research into the program, TPG has identified the following as key program goals:

- Increase in Call Volume;
- Reduction in Customer Assistance Calls to Area Transit Dispatchers;
- Increase in Countywide Transit Ridership;
- Improved Regionality of the Project;
- Determine Overall Performance in Customer Satisfaction;
- Determine Overall Green Line Effectiveness to Increase Ridership.

TPG has provided commentary to each of the goals listed above:

Increase in Call Volume

Overall there has been a general trend in increased phone calls to the call center. See the Overall Call Volume section of the 'Performance' portion of this report above for further details.

Reduction in Customer Assistance Calls to Area Transit Dispatchers

Since the Green Line went on-line, Porterville, Visalia, and TCAT all have seen overall reductions in customer assistance calls to their local numbers. Dinuba and Tulare have seen limited, if any, impact to their number of customer assistance phone calls into their direct lines.

TPG believes this is due to how each agency's phone system is connected to the Green Line. TCAT, Visalia, and Porterville forward all incoming calls from their local transit numbers to Green Line automatically. If Green Line registers these calls as operator specific dispatch questions, they forward the phone calls back to the appropriate operator's local line. This gives those agencies with the automatic forward direct relief to local agencies as they do not have to field general information phone calls. Tulare and Dinuba currently do not forward their calls directly to the Green Line call center.

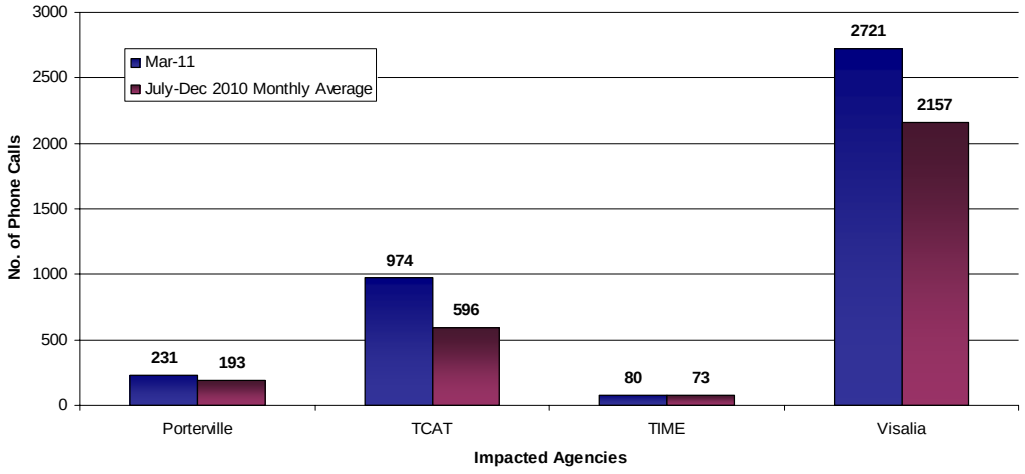
Ridership Increase

In general, ridership across all county services has trended upward since the first month of Green Line operation. While there may appear to be a correlation between the two, there currently is no direct way to verify that the launch of the Green Line directly affected ridership countywide.

An event worth noting that has affected some transit operations in Tulare County was the launch of the COS Student Bus Pass program in January 2011. Passed with a student vote during the Fall 2010 semester, all students at COS pay a $5 full time or $4/part time registration fee which entitles them unlimited use of any transit service within Tulare County. Since this program went live in January 2011, over 64,000 rides have been provided through the first three months of this program. These ridership numbers represent a significant impact to ridership levels at several agencies.

Subsequently, call volumes have also increased within these first three months of 2011. We compared the latest call volume numbers from March 2011 to the 6 month average from the second half of 2010 to illustrate the overall increase at several agencies. Figure: "Recent Increase in Call Volume" shows this comparison. The four agencies shown in this figure were coincidentally the agencies most impacted by the COS Student Bus Program in terms of increased ridership.

FIGURE
Recent Increase in Call Volume



Regionality of the Project

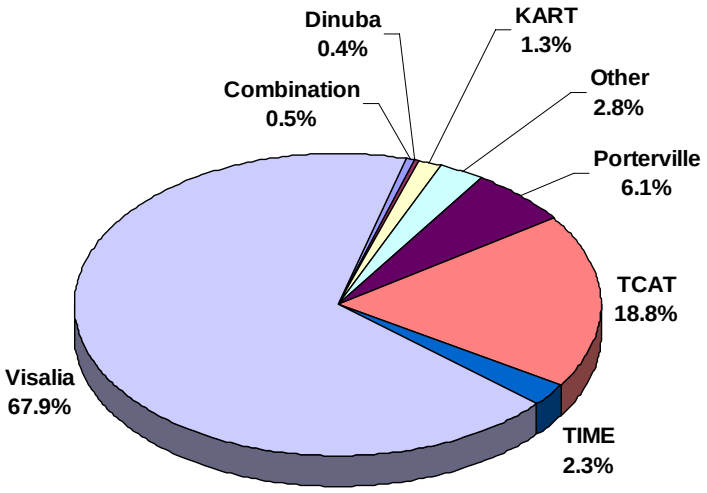
To determine the overall "regionalilty" of the project, our approach included two parts:

- Examine call center data pertaining to agency-specific metrics;
- Discuss with participating agencies their thoughts of the implementation, operation and direction of the Green Line call center.

Agency-Specific Call Center Data

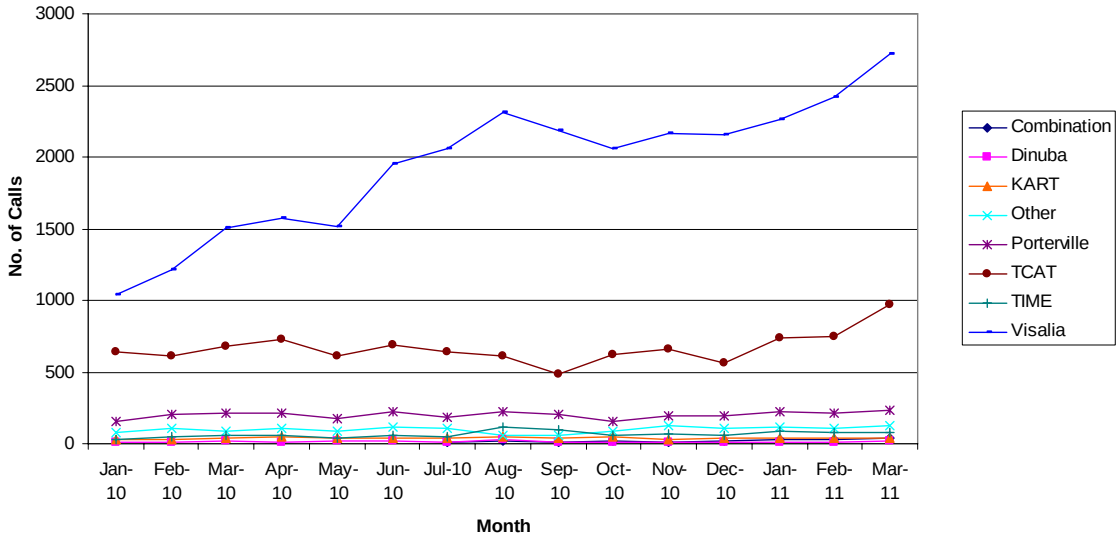
For this goal, we examined how the Green Line is being used on a regional basis. We did this by evaluating calls on a per-agency basis. Overall, a majority of the calls received are for Visalia Transit, which amounts to 67.9%, with TCAT coming in second by generating approximately 18.8% of Green Line's call volume. The remaining 13.3% is distributed across the remaining agencies. Figure: "Call Volume Distribution by Agency" shows the call volume distribution average from January 2010 through March 2011.

FIGURE
Call Volume Distribution by Agency



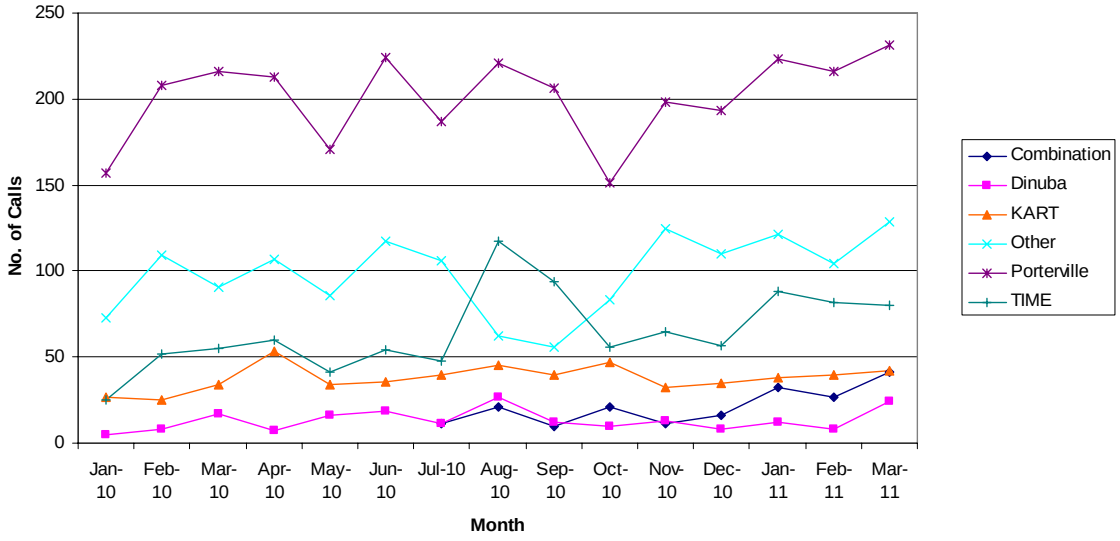
From January 2010 through March 2011, the call volume per agency has remained relatively stable with the exception of Visalia Transit and TCAT. Both Visalia Transit and TCAT have shown marked increases in call volume for each agency in recent months. Figure: "Call Volume by Agency" shows the call volumes by agency from January 2010 through March 2011. Figure: "Call Volume by Agency – Less Visalia & TCAT" is provided to show the same data, but "zoomed" in to better see the call volumes of the agencies that receive fewer calls.

FIGURE
Call Volume By Agency



FIGURE

Call Volume By Agency – Less Visalia & TCAT



To put the overall call volumes into context, we compared both the call volumes per agency to the overall ridership levels per agency. By comparing these two data sets, we can see how the service performs relative to the number of patrons served for each agency. Table: "Ridership vs Call Volume" shows the overall share of average calls per month (as a percentage of the total calls) by agency as compared to the overall share of ridership (as a percentage of total Tulare County ridership).

TABLE

Ridership vs Call Volume

Agency	Call Volume Share (Monthly Average)	Ridership Share (FY09/10)	Diff
Dinuba	0.35%	0.22%	0.12%
Exeter	0.02%	0.49%	-0.47%
Other/Combined	4.75%	0.64%	4.11%
Porterville	5.97%	17.94%	-11.97%
TCAT	18.98%	6.80%	12.18%
TIME	2.04%	13.67%	-11.63%
Visalia	67.89%	60.24%	7.66%

This table above shows an overall discrepancy and imbalance from a regional basis. For example, although Visalia handles approximately 60.2% of the total county ridership, 67.9% of the overall calls into the Green Line are for Visalia Transit. On the flip side, Tulare's TIME service handles 13.7% of the overall ridership, Green Line calls involving TIME only amount to 2.0%.

Agency Discussions

To gather additional information and insight regarding Green Line's implementation, operation and direction, we held discussions with the participating agencies, including City of Dinuba, City of Porterville, City of Tulare, County of Tulare and City of Visalia. The following comments were noted based on several discussions with the Transit Operators in Tulare County:

- **Perceived Imbalance in Focus** – Several agencies mentioned an imbalance of the overall focus and marketing of Green Line, with not enough being done for agencies not based within Visalia.
- **Good Customer Service** – Overall, the agencies are satisfied with the level of customer service. One mentioned that Green Line call takers have the time and expertise to provide better customer service than just dispatchers alone.
- **JARC/New Freedom Funding Opportunities** – Several agencies voiced a concern that Visalia Transit may be diverting funds that would otherwise be available for other more local projects.
- **Overall Support** – All agencies are supportive of the Green Line service so long as it doesn't negatively affect their operating funding. This may become an issue in the future if Green Line fails to secure future grant funding and Visalia Transit asks agencies to monetarily support the project.
- **Reduced Dispatch Burden** – One agency mentioned that the Green Line has benefited their agency by removing the burden of answering informational questions off of contractor's dispatch personnel, resulting in better dispatch and better customer service overall.
- **Change the Number** – One agency mentioned that the 'spelled out' number does not have a standard number of digits: 1877-40-GOGREEN = 1-877-404-6473 36 = 2 extra digits.
- "**Go Green" Slogan too Vague** – The marketing slogan "Go Green" has been mentioned by more than one agency as being too vague. The simple green 'dot' advertisement does not convey exactly what the Green Line's purpose is.
- **Better Oversight** – It was mentioned that if the agencies are asked to fund the Green Line in the future, better oversight of the management of the service needs to be in place.
- **Hold Green Line Specific Periodic Meetings –** One agency recommended holding periodic meetings (annual, semi-annual, quarterly, etc) to bring together agencies and Green Line employees to discuss route changes, management issues, and other concerns on a regular basis. This can be done as part of the Transit Operators Forum meetings.

Determine Overall Performance in Customer Satisfaction

To track and document Green Line performance in customer satisfaction, Visalia Transit mentioned conducting customer satisfaction surveys on an ongoing basis. To

date, Visalia Transit has not conducted any customer satisfaction surveys, and does not have any scheduled.

Determine Overall Green Line Effectiveness to Increase Ridership

As identified in the original grant application, Visalia Transit said that a follow-up ridership survey would be conducted to determine Green Line's overall effectiveness of increasing ridership. To date, Visalia Transit has not conducted the follow-up survey and does not have this scheduled.

Summary of Findings

Based on our research, outreach, data collection and analysis, we are pleased to present the following findings:

1. Green Line Call Takers did very well in quality check phone calls in all areas tested.

2. Key data was not provided to ascertain seasonal fluctuations in call frequency per hour.

3. Call frequency per hour followed a general bell curve pattern, with the peak call volume occurring around 3pm.

4. Performance indicators such as talk times and hold times were satisfactory overall.

5. In general, call volume has been steadily increasing since January 2010 (the earliest the provided data went). These increases were primarily for calls concerning Visalia Transit and TCAT.

6. There has been a reduction in customer assistance calls to area transit dispatchers, especially for those agencies who automatically forward all calls to Green Line first. Those agencies that do not automatically forward all calls reported very little benefit from the Green Line operation.

7. There is not a direct way to determine whether Green Line has resulted in increased ridership for the partnering agencies. This deficiency of a key performance measurement was mentioned in both grant applications. The remedy was a follow-up ridership survey to determine Green Line's

overall impact to ridership. Visalia Transit has not conducted the effectiveness follow-up ridership survey to date nor does it have this survey scheduled.

8. The launch of the COS Student Bus Pass program in January 2011 may be directly contributing to increased call volume during the same time period.

9. There is a significant difference between the distribution of ridership among agencies and the distribution of call volume per agency and may indicate a 'preference' to certain agencies over other agencies in Green Line activities. For example, while 86.9% of all Green Line calls were for two agencies, Visalia Transit (67.9%) and TCAT (19.0%), they only accounted for 67.0% of the total ridership. Discussions with the agencies also uncovered concerns about this imbalance.

10. Agencies are satisfied overall with level of customer service and quality of Green Line.

11. Several agencies voiced concerns that Green Line may be diverting grant funding that would otherwise be available for more local projects.

12. All agencies are supportive of the Green Line service so long as it doesn't negatively affect their operating funding.

13. The marketing slogan "Go Green" has been mentioned by more than one agency as being too vague. The green 'dot' advertisement does not convey exactly what the Green Line's purpose is or what type of information is available.

14. Visalia Transit has not conducted any customer satisfaction surveys, and does not have any scheduled in the near future.

15. Staffing levels appear to be appropriate given the current call volumes and performance indicators.

16. We noted that although the Green Line's 2011 operating and capital expense budget amounts to $169,500, Visalia's total 2011 budget has allocated the entire available grant fund amount of $406,250. It is unclear where the difference in funding is allocated to.

17. When not busy speaking with customers, call takers were observed performing other administrative functions. It was unclear whether these duties were specific for Green Line operations or other Visalia Transit administrative functions.

18. Visalia Transit is in discussions with Kings Area Rural Transit (KART) to begin accepting forwarded calls from KART. This new function will require additional training to Green Line call takers and include gaining knowledge/understanding of the KART service area.

19. It was noted that Green Line's hours of operation were not listed on the website or the transit guide.

20. The Green Line does not provide information about transit option to/from the Tule Indian Reservation. Eagle Mountain Casino Shuttle Service was the only transit service to/from the reservation identified.

Recommendations

TPG is pleased to present the following recommendations based on our findings:

1. Hold periodic meetings with the transit agencies to facilitate further communication, feedback, and cooperation between the agencies and the Green Line service. These meetings should occur at least once every six months.

2. Work toward improving the "regionality" of the program by focusing marketing efforts and advertising in underserved communities such as Dinuba and Tulare. These activities will also require special coordination with the transit agencies operating in these communities.

3. Work with Dinuba and Tulare to begin forwarding all calls to the Green Line. Those agencies already forwarding all calls to the Green Line enjoy benefits that the other agencies do not. This will further alleviate "regionality'"concerns of the Green Line.

4. Based on our findings (see finding nos. 16, 17) and site visit, we recommend TCAG perform a top-down review and audit of the Green Line's budget, paying particular attention to revenues, expenses, and staff duties.

5. Work with the participating agencies to develop a preliminary funding plan should the Green Line project fail to secure future grant funding.

6. List Green Line's hours of operation on both the website and the transit guide.

7. TCAG should modify the marketing slogan "Go Green" to better convey Green Line's function and intent.+

8. The sample questions listed on Page 3 and/or similar questions should be included on future promotional Green Line materials (brochures, websites, other) as 'for example' questions so that Green Line users know what kind of questions can be asked.

9. As mentioned in the original grant applications, Visalia Transit should begin conducting customer satisfaction surveys on an on-going basis to measure overall levels of customer service.

10. As mentioned in the grant applications, Visalia Transit should schedule and conducted the follow-up effectiveness survey to determine Green Line's effect on ridership.

11. Provide information regarding transportation services to and from the Tule Indian Reservation.

Trainer's Guide to Transportation:

Getting People Where They Need to Go in Tulare County

TCAG
Tulare County Association of Governments

Introductions

- Sponsored by

  Tulare County Association of Governments (TCAG)
  Program Contact: Christine Chavez
  Regional Planner
  CHChavez@co.tulare.ca.us

- Presented by

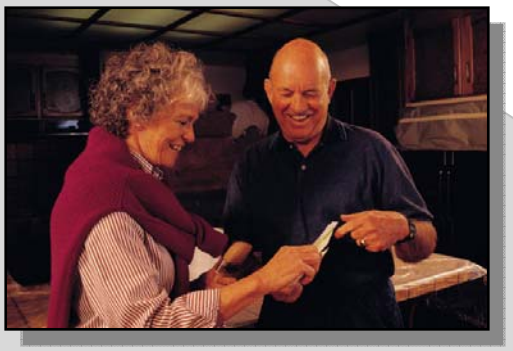
  <insert presenter names>

- Participants

  <self introductions>

Travel Training

- **Travel Training teaches social service agencies/trainers about transportation options in Tulare County, and how to travel independently to access jobs, training and healthcare**
- **Travel Training helps social service agencies and trainers teach clients:**
  - The transportation options available to them
  - Travel skills



Program Goals

Increase Community Access to Transportation

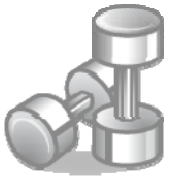
- **Educate and engage organizations and people who are in contact with Tulare County's disadvantaged populations about transportation options available and how to access them**
- **Reduce fears and correct misconceptions about public transit through training**
- **Promote regional connectivity**
- **Promote benefits of the different means of travel**

Benefits of Use

- **Using alternative modes of transportation is good for <u>you</u> and the <u>environment</u>**

Saves Money

- ✓ No gas costs
- ✓ No vehicle maintenance costs
- ✓ No parking costs



Healthy Choice

- ✓ Reduces stress
- ✓ Encourages walking

Good for the Environment

- ✓ Minimizes air pollution

Travel Modes

- **Alternative Transportation Modes available in Tulare County include:**

Buses

Carpool

Vanpool

Bicycle

Walking

Buses

Benefits of taking the bus:

- Inexpensive
- Walk or Bike to/from bus stop; relax
- Low emission vehicles (CNG & LNG)

- **County-wide & Regional Service**
  - City services (within cities)
  - County services (between cities)
  - Regional service (to Kings & Fresno Counties)
- **Types of service:**
  - Fixed Route
  - Dial-A-Ride (Demand-Response)
  - Trolley

THE GREEN LINE

1-877-40 GO GREEN
Your Bus Info Help Line. 1-877-404-6473

Buses

- **Service Providers:**

TIME
Tulare InterModal Express

VISALIA TRANSIT

Visalia Towne Trolley

WOODLAKE DIAL-A-RIDE

DART
Dinuba Area Regional Transit

EXETER DIAL-A-RIDE

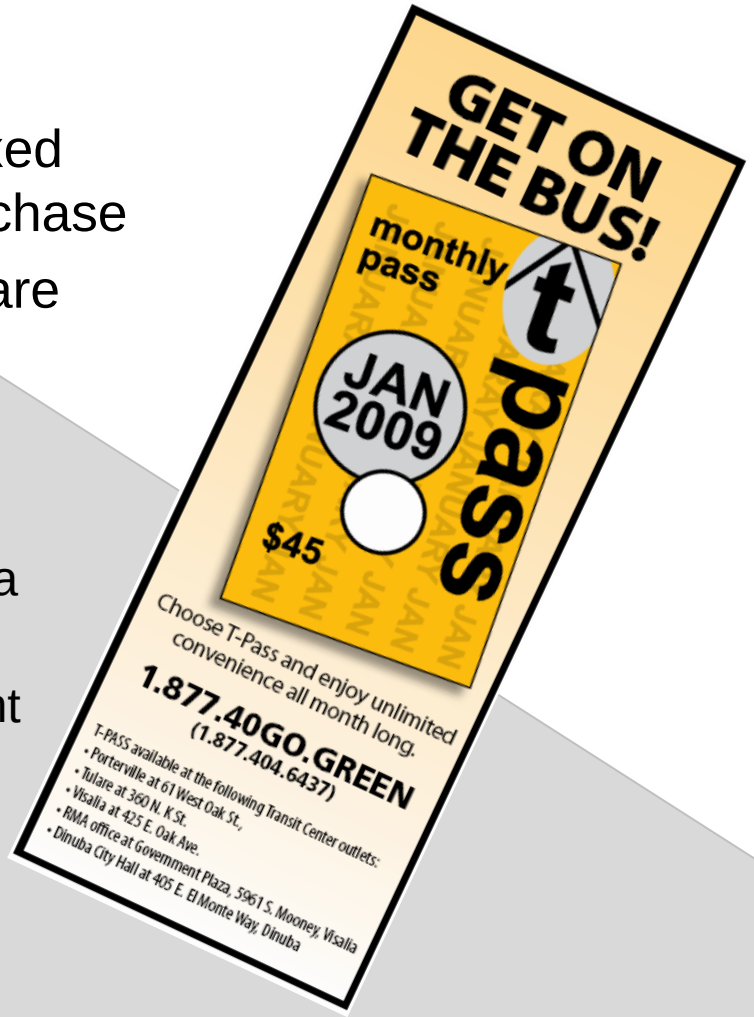
KART

PORTERVILLE TRANSIT

TCaT
TULARE COUNTY AREA TRANSIT

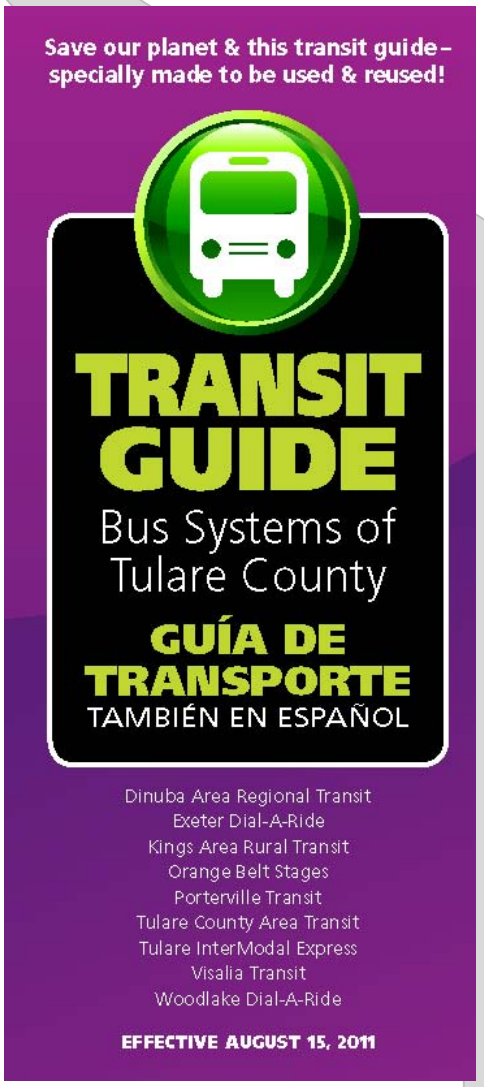
Buses

- **Monthly T-Pass**
  - Offers unlimited rides on fixed routes for the month of purchase
  - Good on all fixed route Tulare County transit services
  - Cost = $45
  - Available at:
    - Porterville, Tulare & Visalia Transit Centers
    - Tulare County Government Plaza
    - Dinuba City Hall



www.gotularecounty.com

Buses



- **Tulare County Transit Guide**
  - Contains Service Information
    - Route Maps
    - Schedules
    - Fares
  - Need a guide?
    - Call Greenline: 1-877-404-6473
    - Email Christine @ TCAG: CHChavez@co.tulare.ca.us
    - Visit: www.GoTulareCounty.com
    - Pick one up at:
      - Transit Centers
      - City Halls
      - Libraries
      - Colleges
      - Social Service Centers

Buses

- **Green Line Call Center**
  - Centralized information for Tulare County transportation services
  - Toll Free Number (1-877-404-6473)
  - Operators available to answer transit questions, such as:

✓ **Which route should I take?**

✓ **Where is the bus right now?**

✓ **How late or early does the bus run?**

✓ **How do I get home from here?**

✓ **Can I take my bicycle on the bus?**

THE GREEN LINE

1-877-40 GO GREEN

Your Bus Info Help Line. 1-877-404-6473

Carpool

- **The shared use of a private vehicle by several people to get to work and/or school**
- **Often referred to as ridesharing**
- **Valley Rides**
  - Free service that matches commuters who live and work near each other
  - www.GoTulareCounty.com or www.ValleyRides.com
  - 559-441-RIDE (559-441-7433)

<u>Benefits of carpooling</u>:

- Share driving expenses
- Reduce travel-related stress
- Reduce air pollution – fewer vehicles on the road

Vanpool

- **The shared use of a leased van by a group of people to get to work and/or school**
- **Similar to a carpool, but on a larger scale**
  - Up to 30 passengers
  - Longer commutes – usually at least 40 miles round-trip

- **KART VANPOOL**
  - Sponsored by the Kings County Area Public Transit Agency
  - www.GoTulareCounty.com or www.CalVans.org
  - 866-655-5444 or 559-582-3211 Ext 2696 or 2703

Benefits of using a vanpool:

- Share driving expenses
- Reduce travel-related stress
- Reduce air pollution – fewer vehicles on the road

Bicycle

- **Bike facilities can be found throughout Tulare County**
- **Bikeway maps are available:**
  - www.GoTulareCounty.com
  - 559-441-RIDE (559-441-7433)

Benefits of bicycling:

- Low cost; curb-to-curb parking
- Source of exercise
- Creates no air pollution

www.GoTulareCounty.com

- **Tulare County Regional Transportation Website**

  GoTulareCounty.com

  – Information on all travel modes
  – Links to service providers and resources
  – Source of transportation news and promotions
  – Online Trip Planner (powered by Google Transit)
  – Online Comment Form

One Stop Source for all of your Tulare County Transportation Needs

www.gotularecounty.com

Thank You

Together we can improve the lives of Tulare County residents by helping them get where they need to GO!

TECHNICAL MEMORANDUM NO. 5
TASK 5-2 – TRAVEL TRAINING PROGRAM

Purpose

Travel Training encompasses a wide array of techniques that promote the use of public transportation by demystifying transportation options, providing access to information, and teaching riding skills to potential riders. Travel training programs strive to reach populations that would otherwise not have the opportunity or the ability to use public transportation services.

The following Travel Training Program has been developed for the Tulare County Association of Governments (TCAG), based on a review of best practices being employed nationwide to enhance access to regional transportation services to disadvantaged populations who often have limited mobility options. This program was designed to move forward the concept of Mobility Management within Tulare County by promoting the regional connectivity of all available transportation services through education, and the cooperation of transportation providers and all agencies and organizations that work with the County's most vulnerable populations. The program combines low-cost elements from various existing travel training programs identified through the associated peer review that will require minimal staff time, but produce maximum results. They have been designed to coordinate with and enhance existing efforts, as well as others being developed for this Mobility Access Project, including a regional transportation website, www.gotularecounty.com, that will provide transportation information for all modes of travel within Tulare County.

Program Benefits

- Increased access to jobs, medical care, education/training, and social services; better quality of life for Tulare County residents.
- Increased independence for disadvantaged populations.
- Promotes environmental benefits related to air quality and traffic congestion; promotes public transportation as a viable "Green" option.
- Increased ridership for alternative transportation services.
- Increased funding opportunities based on ridership demands.

Program Elements

The Tulare County Travel Training Program is comprised of three distinct, but interrelated elements. All elements will help residents identify transportation options and plan regional trips using alternative transportation modes. All elements will be ongoing and will be updated as necessary.

1. TRAIN-THE-TRAINER

Most of the Travel Training programs that were identified during the peer review are run by and funded through specific transit agencies. Programs that work on a regional level, such as the one jointly operated by ABQ Ride and Rio Metro work best when efforts are focused on training the public through businesses, educational institutions and service organizations. This core element of the Travel Training Program, therefore, is designed as a top-down approach to reaching target populations. Equipping social service providers who work with youth, low-income, seniors, disabled, Native American, and non-English speaking populations throughout Tulare County with knowledge of regional transportation options will help more residents access local jobs, training, and healthcare.

The importance of educating social service representatives about local transportation options was identified by many of the agencies interviewed during the peer review process as one of the key lessons learned during the development of their travel training programs. Gaining the commitment of local community organizations will also lead to improved communication regarding the transportation needs of disadvantaged residents.

Training sessions will be sponsored by TCAG and led by TCAG staff or Social Service Advisory Committee (SSTAC) members. These free training sessions will be held three or four times per year in member cities, including, but not limited to Visalia, Tulare, Porterville, and Dinuba. Two sessions will be held on each training day, one in the afternoon, and one in the early evening, to accommodate varying work schedules. The importance of providing training sessions at varying times of the day was identified by IndyGo's Train-the-Trainer program as critical for maximizing participation.

Training will consist of a PowerPoint presentation and follow-up discussion. The session will provide social service providers with an overview of available transportation alternatives, the benefits of each, connectivity, and where/how to get additional information about each mode. Topics will include:

- Public Transit/Bus Services – local and regional providers; benefits of T-Pass
- Biking – paths, lanes, and routes; valleyrides.com
- Ridesharing – commuter carpools; valleyrides.com
- Vanpools – calvans.org or vanpool.com
- Environmental and Financial benefits of public transportation
- Tulare County Online Trip Planning Tool
- How to access and navigate the regional transportation website: www.gotularecounty.com

All training participants will receive a copy of the presentation, the current Tulare County Transit Guide, and the "how to ride" guide being developed by the Lockwood

Agency as part of this project, to assist their clients in finding the best transportation options to meet their needs.

Participation will be encouraged through media blasts (both print & email) to all agencies and community organizations identified through development of the Community Outreach Plan (Task 6) and the Tulare County Human Services Coordinated Transportation Plan.

Follow-up was identified by almost all of the agencies included in the peer review as the best way to measure the effectiveness of their training programs. According to a Dallas Area Rapid Transit (DART) representative, the keys to a successful program are follow-up, communication and consistency. Program evaluation techniques will include:

- Set a goal of the number of yearly participants reached based on a complete list of agencies and community organizations.
- All participants in the training session will be asked to complete a training evaluation.
- Six-month follow-ups with participants to gauge the effectiveness of the training, including how many clients/individuals have the participants helped with travel planning since the training session.

Implementation Schedule = 2012

2. PERSONALIZED TRIP PLANNING

This element consists of personalized service that provides customers with information on all transportation options so that they are able to choose the best option for each of their trips. This element of the Travel Training Program integrates current trip planning techniques with enhanced computerized capabilities. All of the programs identified through the peer review were enhanced by online trip planning tools built into the agency's website. Trip planners included both Google-based and custom modules.

As identified in the peer review, one of the most crucial elements of any travel training program is the ability of transportation employees to have a complete understanding of all service provisions. As the go-to information sources for transportation in Tulare County, Green Line Call Center staff must be able to provide information on all available trip options.

Current Green Line Call Center efforts will be improved with the deployment of the Tulare County Online Trip Planning Tool. This Google-based interactive trip planner will allow Green Line staff to better educate customers on all modes available to help them get to their specified destination, and the projected travel times required for each mode at any given time of the day. It will also allow social service agency providers the ability to help their clients find transportation options that suit their

particular needs, and will allow computer savvy travelers the ability to explore available transportation services and plan their own trips online.

The interactive trip planning tool will be an integral part of the Regional Transportation Website (www.gotularecounty.com) that is being developed as part of Task 3 of this Regional Mobility Access Project.

Program evaluation techniques will include:

- Tracking of overall usage of online trip planning tool (by public and Green Line staff)
- Tracking of trip building start points and destinations to help determine the transportation needs of public transportation users.

Implementation Schedule = Visalia Transit trip planning capabilities by 2012. Full deployment of the trip planning module will be dependent on a separate TCAG study.

3. ON-BOARD TRAINING

Many times potential riders know about public transit services, but avoid using them because they are intimidated by their lack of experience. A key lesson learned through the development of Santa Rosa's Learn to Ride CityBus Travel Training Program is that allowing potential riders to practice the skills they learn in the classroom on-board the bus is key to easing their fears about public transit. Individuals who require additional travel training beyond the techniques described in the previous Travel Training elements will receive hands-on experience using public transportation. On-board training topics will vary by individual, but will include hands-on training related to boarding and alighting, paying fares, identifying buses, etc.

All service providers currently have measures in place to provide one-on-one travel assistance to passengers requiring individual assistance. This individual travel training will continue to be provided through each transit agency or service provider due to liability issues. The Regional Transportation Website (www.gotularecounty.com) that is being developed as part of Task 3 of this Regional Mobility Access Project, will include a Travel Training Online Request Form for residents requiring personalized training. Online requests will be routed through the Green Line Call Center to the appropriate transit agency for follow-up.

Program evaluation techniques will include:

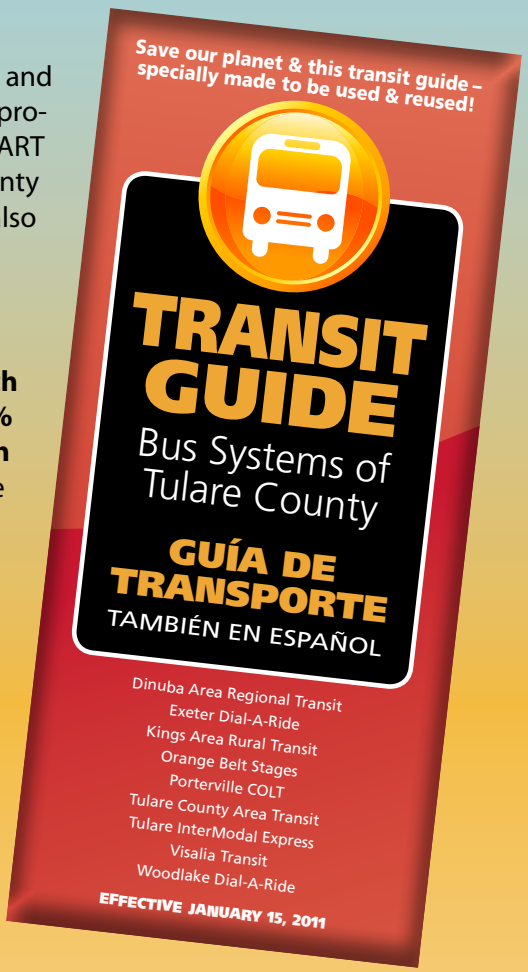
- Transit agencies will be responsible for follow-up, and techniques will vary by agency.
- Green Line staff will follow-up with providers to insure that requests are fulfilled.

Implementation Schedule = On-board training is currently provided to passengers upon request. The online request form will be implemented with the Regional Transportation Website.

TULARE COUNTY 2011-2012 Transit Guide

What is it?

The Tulare County Transit Guide is the ONLY transportation guide printed and produced for Tulare County bus riders. The Guide has timetables, maps and provider information on routes offered by: Dinuba Transit, Exeter Dial a Ride, KART (Kings Area Rapid Transit), Porterville COLT, Tulare Transit Express, Tulare County Transit, Orange Belt Stages, Visalia City Coach and Woodlake. The guide also includes bike, rideshare and vanpool information.



Who gets it?

The Tulare County Transit Guide will be printed in July and January with a total run of 54,000 annually. A single ad placement cost is below. **A 25% discount will be given to advertisers who contract to place ads in both publications.** This guide is available free at transit centers in Visalia, Tulare and Porterville, at all locations selling bus passes in Tulare County and in many locations throughout the County. The Guide will be available after August 8, 2011.

Advertise in it

The inside front and back cover are available and are printed in full color on gloss stock. **Finished size of booklet: 3¼ x 8¼**

Ad Sizes:

Full page outside back cover, 3¼ x 8¼
Full color gloss **$2,000**

Full page inside back or inside front full color gloss **$1,250**

Half page inside back or inside front full color gloss **$750**

Half page newsprint inside book color **$500**

Quarter page inside book color **$300**

Space Deadline:

June 13, 2011

Art Deadline:

June 29, 2011

THE LOCKWOOD Agency

Contact Becky Kelch for more information
bkelch@thelockwoodagency.net
733.3737

TABLE OF CONTENTS
TABLA DE CONTENIDOS

GO Tulare County / Commute Alternatives
Useful information to help you carpool, vanpool or bike to school and work 2
Información para ayudarle a compartir viajes en coches (carpool), en camionetas (vanpool), o ir de bicicleta a la escuela o a trabajar 5

Dinuba Area Regional Transit
General information, Jolly Trolley, Dinuba Connection 10
Información general, Jolly Trolley, Dinuba Connection 12
System map, route maps and schedules / Mapa de rutas y horarios 14

Exeter Dial-A-Ride
General information / Información general 16

Kings Area Rural Transit
General information, route map and schedules / Información general, Mapa de rutas y horarios 17

Orange Belt Stages
General information and schedules / Información general y horarios 18

Porterville Transit
General information 21
Información general 22
System map, route maps and schedules / Mapa de rutas y horarios 23

Tulare County Area Transit
General information, includes transit services for the communities of Three Rivers, Cutler-Orosi, Delft Colony, London, Richgrove; Dial-A-Ride for Cutler-Orosi-E. Orosi-Seville, Ivanhoe, Lindsay-Strathmore-Toneyville, Pixley-Tipton-Earlimart-Alpaugh-Allensworth-Richgrove and Woodlake 32
Información general, incluye servicios de tránsito entre las comunidades de Three Rivers, Cutler-Orosi, Delft Colony, London, Richgrove; Dial-A-Ride para Cutler-Orosi-E. Orosi-Seville, Ivanhoe, Lindsay-Strathmore-Toneyville, Pixley-Tipton-Earlimart-Alpaugh-Allensworth-Richgrove y Woodlake 33
System map, route maps and schedules / Mapa de rutas y horarios 35

Tulare InterModal Express
General information 48
Información general, mapas de las rutas y horarios 49
System map, route maps and schedules / Mapa de rutas y horarios 51

Visalia Transit
General information 59
Información general 60
System map, route maps and schedules / Mapa de rutas y horarios 62
Visalia Towne Trolley 64

Woodlake Dial-A-Ride
General information / Información general 88

A New Online Resource

Visit GoTulareCounty.com for all the information in this Guide and more, including links to informative web sites to help you travel throughout Tulare County and beyond.

GO by Bus

Following are some tips to help you try – and enjoy – transit.

How to Read Transit Schedules

• Look at the top row of the timetable to find the stops closest to where you'll get on and off the bus.

• Move down the columns to see what times (a.m. and p.m.) buses arrive at each stop. If your stop isn't listed, use the time shown for the stop right before it, since it's better to get there too early than too late.

• If your desired pick-up or drop-off location is not listed, but there is a bus stop sign there, estimate the time between the stop before yours and the stop after yours to determine when you should be at the stop. Bus drivers will stop if there is someone waiting.

• To ask the driver to stop at the next bus stop, pull the cord or push the button near your seat.

Discounted Transit Passes

Monthly T-Pass
The T-Pass provides unlimited fixed route rides throughout Tulare County for $45 per month. T-Passes may be purchased at the following locations:

Dinuba – Dinuba City Hall, 405 E. El Monte Way

Porterville – Porterville Transit Center, 61 W. Oak Ave.

Tulare – Tulare Transit Center, 360 N. 'K' St.

Visalia – Tulare County Government Plaza, 5961 S. Mooney Blvd. or Visalia Transit Center, 425 E. Oak Street

Special Passes
Transit providers often offer special passes, such as a day pass, student pass, or punch pass, to encourage you to try transit. See each provider's information inside this Guide for details.

Seniors/Disabled
Dial-A-Ride service is curb-to-curb transit service scheduled in advance. Reduced fares are offered to seniors and disabled and Medicare cardholders. For fares and phone numbers, see the individual transit providers listed inside.

All fixed-route buses in Tulare County are equipped to accommodate wheelchairs.

Tulare County Area Transit (TCaT) allows passengers with special needs to request a route deviation of fixed routes by calling at least one day in advance of service.

Youth
The LOOP Bus Program, available to community- and faith-based organizations, school districts and local governments, provides at-risk youth with free transportation to activities throughout Tulare County. To download an application, visit StepUpTC.com; or call 559.636.5000.

Transfers
Transit providers in Tulare County offer transfers so riders can switch from one transit system to another, sometimes at no additional charge. See each provider's information in this Guide, online at GoTulareCounty.com, ask your driver, or call 1.877.40 GO GREEN.

Connecting Regionally

Fresno County – DART offers a route to Dinuba, where riders can connect with Fresno County Rural Transit Agency to travel into Fresno County Monday through Friday.

Delano/Kern County – Seven days a week, TCaT's South County Route 20 links riders to Delano Transit and Kern County Regional Transit.

Connecting to the State and the Nation

Orange Belt Stages links Tulare County to Hanford, Bakersfield, the Central Coast, Las Vegas and other areas via the Visalia Transit Center. (Page 18)

Amtrak bus serves passengers at the Visalia Transit Center, with service to the Hanford station. For tickets and information, 1.800.USA.RAIL, Amtrak.com.

Greyhound buses service passengers out of the transit centers in Visalia, Tulare and Porterville with connections across the nation. For tickets and information, 1.800.661.TRIP; Greyhound.com.

Other Options for Transportation

Visalia –
- ABC Yellow Taxi, 559.734.4222
- Checker Cab, 559.734.5808
- Pronto Taxi, 559.734.8294
- Yellow Cab, 559.732.8294
- United Cab Company, 559.627.8294

Tulare –
- Mendez Brothers Taxi, 559.686.4100
- RD's Taxi Service, 559.682.7444
- United Cab Company, 559.687.0492

Lindsay –
- Gateway Cab Company, 559.562.7777

Porterville –
- United Cab Company, 559.782.0408

Clearing the Air

Tulare County, and the Valley as a whole, suffers from a chronic air quality problem. You can do your part to clear the air by taking transit, biking to work or school, carpooling or vanpooling.

Taking the bus allows you to reduce carbon monoxide emissions by 95% and carbon dioxide by 50% compared to the use of your single-passenger vehicle. Take the bus and help clean the air. And, taking transit can save anywhere from $.25 to $.40 per mile!

GO by Bike

Bike paths, bike lanes and bike routes can be found in the cities and signed bike routes can be found throughout the county. Bike commuting offers a healthy, clean-air alternative to driving.

Following are tips to help make your bike commute safe and successful.

• **Be seen.** Get a headlight and a rear light for riding at dark; be seen by drivers; assume the driver does not see you; wear bright clothes.

• **Follow the rules.** Obey traffic signs, signals, and laws; follow lane markings. Ride the same direction as traffic; do not ride against traffic; do not pass on the right; wear a helmet.

• **Communicate.** Use hand signals to let drivers know your next move. Check for traffic; always be aware of your surroundings; do not be distracted by music devices and phones while riding.

• **Plan your route.** Choose roads with designated bike lanes or routes when possible. Ride in the middle of narrow lanes. Consider the amount of traffic you will encounter.

• **Test your route.** Ride your route on a weekend to determine how much time you will need. Consider using public transportation on part of your trip.

• **Find secure bike storage facilities.** Lock your bike securely and remove any parts that could be taken off.

• **Get a tune-up.** Check with your local bike shop if you are inexperienced in bike repair. Also, ask them to show you how to patch and/or change a flat tire.

• **What to carry.** Be sure to carry a water bottle and a patch kit. Pack your bike with what you may need once you reach your destination. Try to store supplies at work.

• **For bikeway maps,** visit GoTulareCounty.com.

Bike & Ride

Transit providers in Tulare County offer bike racks on buses to help you bike and ride. Space is first come, first served. Passengers are responsible for loading and unloading of their bike. Always signal to the driver that you will be loading or unloading your bike. If no bikes are left in the rack, please return it to the upright position. Transit providers are not responsible for bikes left on or from damage arising from bikes not properly affixed to the rack. Bikes are not allowed in the bus.

Bike & Ride Tips

• Have your bike ready to load when you see the bus coming.

• When unloading, if there is not another bike on the rack, return the rack to its upright position.

• Remove water bottles, pumps or other loose items that may fall off.

• If you forget to retrieve your bike, and the driver pulls away, please call your transit provider, using the phone number in this Guide.

All fixed-route buses are equipped with bike racks.

For more information on bicycle safety or bicycle clubs in Tulare County visit:

Bicycle Clubs in Tulare County –
- Southern Sierra Cyclists, sscbike.org
- Velo Visalia Cycling Club, velovisalia.blogspot.com

Tulare County Bike Advisory Committee –
- Christine Chavez, TCAG, 559.624.7274

Carpooling

ValleyRides.com is a free service that matches commuters who live and work near each other so they can form carpools and vanpools. By carpooling, you save money and help us clear the air. Visit ValleyRides.com.

Vanpooling

A vanpool is a group of people, usually from 7 to 15 passengers, who commute together on a regular basis in a van. Most vanpools travel at least 40 miles round-trip.

Kings County also has vanpools available for lease, purchased through a state grant. To lease a vanpool vehicle, visit CalVans.com or call 866.655.5444 for information.

For other options and information on vanpooling contact VPSI at 1.800.826.7433, or VanpoolUSA.com; or call Enterprise Vanpool, 559.255.2200, ext. 258, or visit Vanpool.com.

Pedestrian Safety Tips

• **Use sidewalks when possible.** If there are no sidewalks, walk facing traffic as far to the left as possible.

• **Cross only at intersections and crosswalks.** Listen and look left, right and left again for traffic before you cross, and keep looking as you cross the street.

• **Be alert and aware** when you are crossing the street. Do not be distracted by cell phones, PDAs or headsets.

• **See and be seen.** Walk facing traffic.

• **Closely watch children.** Teach them safety rules.

Telecommuting

Some employers are able to establish home-based work stations for employees, so they can avoid morning and afternoon commutes. Visit HealthyAirLiving.com to learn more.

Flexible/Staggered Work Schedules

Working four 10-hour days a week is one example of this alternative. The goal is to reduce traffic during the traditional rush hour and eliminate the commute periodically throughout the month.

Transit Rules of Conduct

DO
- Pay your fare (exact change only)
- Be respectful to your driver and fellow passengers
- Reserve front seats for elderly and/or disabled passengers
- Keep hands and objects inside vehicle
- Remain seated until vehicle comes to a complete stop
- Keep aisles clear
- Stay behind yellow lines
- Report vandalism in progress to driver or 911
- Notify bus driver one block before your stop by pulling cord

DO NOT
- Smoke
- Eat or drink on board
- Litter
- Bring unsafe or large equipment on board
- Bring pets on board (except for service animals)
- Use offensive language
- Play music (unless using headphones) or make excessive noise
- Mark/deface the vehicle
- Distract the driver

Un Recurso Nuevo por Internet

Visite nuestra página de internet GoTulareCounty.com para más información sobre esta Guía. La pagina incluye información para ayudarte a viajar por el Condado usando transito publico y más.

GO en Autobús

A continuación hay consejos para ayudarlo a usar – y disfurtar – el transito publico.

Como Leer el Horario del Transito

• Las localidades de cada parada de autobús se encuentraran en el renglón de arriba en la guia de transito.

• Los horarios de cada autobús se encuentran en las columnas de la guia. Sí no encuentras su parada en la lista, use la hora indicando parada en la parada anterior. Es mejor llegar más temprano que llegar tarde.

• Sí la parada que prefiere no esta anotada en la guia, pero hay un anuncio para el autobús, calculé entre la parada antes y la parada después de la suya para determinar la hora que deberia estar en su parada. Los conductores de autobúses paran sí ven a

alguien esperando junto al poste de la parada.

Pases de Transito Descontados

Tarjeta de Embarque, Mensual (T-Pass)
Por $45 al mes, Tarjetas T-pass proveen viajes ilimitados en las rutas fijas dentrodel Condado de Tulare.

Tarjetas T-Pass están disponibles en las siguientes localidades:

Dinuba – Dinuba City Hall, 405 E. El Monte Way

Porterville – Centro de transito de Porterville, 61 W. Oak Ave.

Tulare – Centro de transito de Tulare, 360 N. 'K' St.

Visalia – Tulare County Government Plaza, 5961 S. Mooney Blvd. o
Centro de transito de Visalia, 425 E. Oak Street

Tarjetas de Embarque Especiales
Proveedores de transito ofrecen tarjetas especiales y descuentos, como el pase de un solo día, o un pase de ponchadera, por ejemplo, para animarlo a usar el transito. Información de tarjetas ofrecidas por cada poveedor se encuentra en su guia de tansito en las paginasde cada proveedor.

Transportación para Personas Mayores y Incapacitados
Dial-A-Ride es un servicio de transito de banqueta-a-banqueta con cita por adelantado. Se ofrecen tarifas reducidas a pasajeros mayores de la edad indicada por los proveedores individuales, pasajeros incapacitados y personas que califican para Medicare. Para información sobre tarifas o números telefónicos, use la lista de proveedores de transito individual que se encuentra en su guía de transito.

Área de Transito del Condado de Tulare (TCaT) Ofrece transporte a destines puera de rutas fijas para pasajeros con necesidades físicas. Se requiere reservacions con 1 día anticipación.

Todos los autobúses del Condado de Tulare con rutas fijas están equipados para trasladar sillas de ruedas.

Jovenes
El programa de autobús, LOOP, está disponible para organizaciones communitarias religiosas, o para distritos escolares y otras entidades locales del gobierno. El programa tambien provee transportación gratuita para adolescentes a actividades relacionadas con consejeros o programas de prevención de pandillas en el Condado de Tulare. Para recibir una aplicación visite la página en internet StepUpTC.com. Para más información, llame al 559.636.5000.

Transferir
Proveedores de transito en el Condado de Tulare permiten que pasajeros que cambien de un sistema de tránsito a otro, en veces sin costo adicional. Pregunte al conductor, llame 1.877.40 GO GREEN o visite la página de internet GoTulareCounty.com para más detalles.

Conexión con la Region

En el Condado de Fresno – DART ofrece una ruta desde Dinuba, que permite que pasajeros conecten con la Agencia de Transito Rural del Condado de Fresno para un viaje al Condado de Fresno de lunes a viernes.

Condado de Kern/Delano – TCaT South County Route 20 une a pasajeros con el tránsito de Delano y el transito de la region del Condado de Kern siete días a la semana.

Unión al Estado y a la Nación

El autobús Orange Belt Stages une el Condado de Tulare al Condado de Kern en Porterville en camino a Las Vegas.

El autobús Amtrak recoje y deja a pasajeros en el centro de transito de Visalia. Para pasajes y información, llame al 1.800.USA.RAIL, o por internet Amtrak.com.

El autobús Greyhound ofrece servicios de transito fuera de el centro de transito de Visalia, Tulare y Porterville. Para pasajes y información, llame al 1.800.661.TRIP; o por internet Greyhound.com.

Otras Opciones de Transporte (con área anotada)

Visalia –
- ABC Yellow Taxi, 559.734.4222
- Checker Cab, 559.734.5808
- Pronto Taxi, 559.734.8294
- Yellow Cab, 559.732.8294
- United Cab Company, 559.627.8294

Tulare –
- Mendez Brothers Taxi, 559.686.4100
- RD's Taxi Service, 559.682.7444
- United Cab Company, 559.687.0492

Lindsay –
- Gateway Cab Company, 559.562.7777

Porterville –
- United Cab Company, 559.782.0408

Trasportes Alternativos

El Condado de Tulare y el valle en general sufren problemas con la calidad del aire. Puedes hacer tu parte en limpiar el aire usando transito, ir en bicicleta, al trabajo o escuela, o viajar en coche compartido.

Usando el autobús puede reducir la emisión de monóxido de carbono por 95% y 50% de dióxido de carbono comparado con su vehículo. Use el autobús y ayude a limpiar el medio ambiente. ¡Y, usando el transito publico le ahorraria dentro de $.25 a $.40 por milla!

GO en Bicicleta

Carril de bicicleta y ruta de bicicletas se encuentran el las ciudades y rutas senales se encuentran en todo el condado. Viaje de bicicleta ofrece alternativo mas limpio para el aire que manejear.

Los siguientes consejos ayudan para hacer tu viaje de bicicleta seguro y próspero.

- **Que te vean.** Compre un luz delantera y posterior para ir en bicicleta a noche; que te miran motoristas; asumir que nadie te ve; usa ropa de colores vivos.
- **Sequir las reglas.** Observa las las señales de tráfico y leyes. Viajes en la misma dirección de tráfico; no viajes contra dirección de tráfico. No debe pasar al lado derecha. Use un casco.
- **Comunicación.** Use señales con la mano para que los conductores saben tu próximo movimiento. Mirar para el tráfico; Tener en cuenta tu alrededor; No se distraiga con dispositivos de música o teléfonos quando viajes.
- **Elija la mejor ruta.** Verifique si la calle tiene senderos marcados para bicicletas o senderos separados. Considere la cantidad de tránsito que va a encontrar.
- **Pruebe su ruta.** Ande de bicicleta durante el fin de semana, para determinar cuanto tiempo necesitará para llegar a destino. Considere utilizar el sistema de transporte publico para viajar durante parte de su itinerario.
- **Encuentre instalaciones seguras para guardar la bicicleta.** Guarde la bicicleta asegurada con un candado y remueva las partes que podrian ser removidas.
- **Inspeccion de la bicicleta.** Si no tiene experencia en el reparo de bicicletas consulte a la tienda de bicicletas de su localidad. Además pidales que le muestren como colocar un parche y/o cambiar una

rueda pinchada.

• **Qué llevar.** Asegúrese de llevar una garrafa de agua y un kit con parches. Coloque en la bicicleta las cosas que puede necesitar una vez que lleve a su destinación. Trate de guardar materiales en su lugar de trabajo.

• **Para obtener mapas de las rutas para bicicletas,** visita GoTulareCounty.com.

En Bicicleta al Autobús

Ahorra Dinero
¡Usando el transito puede ahorra dentro de $.25 a $.40 cada milla!

Limpie el Aire
Con el uso del autobús puede reducir la emission de monóxido de carbono por 95% y 50% de dióxido de carbono comparado con su vehículo de un pasajero.

Use el autobús y ayude a limpiar el aire.
¿Por que no major usa una bicicleta?

Proveedores de transito en el Condado de Tulare ofrecen rampas para su bicicleta, para facilitar el uso de su bicicleta al autobús. Espacio en la rampa de bicicletas es disponible asi como vayan llegando. Los pasajeros son responsables para cargar y descargar sus bicicletas. Siempre señale al conductor del autobús cuando valla a cargar y descargar su bicicleta. Si no permanecen bicicletas en la rampa, por favor devuelva la a su posición original. Los proveedores de transito no son responsables por bicicletas que queden en la rampa ni por daños causados ha bicicletas que no esten bien afijadas. Las bicicletas no son permitidas dentro del autobús.

Consejos Sobre su Bicicleta y el Autobús

• Tenga su bicicleta lista para cargar cuando vea al autobús aproximarse.

• Cuando descarge su bicicleta, sí no quedan bicicletas en la rampa, devuelva la rampa a su posición original.

• Remueva artículos sueltos de su bicicleta, como botellas de agua y candados.

• Acaso que se le olvíde descargar su bicicleta, y se retira el autobús, favor de llamar a su proveedor de transito, úse los números en esta Guía.

Todos los autobúses con rutas fijas están equipados con rampas para bicicletas.

Para mas informacion en segurida en bicicleta o clubs de bicicleta en el Condado de Tulare visita:

Clubs de Bicicleta en el Condado de Tulare –
- Southern Sierra Cyclists, sscbike.org
- Velo Visalia Cycling Club, velovisalia.blogspot.com

Tulare County Bike Advisory Committee –
- Christine Chavez, TCAG, 559.624.7274

Compartiendo Viajes

Valleyrides.com es un servicio gratuito que intenta hacer pares con pasajeros que viven y trabajan próximos uno de los otros, para que puedan formar grupos para compartir viajes en coches o camionetas.
Al viajar conmutando de esta manera usted ahorra dinero y nos ayuda a limpiar el aire. Para más información visita ValleyRides.com.

Viajar Compartiendo una Camioneta

Un vanpool es un grupo de personas, usualmente de 7 a 15 pasajeros, que conmutan juntos regular mente en una camioneta. La mayoría de los vanpools realizan viajes de por lo menos 40 millas, ida y vuelta.

El condado de Kings tambien tiene disponible vehiculos para rentar para vanpools, o para comprar a través de un subsidio estatal. Para más información visita CalVans.com o llame al 866.655.5444.

Para diferentes opciones o información puedes visitar VanpoolUSA.com; 1.800.826.7433 o Enterprise Vanpool en Vanpool.com; 559.255.2200, x 258.

Consejos de seguridad para peatones

• **Utilizar las banquetas cuando posible.** Si no hay banquetas, camina frente al tráfico tan a la izquierda como sea posible.

• **Cruce solamente en las intersecciones y pasos de peatones.** Escuche y mira a la izquierda, la derecha, y izquierda otra vez que no hay tráfico y seguir mirando mientras cruza.

• **Esté alerta y consciente.** Cuando estás cruzando la calle, No te distraigas por los teléfonos celulares, PDAs o audífonos.

• **Ver y ser visto.** Camine frente a tráfico.

• **Observa los niños.** Enseñarles las reglas de seguridad.

Telecomunicación

Algunos empleadores pueden establecer estaciones de trabajo en la residencia de los empleados, evitando de esta manera los viajes de ida y vuelta por la mañana y por la tarde para ir al trabajo. Para más información visita HealthyAirLiving.com.

Horarios de Trabajo Flexibles / Extendidos

Un ejemplo de esta alternativa sería establecer un horario para trabajar cuatro días por 10 horas, en lugar de trabajar cinco días por 8 horas. La meta es reducir la cantidad de vehículos que circulan durante las horas pico tradicionales y eliminar la conmutación periódica por mes.

Reglas de Conducta para el Transit

SI
- Pague con cambio exacto (el chofer no tendrá cambio)
- Sea respetuoso del chofer y de otros
- Reserve asientos de delantes para personas mayores y deshabilitados
- Mantenga las manos y objetos dentro del autobús
- Permanezca sentado hasta que el autobús pare completamente
- Mantenga el pasillo librede obstáculos
- Mantenga detras de la línea amarilla
- Reporte vandalismo en progreso al chofer o marque 911
- Notifique al chofer de su parada con una cuadra antes jalando el alambre

NO
- No fume
- No se permite bebidas ni comida
- No tire basura
- No se permite equipo grande o peligroso
- No se permite animales con excepción de animales de servicio
- No profane
- No se permite música sin audífonos o ruido excesivo
- No marque o vandalice el vehículo
- No distraiga el conductor

WHY TAKE THE BUS?

Save money
Taking transit can save anywhere from $.25 to $.40 per mile!*

Clean the air
Taking the bus allows you to reduce carbon monoxide emissions by 95% and carbon dioxide by 50% compared to the use of your single-passenger vehicle. Take the bus and help clean the air.*

Bike and bus
Safely store your bike on the racks at the front of buses in Tulare County.

Enjoy the ride!
Gear up for the day or wind down and relax.

*Information taken from *Evaluating Public Transit Benefits and Costs,* Victoria Transport Policy Institute.

THE GREEN LINE

GoTulareCounty.com

TRANSIT RIDER TIPS

Do:
- Pay your fare (exact change only)
- Be respectful of your driver and fellow passengers
- Reserve front seats for elderly and disabled
- Keep hands and objects inside vehicle
- Remain seated until vehicle comes to a complete stop
- Keep aisles clear
- Stay behind yellow lines
- Report vandalism in progress to driver or 911
- Notify bus driver one block before your stop by pulling cord

Don't:
- Smoke
- Eat or drink on board
- Litter
- Bring unsafe or large equipment on board
- Bring pets on board (except service animals)
- Use offensive language
- Play music (unless using headphones) or make excessive noise
- Mark/deface the vehicle
- Distract the driver

GoTulareCounty.com

A How-To Guide to Help You GO TULARE COUNTY!

- Rider tips
- "How-to" tips
- Special routes
- Special fares

And more!

GoTulareCounty.com

1-877-40 GO GREEN

THE GREEN LINE

The help line for all bus routes in Tulare County

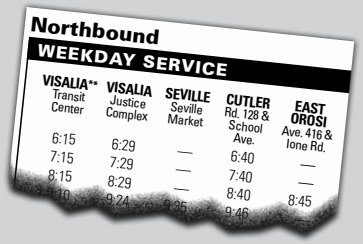
EASY STEPS TO GO TULARE COUNTY

Find your route:

- The Tulare County Transportation Guide is printed in the spring and fall and available through all transit providers in Tulare County
- Online at GoTulareCounty.com
- Or call the Green Line at **1-877-40 GO** GREEN for help on all routes offered in Tulare County.

How to read schedules:

- Look at the top row of the timetable to find the stops closest to where you'll get on and off the bus.
- Move down the columns to see what times (a.m. and p.m.) buses arrive at each stop. If your stop isn't listed, use the time shown for the stop right before it, since it's better to get there too early than too late.



Northbound

WEEKDAY SERVICE

VISALIA** Transit Center	VISALIA Justice Complex	SEVILLE Seville Market	CUTLER Rd. 128 & School Ave.	EAST OROSI Ave. 416 & Ione Rd.
6:15	6:29	—	6:40	—
7:15	7:29	—	7:40	—
8:15	8:29	—	8:40	8:45
[illegible]	9:24	[illegible]	9:46	

- If your desired pick-up or drop-off location is not listed, but there is a bus stop sign and pole there, estimate the time between the stop before yours and the stop after yours to determine when you should be at the stop. Bus drivers will stop if there is someone waiting.

Need more information?

THE GREEN LINE

GoTulareCounty.com

FARES AND PASSES

Be prepared to pay exact fare - operators do not make change and there are no refunds.

The T-Pass offers unlimited rides on all fixed bus routes in Tulare County for $45 per month.

T-Passes can be purchased at:

- Dinuba City Hall, 405 E. El Monte Way
- Porterville Transit Center, 61 W. Oak Ave.
- Tulare County Government Plaza, 5961 S. Mooney Blvd., Visalia
- Tulare Transit Center, 360 N K St.
- Visalia Transit Center, Oak and Santa Fe

*For details, call **1-877-40 GO** GREEN.*

Passes

Transit providers often offer special passes, such as a Day Pass or punch pass. Check the Transit Guide for details.

Transfers

This is a pass, available from your driver, that allows you to switch from one transit system to another, sometimes at no additional charge. Ask your driver or call ***1-877-40 GO*** GREEN for details.

SPECIAL ROUTES

(See **GoTulareCounty.com** or call **1-877-40 GO** GREEN for details.)

Dinuba:

Jolly Trolley is a FREE route that stops at Dinuba's most popular shopping destinations and locations every 30 minutes. Stops include Walmart, K-mart and Entertainment Plaza.

Tulare County Area Transit (TCaT):

Passengers with special needs may request a route deviation by calling at least one day in advance of service.

Visalia Towne Trolley:

A route that operates throughout downtown Visalia and west to the Rawhide ball park for just $.25 per person, or a monthly pass for $5. The Holly Trolley operates during the holidays, adding Mooney Boulevard to its downtown routes.

Dial-A-Ride Service

This is a curb-to-curb service, with advance reservations required. All of the fixed-route transit providers provide this service. Fares vary, but seniors, disabled and Medicare cardholders generally pay a reduced fee and receive priority in scheduling.

Call **1-877-40 GO** GREEN for details.

All buses are designed to accommodate wheelchairs.