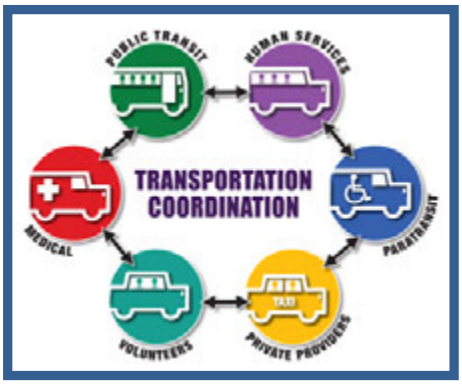
Final November 21, 2013

Kern County's 2013 Update to the Coordinated Public Transit—Human Services Transportation Plan



Kern Council of Governments

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A·M·M·A TRANSIT PLANNING

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Kern County's 2013 Update to the Coordinated Pubic Transit-Human Services Transportation Plan

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Kern County's 2013 Update to the Coordinated Pubic Transit-Human Services Transportation Plan

Executive Summary

Purpose

Kern Council of Governments is responding to ***Federal guidance*** that requires coordinated transportation planning for three populations:

- **older adults**
- **persons with disabilities**
- **individuals of low income**

This Coordinated Plan Update builds upon the original 2007 Coordinated Plan to provide updated strategic direction to Kern Council of Governments (Kern COG), the public transit operators and human service agency stakeholders in defining opportunities, strategies and projects to help address mobility needs of Kern County older adults, persons with disabilities and low-income residents. Goals establish priorities while strategies and projects suggest direction to be pursued as new funding becomes identified and coordinated responses constructed.

Approach

Activities by consultant AMMA Transit Planning included:

- Initial Steering Group meeting of key stakeholders with subsequent outreach to Kern COG's SSTAC.
- Reviewed core plans to document available transit resources and shed light on mobility needs.
- Documented demographic changes among Kern's 856,000 residents (2012), including overall population growth by 33% since 2000 and an increase in lowest income individuals from 16.8% to 21% , with 50% of the County's residents now of Hispanic origin.
- Conducted countywide E-survey to stakeholder agencies, securing 136 organizational responses.
- Undertook stakeholder interviews and a workshop involving almost 40 individuals and 18 organizations to identify mobility needs and explore coordination and partnership opportunities.

What Key Needs Were Identified?

High levels of public transit usage exist within metropolitan Bakersfield, with 7.2 million passenger trips provided last year and six in ten agency personnel aware of Golden Empire Transit District (GET) Bus services and reporting consumer usage levels. Specialized transportation within Bakersfield's sphere of influence is significant with Golden Empire Transit District's GET-A- Lift Paratransit service, North of the River Consolidated Transportation Services Agency (CTSA), Bakersfield ARC and New Advances for People with Disabilities (NAPD) transportation programs, among others.

Comparable levels of awareness of the inter-community Kern Regional Transit (KRT) network exist, with 62% of agency respondents reporting consumers' regular use or some use. Much less agency knowledge or use of local transit services is reported for transit services operating in Kern County's outlying, rural communities.

Agencies report that one in eight consumers (over 1 million persons combined caseload) are traveling daily and that one in four of those persons (24%) need some type of transportation assistance.

Regional Trip-Making Needs

- KRT recognized as providing ***important inter-city connections***, for seniors among others, although buses reported as frequently at capacity and more vehicle trips desired daily from multiple towns.
- Most frequently reported need in interviews and high ranked by e-survey is for ***trips into Bakersfield*** from the outlying communities for health care, education and some employment.
- ***Medical trip purpose needs*** ranked highest in e-survey, followed by ***trips beyond the local providers'*** service area in agency survey.
- Anticipated ***expansion in medical trip demand*** reported with full implementation of Health Care reform; new patients being enrolled now, anticipating they will need to travel to doctors and medical appointments.
- Closing of the courthouse in Taft is an example of new trip needs (now into Bakersfield); eastern communities of Ridgecrest, Taft and Tehachapi as well as southwestern Frazier needing additional, expanded transit connections.

Metropolitan Bakersfield Identified Needs

- Challenges of learning GET's ***new bus routing and stop locations***: has benefited some agencies like the Independent Living Center; some concern about no stops now at key human service or health care destinations including Greater Bakersfield Legal Assistance, BARC.
- ***Security concerns about transferring*** at the central hub due to crime element.
- ***Security concerns in walking distances*** to new bus stops in crime-ridden neighborhoods.
- Lowest income individuals ***cannot afford bus tickets*** or passes; rely upon agency assistance.

Other

- ***Agency purchase of bus passes*** on behalf of clients is sometimes difficult with bulk pass purchase arrangements, limiting the flow of human service funding to subsidize bus passes.
- ***Bus stop amenities for shelters, lighting and benches*** are desired for metropolitan and rural stops. Approximately $600,000 in Prop. 1B PTMISEA funding has been identified for GET and KRT bus shelters throughout metro Bakersfield and KRT/GET joint bus stops. These shelters cannot be implemented until CA Prop. 1B bonds have been sold and allocated to the projects.
- Reports adequate funding for capital, vehicle acquisition; ***difficulty in securing operating dollars*** to expand or develop new services in both rural communities and Metropolitan Bakersfield, with exception of Delano, which was newly designated as a small urban community.

Information Needs

- Some knowledge of GET Bus Trip planner but still ***limited awareness of trip discovery tools***; no knowledge of Google Transit trip planning assistance. Small rural providers and KRT not on Google Transit. Most of the rural transit operators do not have the in-house staff capability to install and maintain upgrades to this type of computer service.

- L***imited understanding of public transit planning processes*** by human service agency personnel with almost no knowledge of its opportunities for input.

What Partnership and Coordination Opportunities Exist?

Various collaborative and coalition groups exist within Kern County representing resources that can extend traditional public transit initiatives. These include: the Public Health Department internal working groups, Family Resource Centers, Kern Network for Children including forty-four Headstart Centers; Salvation Army facilities around the county, United Way, Community Action Partnership of Kern (CAP), the Homeless Collaborative of Greater Bakersfield Legal Assistance and a tribal collaborative, the Owens Valley Career Development Center.

Coordination of services currently exists between GET-A-Lift, North of the River CTSA and New Advances for Persons with Disabilities around individual specialized transportation trips. Opportunity for some modest expansion of this may exist, particularly in relation to increasing health care trip demand where new health care partners can be developed with existing coordinated programs.

New coordination opportunities may exist with the health care industry as it confronts health care reform. Working with County public health nurses and entities such as Clinica Sierra Vista and NAPD, new coordinated transportation solutions can be developed.

New information strategies can be developed through coordinated responses that could involve the 2-1-1 and 5-1-1 organizations, the United Way, Kern COG and GET Bus, as well as each of the County's public transportation providers. Exploring One-Call/One-Click capabilities to consolidate information about available transportation and aide riders in "trip discovery" will greatly benefit older adults, persons with disabilities and persons of low-income, bringing new users to Kern County's public transportation programs.

Goals and Objectives for Strategic Direction

Three goals are proposed to direct actions that will improve the target groups' mobility:

- Goal 1 – Continued Development of Kern County's Metropolitan and Rural Transit Programs
- Goal 2 – Grow Partnerships to Expand Coordinated Transportation Capacity
- Goal 3 – Expanded Transit Information Resources

Goal 1 – Continued Development of Kern County's Metropolitan and Rural Transit Programs

1.1 **Improve access to jobs, education and services by implementing recommendations of the Metropolitan Bakersfield Transit System's Long-Range Plan, as funding allows.** *Strategies include:* increase GET frequencies and service in key corridors; move to more direct routes that improve travel speed, with connectivity between routes that is as seamless as possible; promoting non-traditional service in the outlying areas.

1.2 **Improve access to jobs, education and services between Metropolitan Bakersfield and the outlying communities, as funding allows**. *Strategies include:* increase frequencies and the number of runs

on existing KRT routes; promote non-traditional service in the outlying areas as well as between these and key metropolitan Bakersfield destinations.

1.3 **Improve access to jobs, education and services within each of Kern County's rural communities by implementing communities' Short Range Transit Plan recommendations, as funding allows.** *Strategies include:* continued attention to improving local services and enhancing connections between KRT services and the rural communities.

1.4 **Enhance the use of public transit for the target groups.** *Strategies include*: review procedures for human service agency purchase of bus passes to facilitate these transactions; address key travel patterns of the target groups by working to ensure access, reduce riders' travel times and increase transit routing efficiencies, as funding allows; review bus stop access for key destinations of the target group members, assess transfer locations to develop destination-oriented information that identifies transfer locations and timing for regional trip-making.

1.5 **Expand transportation options available to the target groups, as funding allows, in order to efficiently meet diverse travel needs.** *Strategies include:* continued attention to the family of services that include GET-A- Lift, North of the River CTSA, New Advances for People with Disabilities (NAPD) and other focused but existing specialized transportation programs; pursue support of vanpool, mileage reimbursement and other modalities; pursue funding for capital and operation of these services.

1.6 **Enhance the customer experience through improved on-street infrastructure, as funding allows.** *Strategies include:* promote bus benches, shelters, lighting and path-of-access improvements at and in the vicinity of key destinations used by the target groups.

1.7 **Build community support for public transportation among the target groups and their agency stakeholder representatives.** *Strategies include:* continued and expanded outreach to agency collaboratives and coalitions to report on and garner support for new transit initiatives, such as GET's "Stuff the Bus" project with CAP and a local Headstart specifically, and public transit generally; use technology to build "Friends of Transit" stakeholder lists, using social media strategies that both inform and invite exchange.

Goal 2 – Grow Partnerships to Expand Coordinated Transportation Capacity

2.1 Grow mobility management capabilities within transit agencies and establish within human service systems to promote use of available transit services. *Strategies include:* Develop mobility management capabilities within KRT and drawing upon GET experience for early training; develop human service agency mobility managers, such as within the United Way and Community Action Agencies, to help educate riders and prospective riders and facilitate two-way dialogue with public transportation planners; expand the SSTAC to include agency-level mobility managers and representatives of human service agency collaboratives.

2.2 Develop tools to pilot "coordinated trip brokering" among existing coordination partners for hard-to-serve trips while recognizing mission-specific constraints of agencies. *Strategies include:* constructing Memoranda of Understanding (MOUs) that are agency mission-specific and focused on individual trips, working within sponsor agency constraints; identify reimbursement options.

2.3 Build transit capacity to address increased demand for key trips, particularly health care trips. *Strategies include:* actively explore new partnership opportunities, particularly with health care

programs, to develop coordinated service solutions to increased demand for health care-related trips.

2.4 Encourage new partnerships for expanded vanpool solutions for work-type trips or education trips beyond the City limits and seek start-up funding. *Strategies include:* promote and expand the CalVans program, among other van pool initiatives; explore grant options for expansion by front-loading the planning, capital and participant subsidy for vanpools.

2.5 Develop volunteer driver mileage reimbursement with county community services and the CTSA: *strategies include:* seek funding for volunteer driver mileage reimbursement program, including the model where participants find their own driver and the program reimburses at modest levels of $0.35 to $0.40 per mile, as a solution for hard-to-serve trips and isolated regions.

Goal 3 – Expanded Information Resources

3.1 Promote consolidated transportation information so that individuals can more readily discover transit trip opportunities. *Strategies include:* get all of Kern County's public transit operators onto Google Transit-type platforms (general transit feed specifications), with funds to maintain this information; explore information portal capabilities with the 2-1-1, 5-1-1 and United Way organizations to build One-Call/One-Click transit information.

3.2 Support mobility manager capabilities at transit agency and human service agency levels to aide in "trip discovery". *Strategies include:* continued attention to moving forward the Transit Development Plan recommendations for each of the rural communities' transit programs, simple ride guides or takeaways that show transit routing and stops in relation to key destinations; web-based tools and printable, PDF flyers and other information pieces that promote GET's Trip Planner, Google Transit and developing One-Call/One-Click information capabilities.

3.3 Promote targeted awareness of specialized transportation. *Strategies include:* promote transit for individualized, one-time trips that can be served; promote expanded travel training capabilities – to more consumers; web-based and other travel-training tools for agency personnel.

3.4 Use mobility manager tools to promote targeted awareness of alternative transportation modes. *Strategies include:* outreach to agency gatekeepers regarding coordinated trip opportunities, mileage reimbursement programs, promoting an expanded vanpool or shared rides for selected areas and work or recurring trips, among other non-traditional options.

With these goals as the prioritized direction for Kern County's improvement of mobility of older adults, persons with disabilities and individuals of low-income, the identified objectives and strategies represent a menu of choices. Among these, it will depend upon interested, willing and able organizations to take the lead and develop the specific opportunities to which these objectives and strategies point.

Promoting interested, willing and able leaders around these opportunities will be the responsibility of all stakeholders. While Kern COG has responsibility for creating this Coordinated Plan Update, realizing its potential will be the work of numerous entities, both public transit and human service organization personnel, who can collectively and individually work towards improved mobility of Kern County residents.

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Kern County's 2013 Update to the Coordinated Public Transit-Human Services Transportation Plan

I. Introduction – This Update's Purposes

About Federal Statute and Requirement

The passage of SAFETEA-LU in August 2005, established a new planning requirement at the local level. Federal authorizing legislation of the *Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users*-Public Law 109-059 linked two existing programs, §5316 – *Job Access and Reverse Commute* and §5310- *Elderly and Persons with Disabilities* capital program, with a third initiative called §5317 *New Freedom* program, through a coordination plan. The intent was to identify the transportation needs of three populations:

- individuals with disabilities
- older adults and
- persons of low income

By identifying such needs, as well as the resources in place to address these, it was anticipated that two service sectors of ***public transportation*** and ***human services*** could coordinate to better address mobility concerns. Specifically, federal guidance requires that the plan identifies strategies for meeting local needs and the prioritization of transportation needs and projects for funding through Sections 5310, 5316 or 5317 and that strategies of coordination be a part of the fabric for addressing needs.

Changes came about with the authorization of new Federal legislation, MAP-21 (*Moving Ahead for Progress in the Twenty-first Century*-Public Law 112-141 in July 2012, which consolidated numerous programs of the Federal Transit Administration. This included combining §5310 and New Freedom programs and removing the JARC program altogether, although its funding was generally combined into other FTA programs. However, the Coordinated Plan requirement remains along with the requirement that it be updated every four years. At present, the relevant Federal guidance can be found in Circular FTA C 9070.1F for Section 5310 program, Circular FTA C 9050.1 for Section 5316 JARC program and Circular C 9045.1 for Section 5317 New Freedom program.

Kern County's Initial Coordinated Plan and This 2013 Update

In 2006-2007, Kern Council of Governments prepared its *Coordinated Human Services Transportation Plan* in response to SAFTEA-LU requirements. Its core findings and recommendations are summarized subsequently. This *2013 Coordinated Plan Update* augments the *2007 Coordinated Human Services Transportation Plan,* serving several new purposes:

1. To reflect the continually changing scene within the Kern County with regard to transportation demand and transit resources available to the target populations of older adults, persons of low income and persons with disabilities.
2. To document new mobility concerns of these target groups while validating those identified previously.
3. To identify coordination projects and strategies to address mobility needs of the target groups.

This Update does not replace the work done in 2007 – much of that still stands and it remains a valuable resource document for coordination of public paratransit services in Kern County. The Update does serve, however, to establish current documentation of mobility needs for the three target populations, older persons, and persons with disabilities and persons of low-income. The Update proposes priorities that can support seeking additional funding or offer guidance for the use of scarce resources for the next several years.

To develop this 2013 Coordinated Plan Update, Kern COG staff and the consultant team undertook:

- Presentation and dialogue with a Steering Group and with Kern COG's SSTAC (Social Services Transportation Advisory Council);
- Review of core plans to document available transit resources, to shed light on mobility needs and to identify transit-related recommendations relevant to these populations;
- Documented demographic changes among Kern's 856,000 residents (2012), including overall population growth by 33% since 2000 and an increase in lowest income individuals from 16.8% to 21% , with 50% of the County's residents now of Hispanic origin;
- Countywide e-survey distributed to Kern COG's 2,000+ contact database; securing 136 useable organizational responses.
- Stakeholder interviews and one workshop, involving about 40 individuals and 18 organizations.

The resulting recommended priorities, presented in Chapter 5, were developed from analysis of these multiple information sources.

II. Context – What's Happened Since the 2007 Coordinated Plan?

This chapter describes Kern County's public transit providers planning efforts for the near and longer-term future. Some of these changes respond to the significant population changes the County is experiencing, in terms of substantial growth and other changes, also documented in this chapter.

Recommendations of the 2007 Coordinated Plan

The Kern County 2007 Human Services Coordinated Transportation Plan identified a wealth of public transportation services. The County's key transportation programs include:

- City of Bakersfield's GET Bus comprehensive public transportation system, including GET-A-LIFT and the North of the River CTSA.
- Smaller communities around the county operating local transportation services
- Kern Regional Transit providing inter-city regional connections
- Amtrak trains and Greyhound inter-city bus providing intra and inter-state connections
- Other human service transportation providers operating around Kern County, generally for their own constituencies.

The County's low density rural communities and its sprawling metropolitan Bakersfield area make it difficult to serve efficiently with public transportation. New development identified at the time of the 2007 Coordinated Plan, exacerbates this problem as developers often locate new housing in areas not well served by public transit.

Other key findings from the 2007 Coordinated Plan included:

- Public transit's ***operating hours and days are not well coordinated***, specifically for educational trip purposes, among others.
- Dial-a-ride ***eligibility policies vary considerably*** among communities and there was interest in some standardization of these.
- Kern Regional Transit coordinated transfers but ***consumers report difficulty understanding and navigating*** the County's public transportation network.
- There was ***no centralized information source for transportation***, either by telephone or on websites, with each individual transit provider maintaining its own, separate information.
- There appear to be ***opportunities for coordination and to reduce overlap*** in transportation services.

Priorities for the 2007 Coordinated Plan were identified as:

- Increase and establish more frequent communication and collaboration around transportation topics.
- Establish a centralized transit information capability, including in multiple formats and languages.
- Increase the cost efficiencies of transportation, including specialized transportation.
- Identify and eliminate duplication.
- Identify and pursue new funding sources.
- Integrate transportation and land use, including planning for pedestrians and providing for better access for public transit.

Key Planning Initiatives Since 2007-- Issues and Recommendations

Between 2008 and 2012, Transit Development Plans were prepared for city transit systems and selected transit corridors. Public transit programs generally identify improvements through a process of short and long-range transit development plans. These provide both strategic direction and concrete, pragmatic actions to their public transit audiences. Kern COG has successfully competed for state and federal funding to undertake these, conducting numerous planning efforts on behalf of the County's municipalities. During this same period, Golden Empire Transit District undertook a comparable Long-Range Planning effort, whose near-term recommendations were implemented in fall 2012.

The following pages summarize the major issues, findings and recommendations identified in these various studies, including:

- two plans focusing on Bakersfield – the long-range plan for Golden Empire Transit and a follow-up focusing on the plan's implications for Kern Regional Transit regional lines traveling to and from Bakersfield, and
- five studies of the smaller municipal city transit systems (Arvin, California City, Delano, Taft, and Tehachapi), one transit corridor study (Arvin-Lamont-Bakersfield)

Direction from Transit Planning Processes – Metropolitan Bakersfield and Kern Regional Transit

GET's 2012 Long-Range Plan focused on recommendations to enhance transit in Metropolitan Bakersfield in order to provide faster service for riders and to attract new riders to transit. The plan identified several general transit-planning principles to guide the recommended changes, including:

establish direct routes, maximize spacing between stops in order to minimize travel times, avoid large one-way loops in routes, and avoid out-of-direction travel.

In order to accomplish this, the plan recommended making transit service faster by developing new express routes, straightening existing routes, providing more direct cross-town routes, reducing reliance on timed transfers at transit centers, and providing amenities for passengers at bus stops.

The plan identified three phases: Short-Term (2013-2020), Mid-Term (2021-2025), and Long-Term (2026-2035). GET is currently implementing short-term modifications to its system. GET has begun implementing the Short-Term Plan.

The Short-Term plan establishes a new transit center at CSU Bakersfield, provides increased service to CSU Bakersfield and Bakersfield College, and develops new categories of transit service. This plan establishes five categories of transit service: **rapid bus**, with stops every two-thirds of a mile and service every 15 minutes; **crosstown** routes, with stops every one-sixth to one-quarter of a mile and running every 30 minutes; **circulators**, with stops every one-quarter mile and running hourly; **express** routes; and **circulator/express** routes, a combination of local and express service running hourly.

The Mid-Term and Long-Term plans would expand on the changes made in the short-term plan. These would establish a grid system with transfers made throughout the system, phase out the downtown and southwest transit centers, introduce commuter rail service, and upgrade the rapid bus to bus rapid transit with dedicated rights-of-way. The mid-term plan has two options, depending on funding; the fully-funded option assumes passage of a county-wide half-cent sales tax for transportation.

The plan also reviewed alternative models for outlying areas of Bakersfield, including general public dial-a-ride, but in the end felt that fixed-route service remains appropriate in these areas.

The Kern Regional Transit Bakersfield Service Analysis, completed shortly after the GET long range plan, identified proposed changes in GET which would affect KRT routes serving Metropolitan Bakersfield and recommended strategies for both GET and KRT to coordinate these changes, through schedules, routing, and fare coordination.

Direction from Transit Planning Processes - Municipal Providers and Corridor Planning

Transit Modes

Transit studies recommended different types of mode-changes for some routes. These included ***substituting demand-response for fixed-route***, implementing ***fixed-route instead of or supplementing demand response***, and ***establishing vanpools*** as an alternative to existing transit modes.

The Arvin plan recommended replacing a fixed-route between Arvin and Taft College with a vanpool program, as a potentially more cost-effective option. The same plan recommended implementation of a vanpool between Arvin and Tejon Ranch to meet the transportation needs of persons working in the Tejon Ranch area.
In Taft, where transportation within the community was provided by a general public demand response system, the plan recommended introducing a fixed-route system and changing the demand-response system to a service limited to seniors and persons with disabilities on weekdays; Saturday demand response service would be available to the general public on Saturdays, with preference given to persons with disabilities.

Although in Taft the recommendation was to establish a fixed-route instead of demand-response for the general public, the Kern Regional Transit Bakersfield Service Analysis recommended that one of the current inter-community fixed-route systems, the Edison-Bakersfield route, might be more cost-effective as a demand-response system, because of the shortness of the route and the low ridership.

Marketing, Information, Outreach

Every study and plan reviewed for this study considered outreach and marketing an important recommendation. Recommendations included ***marketing to reach both current and potential riders***, provision of ***information in Spanish as well as English***, outreach to ***key stakeholder agencies to spread the word about transit***, and ***introduce technology tools*** in marketing public transit.

While some marketing and outreach recommendations focused on one community, most involved some ***multi-community outreach recommendations***, given the regional nature of many needed trips. Various opportunities were identified for marketing coordination among Kern County's transit systems, with neighboring Counties' transit programs and between transit and other community agencies.

Some studies, including Arvin and Delano, ***recommended marketing campaigns given limited awareness*** of the transit systems in the community. In Arvin, while the vast majority of survey respondents were aware of the transit system, only one-fourth of the seniors were aware of it. In other communities, people wanting information about the transit system asked friends, relatives, or bus drivers, instead of contacting the city or transit system.

In specific cases, marketing campaigns were recommended to ***familiarize the community with recommended changes in service***, either implementation of a new fixed-route system or changes to a fixed-route or dial-a-ride system.

Some outreach recommendations specifically mentioned ***targeted outreach***. For example, in Taft the recommended marketing plan included a focus on social service outreach to reach low-income families. The Tehachapi plan recommended continued outreach to agencies to disseminate information and

identify schedule needs for employees, and outreach to such current or potential riders as students, employees, and low-income families.

Several plans identified the need to provide transit ***information in Spanish as well as English***, in a county with a large Spanish-speaking population. Related to this was a recommendation in Delano to train drivers on a few transit-related Spanish phrases to facilitate basic communication with this group of riders.

Other recommendations related to provision of information included a need to ***distribute information and schedules to key stakeholders***, including medical facilities, government centers, senior centers, schools, and community centers; provision of information at community events; provision on information on how to use transit, including recommendations for some type of transit training or transit orientation possibly provided by a transit docent.

A final information recommendation focused on Kern Regional Transit, recommending compilation of its route information into the ***GTFS (general transit feed specification) format, for use on Google Transit's*** trip planner. Inclusion of KRT route information on Google Transit is an important way to enable regional trip-planning for current or potential transit riders.

Transit System Coordination

Two types of transit system coordination were recommended in the plans reviewed: 1) fares and 2) scheduling transfers and transfer locations.

There were recommendations in two plans – Arvin-Lamont-Bakersfield Corridor and Bakersfield Service Analysis – that Kern Regional Transit (KRT) work with Golden Empire Transit (GET) and with Arvin Transit to develop some type of ***fare coordination between systems***. At the time of both studies, riders transferring between KRT and Arvin or GET paid full fares on each system. While the systems have different fare structures, there were recommendations for agreements through transfer arrangements.

Other transit system coordination recommendations focused on ***arranging schedules to facilitate travel involving two transit systems***. With both local and regional fixed-route systems, many trips involve transfers; recommendations from the transit plans included recommendations on making these transfers easier for riders.

One way of facilitating transfers involves ***scheduling at transfer points***. In the Taft plan, the recommendation for a new fixed-route between Taft and Maricopa included a recommendation that these be scheduled to facilitate transfers in Taft for riders continuing to Bakersfield. The Arvin-Lamont-Bakersfield study recommended that KRT and Arvin coordinate their schedules enabling for buses to meet at a designated bus stop. Similarly, the Bakersfield Transit Analysis recommended reviewing the new GET schedules to arrange KRT schedules for timed connections between the two systems.

In addition, the Bakersfield Transit Analysis recommended ***KRT route modifications in Bakersfield to coordinate with new GET route changes***, in order to facilitate transfers between the two systems and

enable KRT riders from other areas to continue the trips with as little disruption as possible. Specifically, this study recommended that KRT routes terminate at the Downtown Transit Center and also stop at points closest to the KRT route's point of entry into Bakersfield, based on a list of identified centers: Amtrak Station, Greyhound Station, Airport Bus of Bakersfield/DMV, San Joaquin Community Hospital, KRT offices, Bakersfield City Hall, and Mercy Hospital. Specific recommendations for the KRT routes included arranging stops where transfers would be available between KRT and GET rapid bus routes (after these are implemented). The study also projected longer term recommendations for transfers to be made between KRT routes and possible light rail and commuter rail lines.

Fares and Farebox Recovery Ratio

Most studies included a focus on farebox recovery ratios, given that California state law requires its public transportation programs meet certain minimums in order to sustain their funding. Most systems are either slightly above the required farebox ratio or slightly or significantly below the state standard. This led to recommendations ***to increase fares and/or to reduce transit operations expenditures***. For example, plans for California City, Delano, Tehachapi, and the Arvin-Lamont-Bakersfield corridor all included recommendations for fare increases to increase the farebox contribution to overall operating costs.

In addition to the fare increase recommendations, the plans for Delano and Tehachapi recommended operations changes to reduce costs and thus improve the farebox recovery ratios. The Delano plan recommended either increasing the headways of each route from 30 minutes to 60 minutes or modifying the route alignments, combining routes to reduce the number of routes from four to two. The plan for Tehachapi recommended reducing the service hours for the dial-a-ride system by two hours each weekday as a means to reduce operating costs.

Some fare-related recommendations focused on ***alternatives to a cash fare*** at all times. For example, the Arvin-Lamont-Bakersfield corridor was invited to consider implementation of a system wide pass, possibly a pass with a pre-set value.

Two other types of recommendations related to fares. The Arvin-Lamont-Bakersfield plan recommended ***implementation of a fare disincentive for general public use of the dial-a-ride service*** by the general public, in order to ensure maximum availability of the dial-a-ride system for those who cannot used fixed-route transit. In Delano, in response to a pattern of fare evasions and driver lack of fare enforcement, the recommendation was made for driver training on the impact of fare evasion.

Staffing

At the time of three of the studies, transit programs had ***experienced operations lapses and reductions in service due to driver absences***. In Arvin, the transit program had limited service reliability because the system was operating without two of its regular full-time drivers. In Taft, the dial-a-ride program

suspended service to part of its service area due to reduced staffing. In Delano, the study found that driver shortages had affected schedule-adherence.

One response to these problems involved recommendations for driver recruitment and review of employment packages. There may also be opportunities for ***coordination around back-up transportation or sharing driver resources***, between transit systems and possibly with other agencies providing transportation.

Bus Stops and Bus Stop Amenities

Four plans focused some attention on ***bus stops and bus stop amenities***. These focused primarily on the need for bus stop amenities at higher-use locations. The plans recommended installation and maintenance of bus shelters and/or benches, signs, and transit information. The Delano plan also recommended attention to bus stop safety; in this case the safety concerns focused on stray dogs at bus stops.

Intra-Community Transit Needs

Identification of intra-community transit needs in the transit plans focused on both the implementation of ***new fixed- route service in communities served by general public demand-response service*** and ***new or revised routes in communities already served by fixed- route transit.*** In Taft, the study recommended implementation of fixed-route service, using two routes, to provide transportation to the general public in an area which until then was only served by general public demand-response. The fixed-route service could more effectively provide transportation to identified trip-generators, while leaving the demand-response service available for seniors and persons with disabilities.

The Arvin plan and the Arvin-Lamont-Bakersfield corridor plan included recommendations for modifications to existing fixed-route services. For Arvin Transit the plan recommended a new fixed-route service along the city's periphery. The Arvin-Lamont-Bakersfield plan recommended changes to the Lamont Community fixed-route system for shorter one-way travel time and reduce redundancy.

Inter-Community Transit Needs

Plans recommended ***expanded or new fixed-route service between communities***, to meet residents' needs for travel to nearby communities for school, work, shopping, and other purposes.

In the Taft plan, this recommendation was part of a broader recommendation to implement fixed-route service in Taft and other communities which were then served by a general public demand-response system. This recommendation included an added recommendation to provide new transit service between Taft and the City of Maricopa 7 miles south of Taft. In addition to providing access for Maricopa residents to Taft resources, the new transit service would also provide access to Bakersfield through transfer opportunities to the KRT Westside Express service.

Similarly, the California City plan recommended new fixed-route services, one providing service between California City and Edwards Air Force Base, and one linking parts of California City and providing an additional connection with Kern Regional Transit's regional fixed-route service.

In the Delano plan, the implementation of a new route between the Delano Transit Center and Bakersfield was recommended; the route had previously been approved for JARC funding.

Other inter-community transit needs focused on the expansion of inter-community service. For example, the Arvin-Lamont-Bakersfield corridor study focused on stakeholders' needs for more service between Arvin and Lamont, beyond one morning and one evening trip.

Service Days and Hours

Plans discussed possible needs for additional fixed-route and demand response service, ***either adding weekend service or expanding weekday service hours.*** For example, the Arvin plan recommended that demand-response service hours be extended until 6:00 pm instead of ending at 3:30 pm, on a trial basis. The Arvin plan also recommended adding Saturday service, and the Delano plan recommended re-establishing weekend service as a demonstration project.

In addition to these recommendations, plans in Taft and California City identified perceived needs by riders for expanded days and hours of service. The service improvement most frequently mentioned by Taft Area Transit riders was the addition of Sunday service; also mentioned by riders was a need for longer service hours. In California City, riders were most interested in the addition of Saturday service and later service hours.

Demand-Response Operations

Several issues related to demand-response operations were identified in different plans, generally involving ***demand response fare topics and service changes***. Some have already been discussed in term of increasing the farebox recovery ratios of both demand response and fixed-route services.

Two recommendations to ***change demand-response programs were related new fixed-route service*** direction, with changes to demand-response in response. In Arvin, in conjunction with establishment of new fixed-route service, the plan recommended limiting demand response eligibility to seniors and persons with disabilities. In California City, the recommendation to implement a fixed-route system also involved extending demand-response hours to match the fixed-route hours of service.
A separate demand-response issue involved ***rider cancellations and no-shows*** on the Taft service. The Taft Area Transit experienced a large number of rider cancellations, especially late cancellations, and rider no-shows. The plan recommended that the city implement a monitoring process to track these cancellations and no-shows, and limit access to the service for riders repeatedly cancelling at the last minute and/or not showing up for their rides.

Fixed-route Operations

A few fixed-route operations issues were discussed in the transit plans, in addition to issues focusing on fares, staffing issues, and marketing and information.

The Bakersfield Service Analysis focused attention on the ***trade-offs required when regional fixed-route service brings riders into a relatively large community***. The choices facing Kern Regional Transit in considering changes in Bakersfield involve providing direct service to several destinations in Bakersfield, thus extending the length of each route and limiting the route frequency, or providing direct service to a few transfer points and having riders transfer to the Golden Empire Transit system to continue the Bakersfield part of their trip. The latter option, and the one recommended for KRT, has the advantage of enabling KRT to provide more trips to and from Bakersfield on each route; the disadvantage to customers involves paying additional fares or transfers and changing to another bus.

A different type of fixed-route operations issue focused on a recommendation in the Delano plan to ***increase on-time performance*** through such steps as random ride checks, elimination of flag stops, and reduction in the number of published time points. In other systems, service reliability discussions focused on driver staffing issues.

Transportation Options and Needs

Most of the studies surveyed riders on ***trip purposes*** and on their ***transportation choices*** if the transit service were not available.

Riders identified a wide range of options facing them if transit had not been available for the trip they were taking. On two of the KRT routes – the Westside Express and the East Kern Express – between 49% and 61% of the passengers would not take the trip, indicating the importance to these communities of the regional transit services.

On the local systems, approximately one-third of the riders indicated that if the transit service were not available they would not have made the trip. Also on these systems, between 15% and 33% of the passengers would have walked to their destinations, something more likely in these smaller geographic areas. While the option to walk is useful to many transit riders in these areas, it would generally not be an option for older adults or for persons with disabilities.

There was variety in the trip needs riders identified for the transit trips they were taking. ***Medical trips*** represented a large part of some of the routes, such as the KRT Westside Express, Taft Area Transit, and Arvin Transit. ***Social service trips*** were the most frequently mentioned on the Tehachapi dial-a-ride service***.*** ***Shopping*** was the most frequently mentioned reason on the California City dial-a-ride survey. Other major trip needs mentioned were ***work, courts, school, and social***.

Kern County Target Population Characteristics

Target Groups and Population Change

Current and historical population information for Kern County, reflecting change between the years 2000 to 2011 year U.S. Census data, is summarized here in Figure 1. It is clear that Kern County 851,710 total population represented an increase of 28.7% from the 2000 US Census reported total of 661,000 persons. Notably, the proportion of persons at or below federal poverty levels grew by 58.7%, almost double the growth rate of the county as a whole, increasing from 66,476 to 105,388 persons. Older adults increased by 24.4%, a slightly slower rate than the countywide growth rate of almost 29%, but still a significant rate of increase, now totaling 77,367 persons over the age of 65. Disability population changes cannot readily be compared, given new Census definitions of disability.

Figure 1

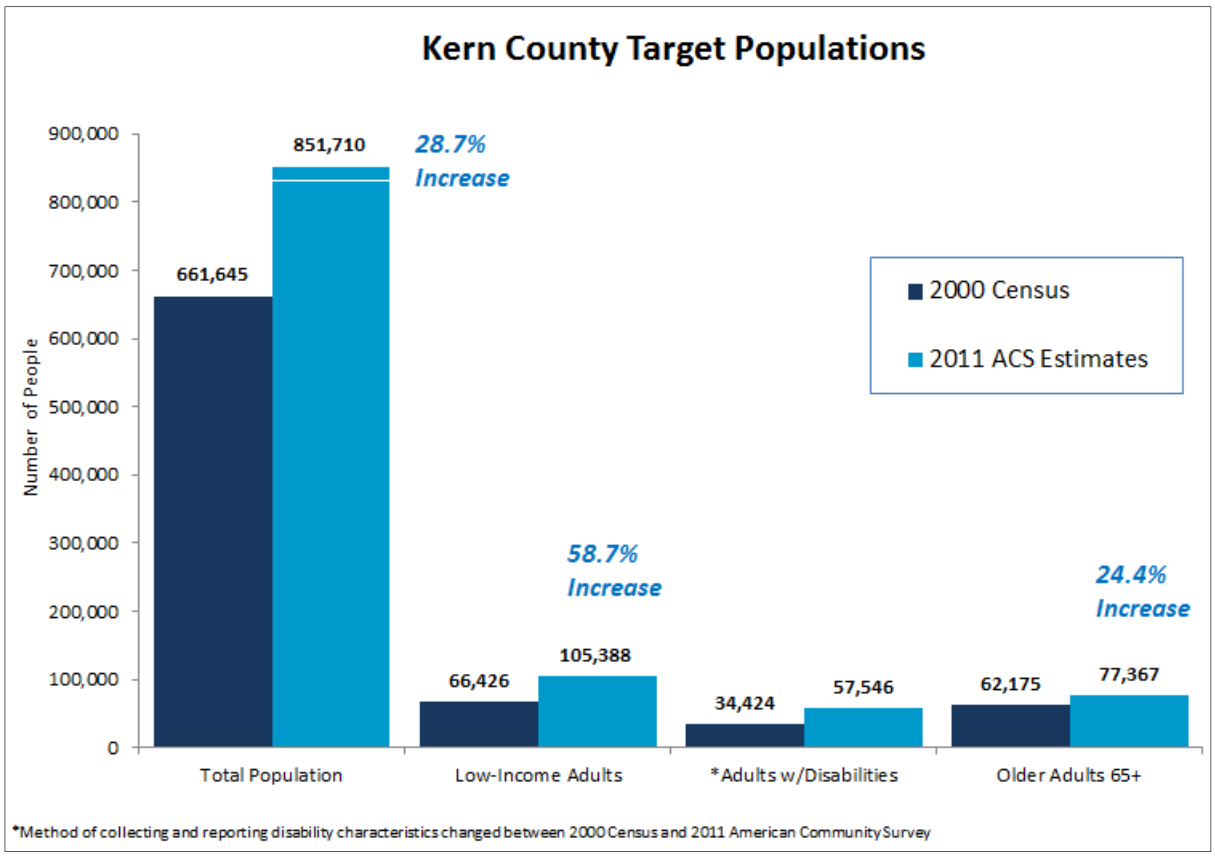


Table 1 following presents the detail for each population group that is the focus of this Coordinated Plan update.

Table 1, Kern County Demographics Update

TARGET POPULATIONS for Older Audults, Persons with Disabilities, and Persons of Low-Income					
2000 Census Attribute, Summary File 3 2011 American Community Survey 1-year Estimates	**[2000 Census] Kern County People by Category**	**% of Total County Population**	**[2011 ACS] Kern County People by Category**	**% of Total County Population**	**% Change from 2000 to 2011**
TOTAL POPULATION [1]	**661,645**	**100.0%**	**851,710**	**100.0%**	**28.7%**
ADULTS 18-64 [2]	**388,700**	**58.7%**	**519,451**	**61.0%**	**33.6%**
Low-income Adults, Ages 18-64 - 100% Federal Poverty Levels [3]	**66,426**	**10.0%**	**105,388**	**12.4%**	**58.7%**
with % of Adults 18-64	*17.1%*		*20.3%*		
Disability [4] (non-institutionalized) **Ages 16-64** "go-outside-home" disability (2000)	**34,424**	**5.2%**			
with % of Adults 18-64	*8.9%*				
Disability [4] (non-institutionalized) Ages 18-64 (2010)			**57,546**	**6.8%**	
with a hearing difficulty			*10,373*	1.2%	
with a vision difficulty			*10,741*	1.3%	
with a cognitive difficulty			*23,890*	2.8%	
with an ambulatory difficulty			*31,517*	3.7%	
with a self-care difficulty			*11,961*	1.4%	
with an independent living difficulty			*20,686*	2.4%	
SENIORS [2]	**62,175**	**9.4%**	**77,367**	**9.1%**	**24.4%**
Seniors, ages 65-74	*34,504*		*44,087*		
with % of all seniors	*55.5%*		*57.0%*		
Seniors, ages 75-84	*21,064*		*25,138*		
with % of all seniors	*33.9%*		*32.5%*		
Seniors, ages 85+	*6,607*		*8,142*		
with % of all seniors	*10.6%*		*10.5%*		
Low Income Seniors, Ages 65+ - 100% Federal Poverty Levels [3]	**6,310**	**1.0%**	**7,041**	**0.8%**	**11.6%**
with % of all seniors	*10.1%*		*9.1%*		
Disability [4] (non-institutionalized) Ages 65+ "go-outside-home" disability (2000)	**13,518**	**2.0%**			
with % of all seniors	*21.7%*				
Disability [4] (non-institutionalized) Ages 65+ (2010)			**30,428**	**3.6%**	
with a hearing difficulty			*12,203*	1.4%	
with a vision difficulty			*5,583*	0.7%	
with a cognitive difficulty			*8,635*	1.0%	
with an ambulatory difficulty			*20,634*	2.4%	
with a self-care difficulty			*6,640*	0.8%	
with an independent living difficulty			*12,980*	1.5%	

[1] Census 2000 Summary File 3, Total Population P001. / B01003 Total Population 2011 American Community Survey 1-year Estimates

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age P008 / B01001 Sex by Age, 2011 American Community Survey 1-year Estimates

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age P087 / B17001 Poverty Status in the Past 12 Months by Sex by Age 2011 American Community Survey 1-year Estimates

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities p041 / S1810 Disability Characteristics - 2011 American Community Survey 1-year Estimates

Distribution of Target Population within Kern County

There are interesting differences as to where the densities of these population groups lie within Kern County. Figures 2, 3 and 4 following depict respectively the distribution of older adults, persons with disabilities and persons of low-income who are residents of Kern County. In Figure 3, Kern County's ***older adult population ages 65 and older*** of almost 70,000 persons is presented. In east and north eastern Kern County, between one-third and two-thirds of all persons in those census block groups are older adults, recognizing that some areas are very rural and sparsely populated.

Comparably high older adult population density exists within pockets of the City of Bakersfield, largely to the north east, except the Green acres area south of Highway 58 and west of Highway 99. Only somewhat less dense is southeast Kern County where between one in five to a third of area residents as older adults, and southwest Kern County, between Maricopa and Fraizer Park, as well as west of I-5 in the area between Beldridge and Ford City, north of Taft. Again, in the rural regions, the population is generally scarce but of those, they are high to moderately high proportions of older adults.

Tracking ***disability populations*** has been made somewhat more complicated by the new way in which the Census now records this information. As noted in the preceding Table 1, in 2011 there were 57,546 adults and 30,428 older adults reporting at least one disability from a list that includes: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty and an independent living difficulty.

Figure 4 shows that those reporting at least one such difficulty are mostly clustered around the greater Bakersfield area, with census block groups there reporting 13% of residents in the areas surrounding central Bakersfield. Eastern Kern County has somewhat fewer individuals reporting disabilities, at 12.5% of the population followed by Western Kern County at 12% of the population.

Low-income populations are distributed around the County in patterns different from those of older adults or persons with disabilities, with 277,641 residents at or below 150% of Federal poverty guidelines. As shown in Figure 5, there are areas south of Bakersfield, towards Lamont, Arvin and along Highway 184, with between 60% and 77% of residents at or below 150% of the Federal Poverty Level (2011 guidelines). Similarly north between Shafter and Rosedale, there are comparable very high levels of poverty. Within the City of Bakersfield, there are identifiable areas and neighborhoods with higher poverty levels, in the east central and south east areas of town, a few pockets to the north around Highway 178 and north of Highway 204.

Similarly, the area of northwestern Kern County, including north and west of Wasco reflect census block populations of 49% to 40% who are below 150% of the poverty level. On the county's western border

with San Luis Obispo County between Maricopa and Ford City/ Taft, between 36% and 48% of area residents are living at or below these poverty levels.

Figure 2

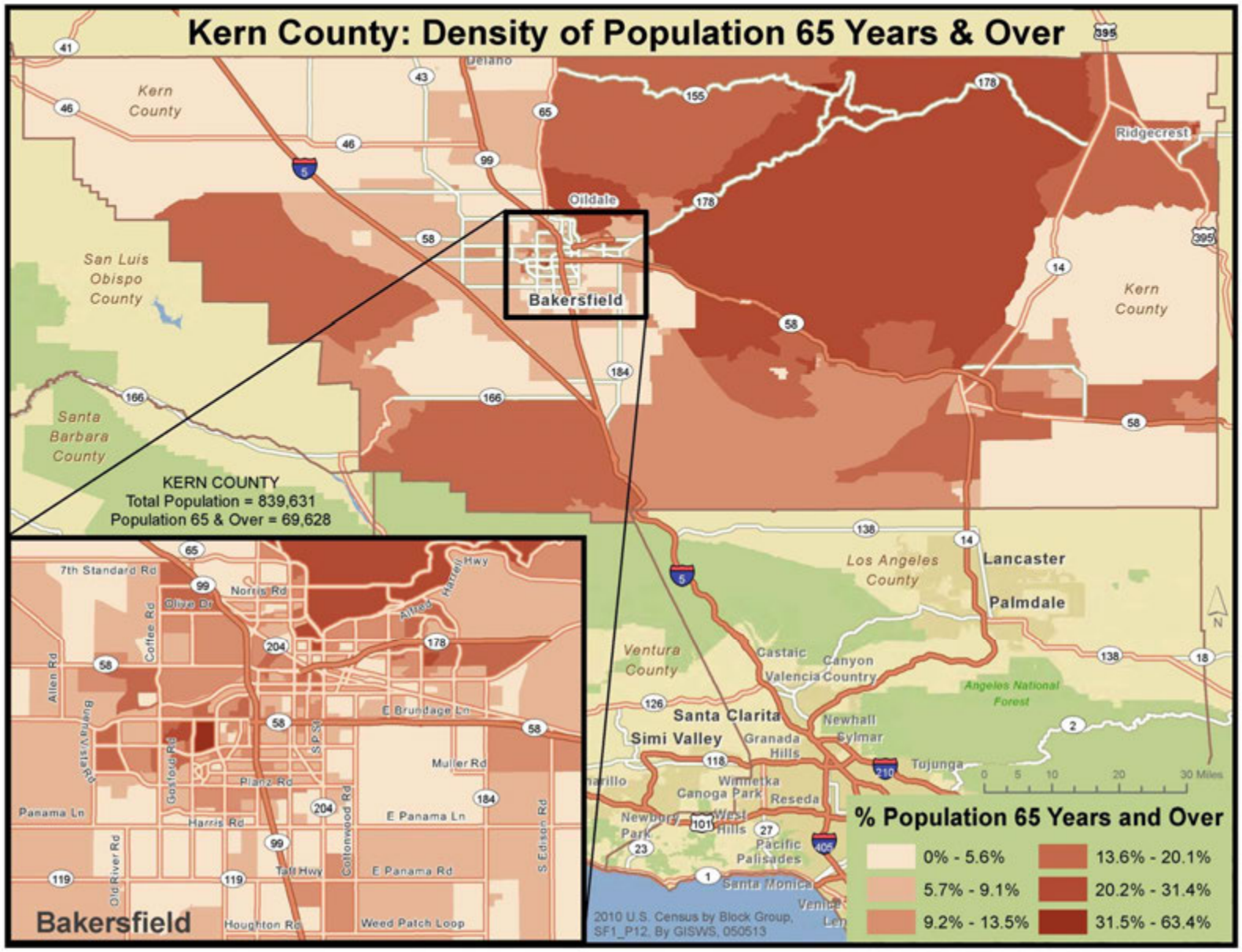

Kern County: Density of Population 65 Years & Over
Kern County
San Luis Obispo County
Santa Barbara County
Ventura County
Los Angeles County
Kern County
Bakersfield
Oildale
Ridgecrest
Lancaster
Palmdale
Santa Clarita
Simi Valley
KERN COUNTY
Total Population = 839,631
Population 65 & Over = 69,628
Bakersfield
% Population 65 Years and Over
0% - 5.6%
5.7% - 9.1%
9.2% - 13.5%
13.6% - 20.1%
20.2% - 31.4%
31.5% - 63.4%
2010 U.S. Census by Block Group, SF1_P12. By GISWS, 050513

Figure 3

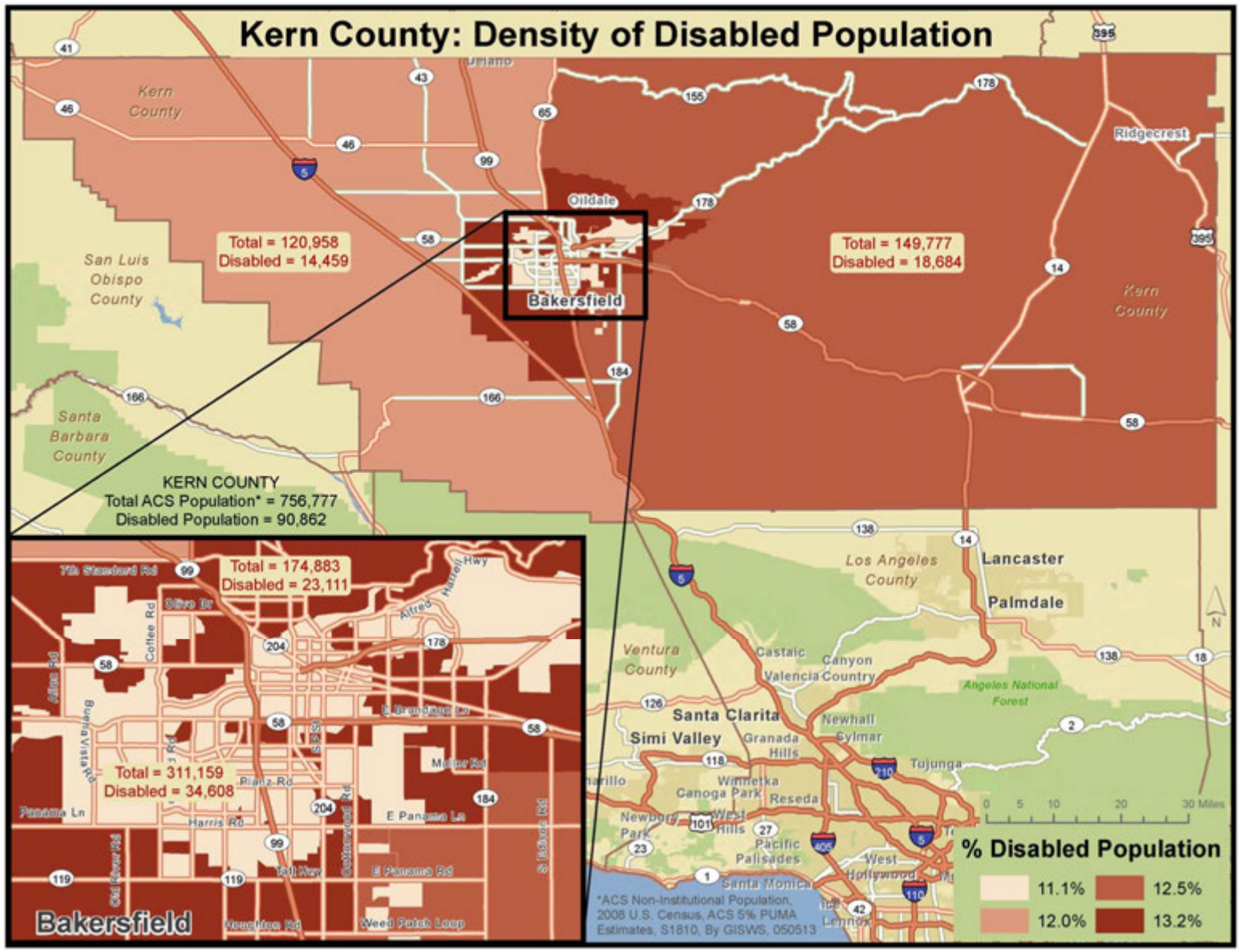
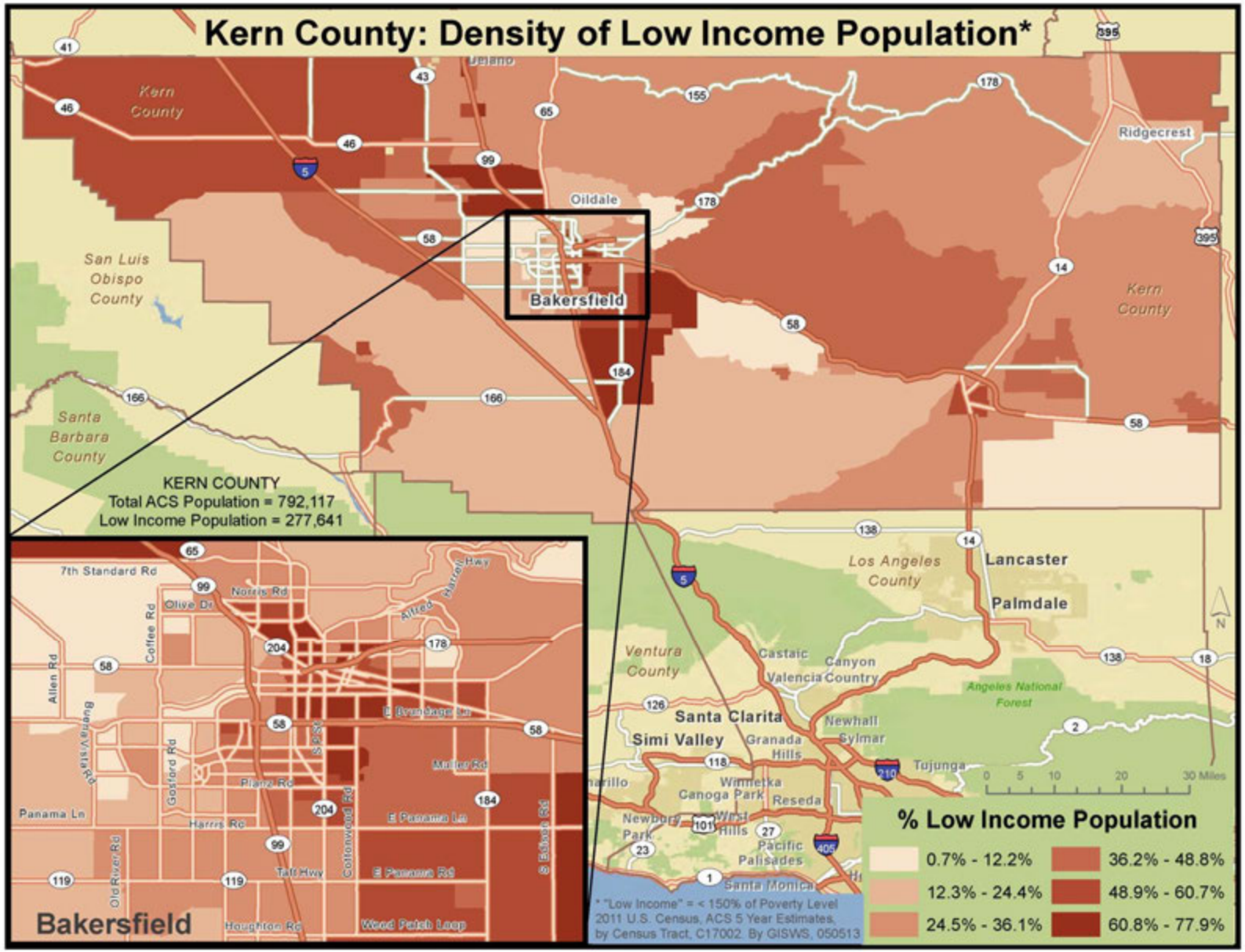

Kern County: Density of Disabled Population
Kern County
San Luis Obispo County
Santa Barbara County
Ventura County
Los Angeles County
Total = 120,958
Disabled = 14,459
Total = 149,777
Disabled = 18,684
Bakersfield
Oildale
Ridgecrest
Lancaster
Palmdale
Santa Clarita
Simi Valley
KERN COUNTY
Total ACS Population* = 756,777
Disabled Population = 90,862
Total = 174,883
Disabled = 23,111
Total = 311,159
Disabled = 34,608
% Disabled Population
11.1%
12.5%
12.0%
13.2%
*ACS Non-Institutional Population, 2008 U.S. Census, ACS 5% PUMA Estimates, S1810, By GISWS, 050513

Figure 4


Kern County: Density of Low Income Population*
Kern County
San Luis Obispo County
Santa Barbara County
Los Angeles County
Ventura County
Bakersfield
Oildale
Ridgecrest
Lancaster
Palmdale
Santa Clarita
Simi Valley
KERN COUNTY
Total ACS Population = 792,117
Low Income Population = 277,641
% Low Income Population
0.7% - 12.2%
12.3% - 24.4%
24.5% - 36.1%
36.2% - 48.8%
48.9% - 60.7%
60.8% - 77.9%
* "Low Income" = < 150% of Poverty Level
2011 U.S. Census, ACS 5 Year Estimates,
by Census Tract, C17002. By GISWS, 050513
0 5 10 20 30 Miles

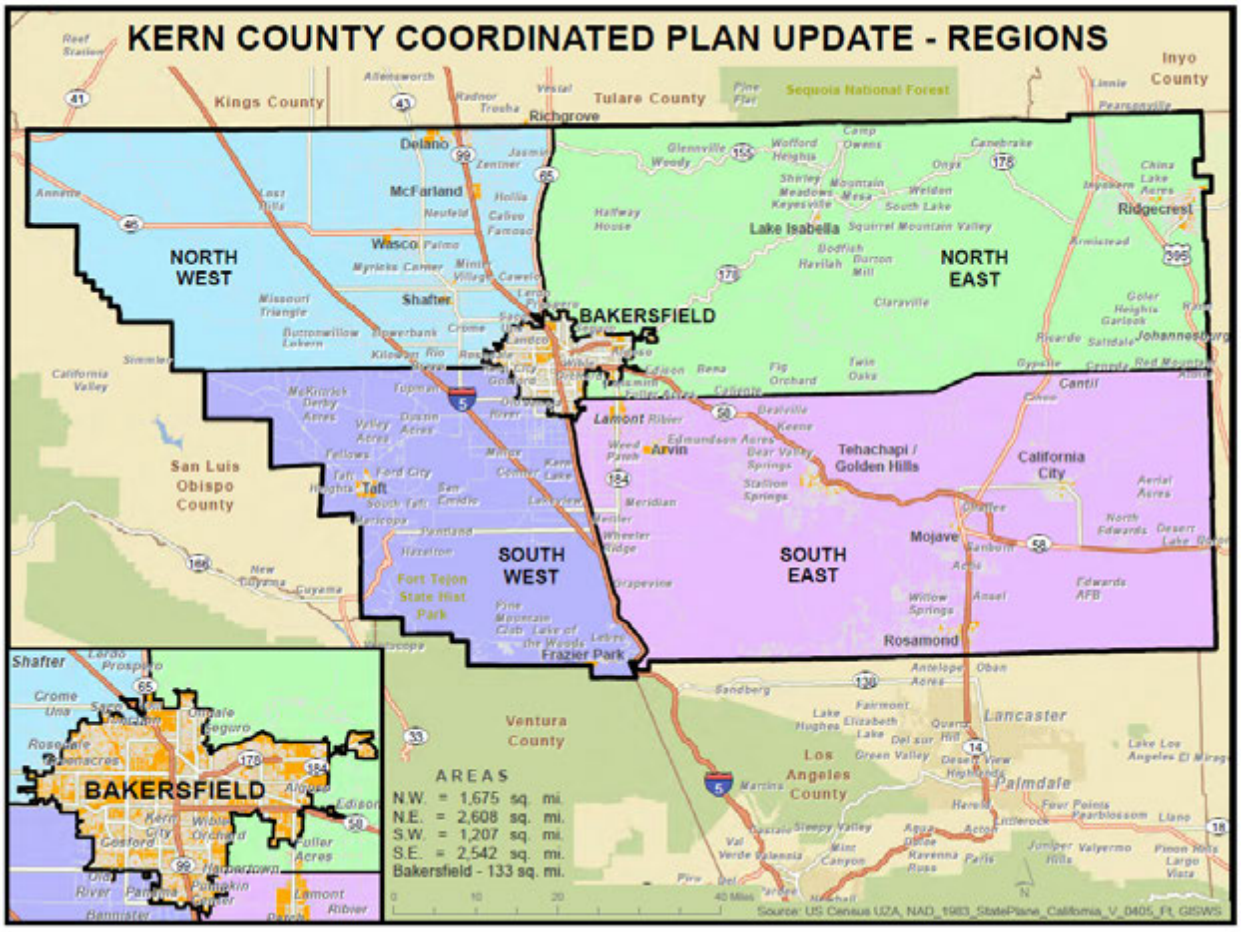
III. Mobility Needs and Gaps – What is Reported?

Significant public involvement has contributed to the development of this Coordinated Plan Update. This chapter reports on a broad-based stakeholder agency survey and on interviews with representative agencies.

Plan Update Sub-regions

This coordinated plan is considering both county-wide and sub-regional trip needs. The needs, gaps and resources in this Plan are grouped in five regions: Metropolitan Bakersfield, North West Kern, South West Kern, North East Kern, and South East Kern. We proposed these regions based on the location of cities and communities within the county, with consideration of their proximity to existing transportation services or connections. Figure 5 identifies these regions.

Figure 5



The Metropolitan Bakersfield area is based on the boundaries of the U.S. Census Urbanized Area (UZA) maps, with the exception of the city of Lamont, which for this plan is grouped in South East Kern due to its proximity and transit connections with the City of Arvin. South East Kern also includes the cities of Tehachapi, California City, Mojave and Rosamond. North east Kern extends North to the Tulare and Inyo County borders and east to the border of San Bernardino County, encompassing the cities of Lake Isabella and surrounding communities, as well as Ridgecrest and Johannesburg. North West Kern begins at Highway 65 and extends west to San Luis Obispo County, including the cities of Shafter, Wasco, McFarland and Delano. South West Kern stretches west from Interstate 5 and Highway 99 and includes Frazier Park, Taft and surrounding communities.

Agency E-Survey Findings

An E-survey to Kern COG's large stakeholder base provided for some quantitative input to the public involvement processes to framing this Coordinated Plan Update. The E-survey sought information about both needs and transportation resources from Kern County's public transportation providers and human service agencies and organizations. The E-survey link, with an introductory message and cover letter to a .PDF file, went out to Kern COG's master email list, more than 2,000 stakeholder agencies and elected officials across the county.

An initial communique was sent in early April and two subsequent reminder emails over the next several weeks. The survey link remained open through much of May, extending it so that agencies interviewed in the mid-May consultant effort could participate in this quantitative outreach. During this phase, the E-survey opportunity was specifically extended to the Kern County Community Action Partnership of Kern/ Headstart program directors across the county and to the Greater Bakersfield Homeless Service Providers. Appendix B presents the full E-survey responses and Appendix C presents the inventory of responding organizations. A summary of key findings follows.

About the Respondents

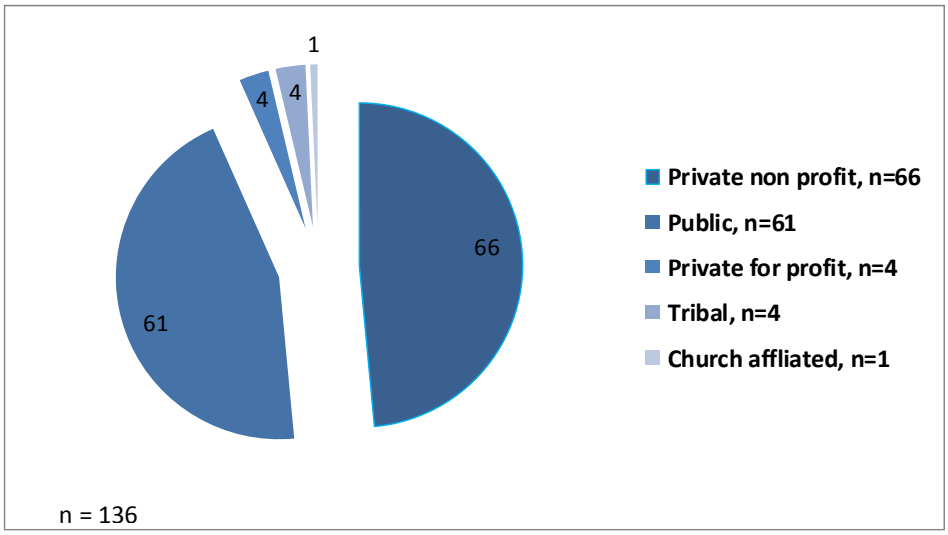
Appendix B presents summary of agency responses as well as a detailed listing of respondents. Figure 6 following shows the relative distribution of respondents by organizational legal type.

The 136 responding organizations were about evenly split between private, non-profit organizations (66) and public agencies (61). A handful of Tribal organizations (4) and for-profit entities (4) responded and just a single faith-based organization.

These entities combined report that they touch over a million consumers or clients, and while clearly this represents some duplication, it does indicate that responding organizations reach large proportions of Kern residents. In reporting caseload information, these organizations identified that of the 1,091,926 enrolled clients or consumers, about 13% (146,034 persons) were traveling daily. And of

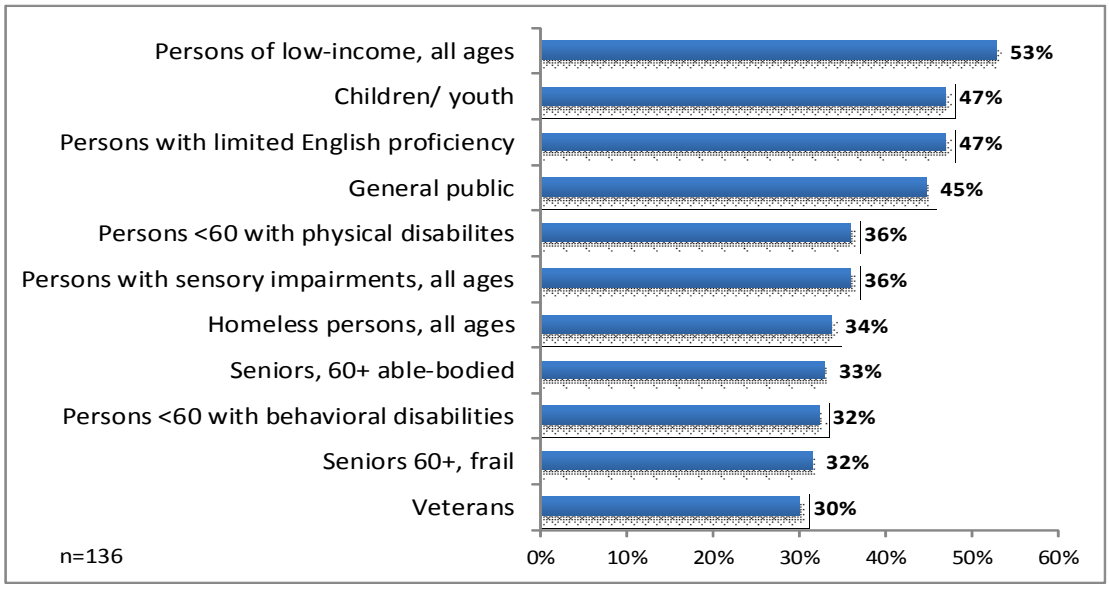
these daily travelers, one in four (24%) was reported as needing some type of transportation assistance. Also of note, of these daily travelers, 15% were in wheelchairs or needed lift equipped vehicles.

Figure 6, Kern County Coordination E-Survey: Respondents by Organizational Type



The client populations served by these organizations are identified in Figure 7. Most frequently served are persons of low-income, all ages, by more than half of all respondents (53%). More than 40% of respondents served children and youth (47%), persons with limited English proficiency (47%) and the general public (45%). Least frequently served were veterans groups, although almost a third (30%) reported some level of support to veterans. Appendix B also presents respondents' populations served by their organizational legal type.

Figure 7, Kern County Coordination E-Survey: Consumer Groups Served

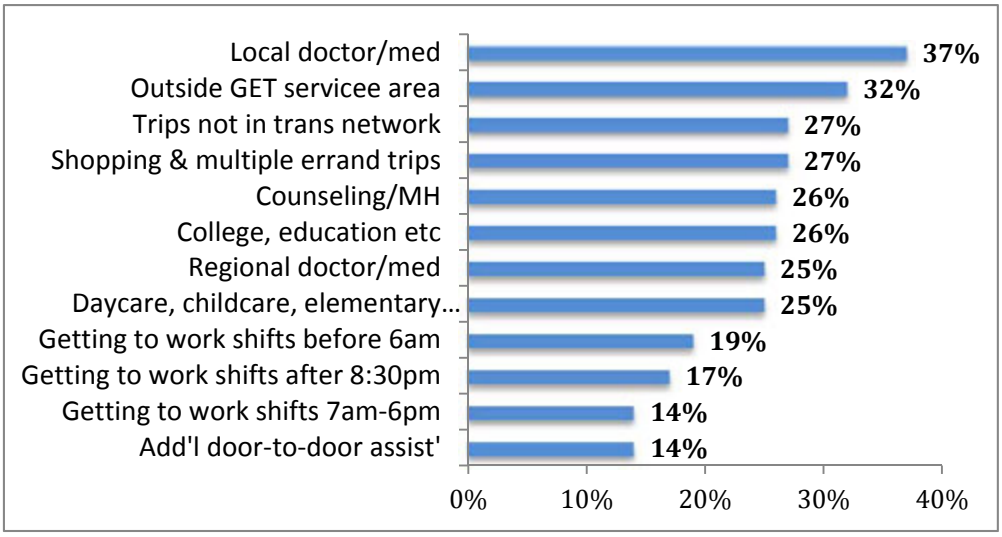


About Identified Needs Reported

Most critical to this survey were the mobility needs that agency representatives reported their clients experienced. Figure8 presents an overall ranking of these reported trip needs, Local medically-related trips were most frequently noted, almost one in four respondents (37%). This was followed by trips outside the GET service area (32%)

A group of trip types were rated with similar frequency: beyond the existing transportation network (27%), various trip purposes that included counseling, college and regional medical appointments as well as trip for young children to day care or elementary school.

Figure 8, Kern County Coordination E-Survey: Reported Mobility Needs, Overall



These 392 responses look somewhat differently when reported by the area of the county of the responding organization. Table 2 presents this information, identified for the metropolitan Bakersfield and each of the four compass regions of the county beyond greater Bakersfield.

Table 2, Kern County Coordination E-Survey: Reported Needs By County Sub Region

Agency Area of the County	All Responses	Metropolitan Bakersfield	North East Kern County	North West Kern County	South East Kern County	South West Kern County
Local doctor/med	13%	13%	11%	12%	16%	15%
Outside GET servicee area	11%	12%	8%	11%	12%	8%
Trips not in transp. network	9%	10%	11%	5%	8%	15%
Shopping / multiple errands	9%	9%	11%	10%	12%	8%
Counseling/MH	9%	10%	11%	4%	12%	8%
College, education etc	9%	8%	11%	11%	12%	8%
Daycare/ childcare/ elementary	9%	8%	8%	11%	8%	15%
Regional doctor/med	9%	8%	8%	12%	8%	8%
Getting to work shifts before 6am	7%	7%	5%	7%	4%	8%
Getting to work shifts after 8_30pm	6%	6%	5%	5%	4%	8%
Getting to work shifts 7am-6pm	5%	5%	5%	7%	0%	0%
Add'l door-to-door assist	5%	5%	8%	4%	4%	0%
Total Responses Per Area, n=	392	243	38	73	25	13

The top-ranked need of medically-related trips remains as such for each of the County's sub regions. Similarly, trip needs outside the Golden Empire Transit service network or other transportation providers' service areas ranked highly in most areas.

Differences in perceptions of need include education and college trip needs ranking highly in the North East, North West and South East areas of the county, presumably for trips into CSU Bakersfield and Bakersfield Community College. Daycare and elementary school trips ranked highly as well in both North West and South West Kern County. Regional medical trips were a concern, noted particularly for North West Kern County, but to a lesser degree in the other areas. Shopping trips, including for multiple errand or trip-chaining trips, were in the second-tier of trip needs for North East and South East County.

Barriers Identified

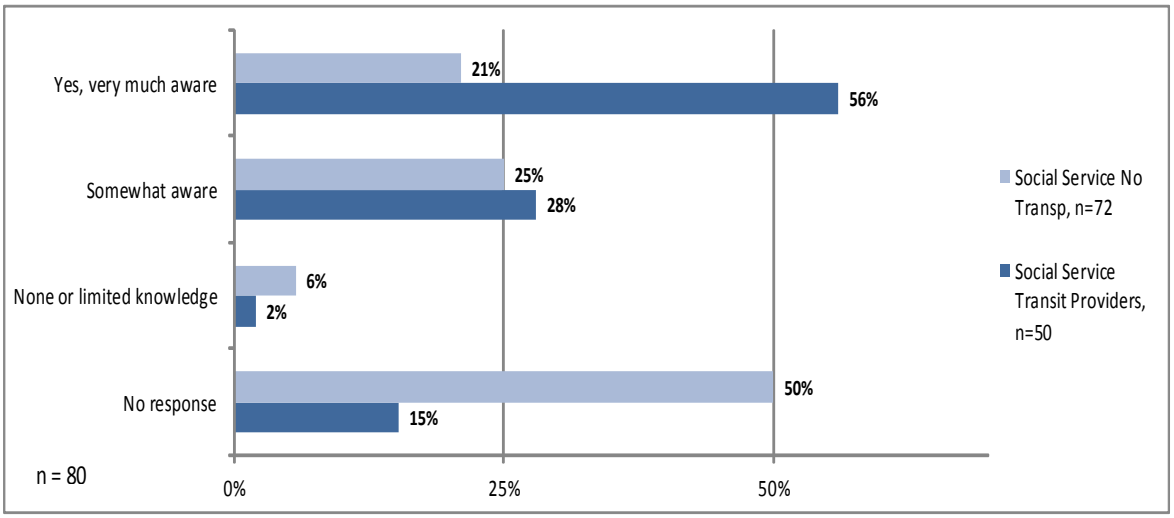
A total of 52 respondents provided some additional narrative on barriers that impact their consumers' ability to use available public transportation. While the full text is included as Appendix B-2, these narrative responses were generally grouped as follows:

- ***Cost of fares, availability of bus passes or availability of gas money*** was identified as a barrier for the lowest income riders, with 13 agencies responding.
- ***Bus stop issues***, including walking distances between the stop and agency locations were reported by two school districts, as well as 12 agencies within Bakersfield impacted by GET's restructured routing.
- ***Lack of rural service availability***, very limited or no transit at all in rural communities was recorded by 12 agencies.
- ***Transit schedule problems,*** either within Bakersfield or traveling on KRT to key destinations, was reported by 11 agencies.
- ***Frailty, health or the ability of riders*** to travel alone on public transportation of any type was identified by seven agencies.
- ***Other barriers included:*** organizational concerns included of insufficient agency funding for transportation; liability issues and insufficient drivers; additional topics included consumers' lack of a driver's license, insufficient information about transportation or consumer difficulty in understanding transit information.

Awareness of Transportation Resources

In terms of awareness of public transportation, those survey respondents where indicated the use levels of public transit by their consumers varied significantly by whether or not they themselves were transit providers. Figure 9 following, presents human service agency responses where respondents that had some type of transportation were much more likely to be very aware (56%) or somewhat aware (28%) of their clientele's use of public transportation. Those without a transportation function were fare less likely to report they were "very much aware", only 21% and almost half provided no response, suggesting they did not know.

Figure 9, Kern County Coordination E-Survey: Are you aware of public transit use by your consumers?



About Resources Identified

Table 3 following reports some key transportation characteristic information. This survey brought back somewhat limited responses from 14 public transit providers, which included several school district transportation programs. This incomplete information does not reflect the current picture of public transportation in Kern County. The service matrix presented previously in Chapter III detailed key service characteristics of Kern County's public transportation programs.

Additionally, 50 human/social service organizations transportation information in reported in Table 3, where agencies indicated they provide some type of transportation assistance. Of interest in Table 3 are the ways in which social service agencies are providing transportation, most frequently with information and arranging trips (60%). About half again as many agencies are subsidizing their consumers' transportation through the purchase of bus passes (30%). Provision of volunteer driving programs was reported by 13 organizations (30%) while 11 are directly operating (22%) transportation.

Drivers of human service organizations were most likely to be paid staff that also drive, more than eight of ten drivers (85%). Only 13% of the reported drivers are dedicated staff of human service transportation programs.

One hundred sixty-seven vehicles were reported by the responding human service agencies. Of these 40 or 24% are lift-equipped. Agency personnel report that about three in ten of these vehicles need replacement sometime within the next two years: 6 (4%) of them immediately, 14 (8%) within a year and an additional 32 (19%) within the two year time frame.

Table 3, Kern County Coordination E-Survey: Transportation Services

	Public Transportation Provider		Social Service Provider		No Transit Provided
Transportation Provided	14		50		72
No Transportation	0	0%	4	8%	70
Directly operate transportation	8	57%	11	22%	
Contract, service provided by othe	0	0%	6	12%	
Subsidize transportation	4	29%	14	28%	
Arrange for trans by assisting w/inf	3	21%	30	60%	
Arrange for vol. drivers or private c	0	0%	15	30%	
Drivers (total)	**53**		**944**		
Paid drivers	36	68%	122	13%	
Paid staff who drive	14	26%	807	85%	
Volunteers drivers	3	0%	15	2%	
Vehicles					
Available for transportation	35	100%	167	100%	
# sedans seating <5 pax	9	26%	30	18%	
# vans seating <10 pax	12	34%	61	37%	
# vans seating 11-15 pax	10	29%	49	29%	
# buses seating 16+ pax	4	11%	2	1%	
# vehicles wheelchair lift-equ	26	74%	40	24%	

NOTE: Incomplete public transit provider information in this table by survey respondents; more complete inventory information is provided in Chapter III.

Very limited transportation funding was reported by these agencies. Federal and state dedicated transit sources are reported as the primary funding sources of the public transit operators, along with passenger fares. Federal Health and Human Services funding was most frequently reported by human service agencies, followed by agency general funds, donations, special grants and fundraising. Some State funding was reported from the Dept. of Health Services, Dept. of Developmental Services and Dept. of Education. Consistent with these categorical funding sources, human service agencies transportation providers indicated that they were most likely to transport ***only*** eligible, authorized consumers.

When asked if the agency's transportation program is likely to continue for the next five years, no respondents indicated "no." A third of the human service transportation providers (16 agencies) indicated they were unsure.

Key Stakeholder Interview Themes

In addition to the quantitative information sought from the E-survey, the consultant team, with the assistance of the SSTAC and Kern COG staff, identified key agencies with whom to speak to solicit qualitative views. Representative groups or individuals who could reflect the mobility concerns of the target group populations with whom they worked were sought.

This subsection reports on general themes heard, echoing some issues surfacing through the E-survey and the transit providers' planning efforts. Appendix D presents the outreach notes that include additional detail. Those with whom we talked included the following.

Table 4, Stakeholder Agencies Represented at Coordinated Plan Interviews or Meetings

- 211 Kern/ Community Action Partnership of Kern
- Alliance Against Family Violence and Sexual Assault
- Arvin Family Resource Center
- Bakersfield Homeless Center
- City of Delano Transit
- Clinica Sierra Vista
- Golden Empire Transit District
- Greater Bakersfield Legal Assistance Homeless Service Providers
- Headstart/ Community Action Partnership of Kern
- Kern Regional Transit
- Kern County Dept. of Public Health
- Independent Living Center of Kern County
- New Advances for People with Disabilities
- North of the River CTSA
- Salvation Army-Lake Isabella
- United Way of Kern

High Use and High Levels of Transit Awareness

Stakeholders of varying types reported high levels of public transit use, particularly within metropolitan Bakersfield where 7.2 million one-way passenger trips were provided last year. Generally agency personnel had working levels of familiarity with the GET Bus fixed-route service and GET-A-Lift, with somewhat less conversational awareness of North of the River CTSA.

Comparable levels of awareness of the inter-community Kern Regional Transit (KRT) network exist, although uncertainty about transfer locations was common. There was somewhat less agency knowledge or use of local transit services is reported for transit services operating in Kern County's outlying, rural communities.

Regional Trip-Making Needs in General

- KRT is recognized as providing ***important inter-city connections***, for seniors among others.
- KRT services are difficult for some riders because:

  - buses are reported as frequently at capacity, with standing-room only for long trips and difficult for frail elderly or persons with disabilities;
  - more frequent vehicle trips are desired daily from multiple towns;
  - vehicle trips that arrive earlier in Bakersfield and leave later from Bakersfield would serve a number of work-related and education-purpose trips.
- More ***trips into Bakersfield*** from the outlying communities are needed for health care, education and some employment were reported by various stakeholders.
- Concern about ***missing the last KRT bus of the day***; no guaranteed ride home.
- Desire for more direct trips on KRT, to minimize transfers and provide KRT routing directly into large medical and educational facilities (Cal State Bakersfield and Bakersfield Community College).
- ***Medical trip purpose needs*** were commonly mentioned, coupled with anticipated ***expansion in medical trip demand*** reported with full implementation of Health Care reform; new patients being enrolled now, anticipating they will need to travel to doctors and medical appointments.
- Closing of the courthouse in Taft is an example of ***new trip needs*** (now into Bakersfield).

South West Kern County

- ***High levels of transit dependency*** due to low-income population and many non-English speaking residents. Most are employed but may not have second car, or even first car.
- ***Dangerous roads with no curbing***, making it difficult for pedestrians and persons on bicycles; no bike lanes and no shoulders; few safe places to stand and wait for a ride; lighting at night time bus stops (early evening in the winter) would improve pedestrian and transit users.
- ***Southwestern Taft and Frazier*** need additional, expanded transit connections into Bakersfield although some orient to Los Angeles County.

North West Kern County

- ***More commuting and inter-city trip demand*** from Northwest Kern County into Bakersfield.

Eastern Kern County

- ***Eastern communities*** of Ridgecrest, Taft and Tehachapi need additional, expanded transit connections into Bakersfield although some orient to San Bernardino County and Inyo/Mono.
- ***Kern River Valley economy has changed,*** fewer jobs available locally, with the result that people have to travel to other communities for work, including into Bakersfield.
- ***Lake Isabella needs connections to Ridgecrest***. Closed the courts in Lake Isabella and residents must travel to courts elsewhere, including Ridgecrest; more work trips to Ridgecrest.
- ***Need local transportation on Sundays*** for seniors and others traveling to church.
- ***Many rural elderly persons living outside the communities of Eastern Kern –***aging-in-place and need transportation assistance. Some attempt to travel 8 to 10 miles on electric mobile chairs.

Metropolitan Bakersfield Identified Needs

- There have been challenges in learning GET's ***new bus routing and stop locations***. The changes have benefited some agencies like the Independent Living Center with now closer stops. Others express continuing concern about no stops at key human service or health care destinations, including: Greater Bakersfield Legal Assistance, BARC, Homeless Shelters at Truxton and Williams or at California and Washington.
- ***Security concerns about transferring*** at the central hub due to crime element were expressed.
- ***Security concerns in walking distances*** to new bus stops in poorer neighborhoods, particularly for older persons and individuals with disabilities with some walks now considerably longer given the bus stop location changes.
- ***Later evening trip needs, post 10 p.m.*** exist for those leaving retail jobs or traveling to or from third shift entry-level jobs at Walmart, Food Max, Sam's Club or the hospitals, among others.
- Lowest income individuals ***cannot afford bus tickets*** or passes and rely upon agency assistance. Multiple agencies are purchasing bus passes to provide to consumers.

Other

- ***Agency purchase of bus passes*** on behalf of clients with some difficulty reported with bulk pass purchase arrangements.
- ***Bus stop amenities for shelters, lighting and benches*** are desired for metropolitan stops and rural stops. Given high temperatures, concerns about safety and the mobility challenges of some in target groups, additional amenities would be of assistance.
- Reports adequate funding for capital, vehicle acquisition; ***difficulty in securing operating dollars*** to expand or develop new services in both rural communities and Metropolitan Bakersfield, with exception of Delano which was newly designated as a small urban community.
- Concerns about new in-person assessment for GET-A-Lift eligibility determination.

Information Needs

- Limited knowledge of GET Bus Trip planner with still ***limited awareness of trip discovery tools*** GET Bus website; no knowledge of Google Transit trip planning assistance. Small rural providers and KRT not yet on Google Transit
- ***Limited knowledge of transfers*** between KRT and GET Bus services and insufficient familiarity to guide consumers in making connections between systems.
- L***imited understanding of public transit planning processes*** by human service agency personnel with almost no knowledge of its opportunities for input.

IV. Resources – What Transportation Is Available?

This chapter summarizes available public transportation programs and presents these in a format that can serve as a stand-alone tool for stakeholder agency personnel attempting to assist consumers in connecting with transit for needed trips.

Available Public Transportation

As has been indicated, Kern County has a mix of public transportation programs in operation – its large and significant GET Bus and GET-A- Lift serves the Metropolitan Bakersfield area plus the regional program of Kern Regional Transit that provides inter-city transportation. Additionally, there are municipal programs operating in many of Kern County's smaller cities and the CalVans program provides a substantial number of van pool trips to Kern County residents. Table 5 presents an inventory of key operating characteristics of these programs, organized by the sub-regions of the county in which the program operates. Additionally, Kern Regional Transit's countywide intercity service as well as the CalVans vanpool program are summarized in the tables following.

The transportation services detailed in this inventory represent a mix of fixed-route, intercity, and demand-response systems. There are a total of 19 services listed. Many are community based services that rely on links with Kern Regional Transit to provide a way to connect with cities and communities in other regions.

Table 5A, Inventory of Kern County Public Transportation Programs
Metropolitan Bakersfield Area

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
Golden Empire Transit District	GET Bus	Public fixed-route transportation system for the Greater Bakersfield area.	Within the metropolitan Bakersfield area	Monday - Friday 12:10 PM – 12:10 AM Saturday/Sunday 6:45 AM – 7:15 PM	General Public	Single Ride Cash: $1.25 Sen/Dis/Med: $0.75 Day Pass: $3.00 Day pass S/D/M: $1.50 31 Day Pass: $36.00 31 Day S/D/M: $18.00 Express Route Cash: $1.50 Sen/Dis/Med: $0.75 Day Pass: $5.00 Day pass S/D/M: $2.50 31 Day Pass: $50.00 31 Day S/D/M: $25.00
Golden Empire Transit District	GET-A-Lift	Curb-to-curb service within GET's service area to qualified persons with disabilities	Metropolitan Bakersfield	Monday - Friday 7:00 a.m. - 10:00 p.m. Saturday & Sunday 7:00 a.m. - 7:30 p.m.	ADA-eligible persons with disabilities	Single Ride: $2.50 10 Ride Pass: $25.00
North of the River	Consolidated Transportation Service Agency (CTSA) - Senior and Disabled Transportation	Door-to-Door demand response program	Covers metropolitan Bakerfsield and surrounding unincorporated areas between Taft Hwy (South) to James Rd (North) and from Renfro (West) to Rio Bravo (East)	Monday - Friday 8:00 a.m. and 5:30 p.m.	Seniors age (60+) and persons with disabilities	One way fare: $2.00 Companion fare: $2.00 Caregivers: Free

Table 5B, Inventory of Kern County Public Transportation Programs
North East Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
City of Ridgecrest	ridge*runner* Transit	Deviated Flex route that will deviate up to 3/4 miles from its usual route when a Transit Functional Need Passenger has been identified and an advance reservation has been made.	City of Ridgecrest, Inyokern, Crest, Johannesburg and Randsburg	Monday - Friday 7:00 am - 12:00pm 1:00 pm - 4:45 pm	General Public	City of Ridgecrest General Ride: $2.50 Senior, Disabled &Youth: $1.25 Deviation: $2.00 Monthly Pass Price City General: $45.00 Senior, Disabled & Youth: $35.00 County General Ride: $2.00 Senior, Disabled &Youth: $1.00 Inyokern/Crest General Ride: $2.50 Senior, Disabled & Youth: $1.25 Deviation: $2.00 Randsburg/Johannesburg General Ride: $8.00 Senior, Disabled & Youth: $4.00 Monthly Pass Price All County: $35.00 Inyokern General: $45.00 Inyokern Sen/Dis/Youth: $35.00 All Children Three and under: FREE

Table 5C, Inventory of Kern County Public Transportation Programs
South East Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
City of Arvin	Arvin Transit	Fixed Route bus service	Arvin, Lamont, and Tejon Ranch	Monday - Friday 7:00 a.m. - 4:30 p.m.	General Public	Arvin Local Fares General Public: $1.00 Senior (60 & above): $0.75 ADA Certified: $0.75 ADA Attendant: FREE Children under 5: FREE Arvin - Lamont Fares General Public: $1.50 Senior (60 & above): $1.00 ADA Certified: $1.00 ADA Attendant: FREE Children under 5: FREE Arvin - Tejon Fares General Public: $2.00 Monthly Pass: $40.00
City of Arvin	Arvin Dial-A Ride	Dial-A-Ride program provides curb-to-curb service for eligible residents.	Within Arvin city limits.	Monday - Friday 7:30 a.m. - 4:00 p.m.	Seniors (age 60 and older) and to ADA certified patrons	Senior (60 & above): $1.00 ADA Certified: $1.00 ADA Attendant: FREE Children under 5: FREE
California City	California City Dial-A-Ride	Curb to curb transportation	Central core of California City	Monday - Friday 8:30 a.m. - 5:00 p.m.	General Public	Adult fare: $1.70
Rosamond - Kern Regional Transit	Rosamond Dial-A-Ride	Curb to curb demand response transportation	Community of Rosamond	Monday-Saturday 6:30am-5:30pm	General Public	General Public: $1.00 Seniors (62 and over): $0.75 Disabled: $0.75 Youth (5-15): $0.75 Children 4 under w/adult: $0.75 Children 4 under w/o adult: Free
City of Tehachapi - Operated by Kern Regional Transit	Tehachapi Dial-A-Ride	Curb-to-curb demand response service	City of Tehachapi and Golden Hills Zone A is that area located within the city limits for the City of Tehachapi Zone B are those areas located outside the City of Tehachapi, but within the service area	Monday-Friday 5:30am-7:00pm	General Public	Within Zone A or Zone B General Public: $0.75 Seniors (62 and over): $0.50 Disabled: $0.50 Youth (5-15): $0.50 Travel Between Zones General Public: $1.00 Seniors (62 and over): $0.75 Disabled: $0.75 Youth (5-15): $0.75 All Children 4 and under: Free

Table 5D, Inventory of Kern County Public Transportation Programs
North West Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
City of Delano	Delano Area Rapid Transit	DART provides fixed route bus service on four routes	City of Delano and the immediate county area surrounding the city within the boundaries of State Route 43 to the west, County Line Road to the north, Pond Road to the south, and Kyte Avenue to the east.	Monday - Friday 7:00 a.m. - 5:00 p.m. Saturday 8:30 a.m. - 4:00 p.m.	General Public	Adults (general), age 6-60: $10.00 Child, 5 and under: Free Add'l children: $0.50 Seniors, 62+/ADA/medicare: $0.75 10 ride book general: $10.00 10 ride book: Sen/ADA/med: $12.50 Monthly unlmtd general pass: 38.00 Monthly unlmtd youth pass: $30.00 Day pass for general: $5.00
City of Delano	Delano Area Dial-A-Ride	Demand responsive public transportation service	City of Delano and the immediate county area surrounding the city within the boundaries of State Route 43 to the west, County Line Road to the north, Pond Road to the south, and Kyte Avenue to the east.	Monday - Friday 7:00 a.m. - 5:00 p.m. Saturday 8:30 a.m. - 4:00 p.m.	Seniors and persons with disabilities and general public passengers who need a ride to or from areas outside the DART bus service area within the city limits of Delano or to the surrounding unincorporated areas	General ages 6-60: $2.25 Seniors, 62+ / ADA / Medicare: $1.25 Personal care attendant (pca): Free County general, age 6-60: $2.75 All children, 5 and under: Free Each additional child: $0.75 10 ride book general: $22.50 10 ride book sr/ada/medi: $12.50
City of McFarland	McFarland Dial-A-Ride			Monday - Friday 8:00 a.m. - 4:00 p.m.	General Public	One-way adult fare: $1.00 Seniors, disabled, and youth: $0.50
City of Shafter	Shafter Dial-A-Ride	Demand response curb to curb service	City of Shafter	Monday - Friday 7:30 a.m. - 4:30 p.m.	General Public	One-way adult fare: $1.00 Sen/Dis/Child(5-12): $0.75 Children age 5 and under is: $0.50 Outside the city limits add'l: $0.25
City of Wasco	Wasco Dial-A-Ride	Door-to-Door demand response service	City of Wasco	Monday - Friday 8:00am - 4:30pm	General Public	One-way Cash Fares Adult (within Wasco): $1.75 Adult (Golf Course /Prison): $2.00 Seniors (62+)/Disabled: $1.00 Youth (5 to 10 years): $1.00 Children (0 to 4 years): $0.25 Passes for Dial-A-Ride Sen/Dis discount 11-rides: $10.00 Adults 13- rides: $15.00

Table 5E, Inventory of Kern County Public Transportation Programs
South West Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
Frazier Park - Operated by Kern Regional Transit	Frazier Park Dial-A-Ride	Curb-to-curb demand response service (on paved roads only)	Local Frazier Park Area	Monday - Saturday 7:00 am to 5:30 pm	General Public	General Public: $1.00 Seniors (62 and over): $0.75 Disabled: $0.75 Youth (5-15): $0.75 Children under 5 with adult: Free
City of Taft	Taft Area Transit	Fixed Route bus service	City of Taft and Maricopa	Taft Local Fixed-Route Monday-Friday 7:15 a.m. - 5:57 p.m. Saturday Sunday 8:15 a.m. - 4:13 p.m. Maricopa-Taft Route Hours of Operation Monday-Friday 7:15 a.m. - 6:05 p.m.	General Public	Taft Fixed Route Service Cash Fare General: $1.00 Senior: $0.75 ADA-certified: $0.75 Youth: $0.75 Children under 5: Free ADA attendant: Free Taft Fixed Route Service 12-Trip Pass General: $10.00 Senior/ADA: $7.50 Youth: $7.50 Maricopa-Taft Route Fares General: $1.50 Senior: $1.50 ADA-certified: $1.50 Youth: $1.50 Children under 5: Free ADA attendant: Free
City of Taft	Taft Dial-A-Ride	Curb-to-curb Dial-A-Ride service	City of Taft and Maricopa	Monday - Friday 7:15 a.m. - 5:30 p.m. Saturday & Sunday 8:15 a.m. - 3:30 p.m.	ADA-certified patrons and to seniors (60+ years).	ADA certified: $1.25 Senior: $1.25 Guest: $1.50 12-Trip Pass: $12.50 Children under 5: Free ADA attendant: Free

Table 5F, Inventory of Kern County Public Transportation Programs
County-wide

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
Kern Regional Transit	Intercity Bus	Provides fixed-route, inter-city transit services to various cities, towns and communities throughout Kern County.	Kern County	Monday – Friday 4:00 AM – 10:00 PM Saturday/Sunday	General Public	Fares vary depending on distance. Discounts for seniors, persons with disabilities, and youth.

Table 5G, Inventory of Kern County Public Transportation Programs
Vanpool

Agency	Service	Service Description	Service Area	Operating Statistics	Program Eligibility	Fare
California Vanpool Authority	CalVans	Sponsored by California Vanpool Authority, CalVans supplies qualified drivers with late model vans to drive themselves and others to work or school.	Countywide	Kern County: Annual px. Trips: 106,711 Annual pax Miles: 487,683	Requirements for Drivers: Have a Class "C" license At least 5 years driving exp 25+ with 2 or less DMV points 21+ with clean driving record No DUI or reckless driving Class B physical	All CalVans vanpools base the cost per trip on the number of passengers and distance traveled. (The more riders, the less each rider pays.) The Agency bills the driver on a monthly basis to recover all costs. The driver divides the bill among the passengers, collects the payments from each rider, and forwards them to the Agency every month. The payments cover the Agency's cost of maintaining and insuring the vans, as well as the cost of replacing them when they wear out.

Distribution of Transit Resources across Kern County

Table 6 presents a count of vehicles available to transportation providers in Kern County as reported through the stakeholder survey, outreach processes or the National Transit Database. A total of 373 passenger vehicles are reported. The majority of these vehicles (70%) are being use for trips delivered in the Metropolitan Bakersfield area. Kern Regional Transit reports having a fleet of 53 vehicles (14%) to support their mix of fixed-route, intercity bus and dial-a-ride systems that provide service county-wide. The remaining 55 vehicles (15%) are spread across ten programs, which are mostly municipal systems in rural cities spread throughout the different regions of the county. A handful of vehicles were also reported by the Owens Valley Career Center in Lake Isabella and the Tehachapi Valley Healthcare District.

Table 6, Reported Vehicles Available for Passenger Transport in Kern County

Geography	Agency	Public Transit Providers	Social Service Transit Provider	Total Vehicles	% of Total Vehicles
County-wide					
	Kern Regional Transit	53			
	County-wide Total	53		**53**	**14%**
Metropolitan Bakersfield					
	Golden Empire Transit	88			
	Bakersfield ARC		72		
	New Advances for People with Disabilities		40		
	North of the River Recreation and Park District - CTSA	15			
	Community Action Partnership of Kern		15		
	Community Action Partnership of Kern		10		
	Clinica Sierra Vista		8		
	Owens Valley Career Development Center - Bakersfield		6		
	Vineland School District--Sunset Middle School		4		
	Kern County Mental Health		3		
	WISE Services		3		
	Community Action Partnership of Kern		1		
	Metro Bakersfield Total	103	162	**265**	**71%**
North East Kern County					
	Owens Valley Career Development Center - Lake Isabella		4		
	City of Ridgecrest	5			
	North East Kern Total	5	4	**9**	**2%**
South East Kern County					
	City of Arvin	6			
	City of California City	3			
	Tehachapi Valley Healthcare District		1		
	South East Kern Total	9	1	**10**	**3%**
North West Kern County					
	City of Delano	13			
	City of Shafter	7			
	City of Wasco	4			
	City of McFarland	2			
	North West Kern Total	26		**26**	**7%**
South West Kern County					
	Frazier Park Dial-A-Ride				
	City of Taft	10			
	South West Kern Total	10		**10**	**3%**
	Total Kern County Vehicles	206	167	**373**	**100%**

V. Coordination Interests and Priorities for Response

Significant needs have been identified by this Update process and prioritization of these is the final critical step of this Update. To contribute to that, this Chapter summarizes the themes of mobility gaps identified by the Update efforts. It describes several coordinated responses discussed in interviews with stakeholder agency representatives. The Chapter then presents three prioritized goals, concluding with a recommended direction that enumerates specific objectives and multiple strategies by which to move these priorities forward.

Themes of Mobility Gaps

This Update has identified a wealth of mobility need-related topics and issues. Revisiting these themes, six are summarized here to contribute to the process of establishing priorities.

1. Population Growth

One of the most critical context issues that Kern County agencies and organizations each confront lies in change in demographics. Like many areas of California, Kern County has realized significant population growth, with a 28.7% increase in the past ten years, almost 200,000 additional persons.

There has been comparable and greater growth among the target groups of this Coordinated Plan. ***Older adult populations*** increased by 24%, a slightly lower growth rate than for the overall county. With increased younger populations, the actual proportion of persons over age 65 actually dropped, from 9.4% to 9.1%, still a net increase of 15,000 persons to over 77,000 adults over age 65. However, distribution of older adults differs around the County with some areas are more likely to have older adults with attendant transportation needs.

The lower income adult population – looking just at persons within 100% of the Federal Poverty Guidelines – has increased by 59% representing almost 40,000 adults under 65. There was a 10% increase in older adults of low-income additionally. This is likely a mixed response to the economic downturn beginning in 2008 as well as more persons moving into Kern County. These are among the persons most likely to have difficulty paying for bus fares, filling their cars with gasoline or paying for needed vehicle maintenance to keep a car safely operating.

Persons with disabilities account for almost 57,000 adults under 65 and 30,000 adults over 65. However, changes in the way in which the Census identifies disabilities make it impossible to compare this to 2000 census information. Within this, mobility-related difficulties account for

31,500 adults and for 21,000 older adults, persons most likely to have transportation-related needs.

Other populations of importance to this Coordinated Plan include ***persons with limited English*** proficiency, largely Spanish-speaking in Kern County but with other languages present as well. Also ***veterans*** are of concern to this plan***,*** including both large proportions of aging Vietnam veterans and newly-returning veterans who are moving into rural areas at much higher rates than urban locales as they seek to reintegrate into civilian life.

2. Existing Network of Public Transportation Resources

Kern County has constructed a network of transportation services through Kern Regional Transit (KRT) to provide baseline levels of inter-community service, connecting many of the outlying communities to each other and to metropolitan Bakersfield. Additionally, local public transportation services exist in the communities of Delano, McFarland, Shafter, Taft, Lamont, Arvin, Tehachapi and California City, among others.

Expansion of this regional network – to provide more frequent vehicle trips and a longer span of hours -- is a common theme. Connecting rural residents with more than life-line level transportation is a continuing challenge, particularly given the distances residents need to travel and the low-density areas in which they live. Medical trip purposes and education-related, community college trips, as well as work trips were among those to which stakeholders pointed as often poorly served by the existing KRT schedules.

Expansion and enhancement of the local services was also highlighted by stakeholders, seeking expanded hours of service and more convenient service frequencies in the rural communities. The planning efforts led by Kern COG, with at least six Transit Development Plans conducted since the last Coordinated Plan provides direction for the improvement of local services. Findings geared towards strengthening these programs address an array of operational issues as well as transit infrastructure, notably around bus stops, bus stop amenities and shelters.

Limited knowledge among gatekeepers of the regional network and of how transfers can be made between the KRT and GET Bus or between local services and KRT limit the ability of agency personnel to assist their consumers in using the network that does exist. The trip purpose that consistently rated most highly by agency personnel was for medical and health care trips, often locally but sometimes regional trips to medical specialties. Many agency personnel, while expressing general levels of awareness of available transit, are not clear as to how to direct their clientele in using transit to get to appointments and services.

3. GET Bus Plans for Speedier, Safer Travel To Meet Multiple Markets' Needs

During the past three years, GET has focused on changes to its bus system in order to develop a faster public transit system and attract new riders to its service. In 2012, a long range plan was developed proposing a phased modification of the GET service. GET is currently implementing recommended short-term changes; medium and long-range changes are scheduled to follow starting in 2021.

This planning process has resulted in significant changes to the existing route structure, with more anticipated. GET previously operated with a transit-hub focus, with transfers occurring at specific transit centers. The revised system is more of a grid-based system, with more direct cross-town routes and fewer transit centers.

In addition, GET is instituting more express and rapid transit routes, with fewer stops, though with more passenger amenities at bus stops. Also planned is more service focused on college students.

4. Constrained Resources

Kern County's various transportation programs are ***very tightly constrained financially.*** For public transit operators one characteristic of this is their difficulty in generating sufficient fare box returns to meet State Transportation Development Act (TDA) minimum standards. Low and very low fare box returns exist in some systems, while others hover at or just above the required thresholds. Increasing transit fares was recommended for California City, Delano, Tehachapi and the Arvin-Lamont-Bakersfield corridor in the recent round of Transportation Development Plans. At the same time, stakeholder comments speak of the difficulty for lowest income riders to pay existing transit fares. The reality that transit systems are operating at their limits of their present funding base is among the most significant of constraints, limiting their ability to respond to service expansion and enhancement requests called for by stakeholders.

By the same token, human service agency transportation is largely the responsibility of existing agency staff whose primary responsibilities are generally elsewhere, beyond those of transporting clients. Agency transportation that is directly provided is generally by caseworker staff and others, not dedicated drivers. Human service agencies are far more likely to assist consumers with information to find transportation or to subsidize bus passes than to directly provide trips. Most of human service transportation that is provided is directed to categorical, eligible-only consumers.

The exception to this is the CTSA program, operating in greater Metropolitan Bakersfield, whose service is filling some trip gaps that the GET-A-Lift program cannot. Its funding base too is tightly constrained, reflected in its two-week advance reservation policy necessary to secure most trips. And while it provides trips for anyone who is 60 years of age or older, or an individual

with a permanent disability that has a transportation need that requires door-to-door service, the CTSA is routinely denying 150 to 200 trips per month, trips it does not have the capacity to serve.

5. Transportation Information Needs

Getting ***transit and transportation-related information*** into the hands of consumers who need trips is of long-standing concern of Kern County's public transportation programs. Get Bus has a robust trip planner on its website to assist those with Internet access in identifying available transit. Its customer service line, available seven days a week, helps those on the telephone. Kern COG's Transit Development Planning process has made numerous ***information-related recommendations for the rural transit providers,*** including ensuring that Spanish-language transit information is available to all riders and prospective riders in each of the systems. This will become increasingly important to the implementation of Title VI programs, requiring the availability of transit information to persons of limited English proficiency and to help encourage their participation in the transit planning processes.

Information on ***transit system-connectivity*** is not well known to the stakeholder gatekeepers. Although reasonable levels of transit awareness were identified through the Coordination E-Survey, more specific information about how to use transit or where to go to get transit information is not generally available. Kern County's 2-1-1 system does not include transit information, among its human service information data sets, nor does the new 5-1-1 system include transit planning capabilities. With only GET Bus on Google Transit, and its own Internet-based trip planner, identifying transit connections for trip discovery and trip planning purposes is difficult.

6. Infrastructure Supporting Transit Use

There are some infrastructure related-needs that require attention to will help grow available transit resources and the use of those by the target groups. Bus stop improvements top the list. These include lighting for safety, benches for elderly, frail or just tired transit users and shelter from the elements.

Improving walkability, paths of access to bus stops and adding or improving sidewalks will help all users as every transit rider is also a pedestrian. This is particularly challenging in rural settings where sidewalks are not common. In urban settings, it may mean prioritizing improvements towards those health-related, education-related or other significant destinations frequented by older adults, persons with disabilities and persons of low-income.

Continued attention to bicycle paths, to bikes-on-buses and to safe storage of bikes will help those transit users who are also bike users.

Capital improvements will continue to be necessary. While public transit providers generally have solid vehicle replacement programs, in order to comply with state and Federal statute ensuring safe vehicle operations, this is not the case for human service agencies' vehicles. Their replacement policies are not so well established, with neither plans, nor clearly identified funding in place by which to do so. E-survey findings indicate that almost a third of the 185 human service agency vehicles will need replacement within the next two years. Continuing coordination around the Section 5310 vehicle and capital replacement program is important to maintaining human service transportation.

Areas of Coordination Interest

Three areas of interest in coordinated transportation responses emerged from the stakeholder outreach interviews, suggesting responses by which to address some mobility gaps. These potential coordinated transportation projects are described, building from the Coordinated Plan Update's general discussions.

1. **Enhance the existing coordination** between GET-A-Lift and North of the River CTSA to efficiently meet Metropolitan Bakersfield trip needs – provide more trips -- within parameters of each program's operation and within existing or anticipated funding levels.
   Participating organizations: GET-A-Lift, North of the River CTSA and Kern COG
   Objective: To identify how and what improvements to the dispatching processes and software and/or modifications to existing operating procure can improve productivity and provide more trips.

2. **Build human service agency transportation capacity** to meet additional health care trip needs – provide more trips on existing 5310 vehicles – by developing new contract relationships between existing human service providers and health care systems, under health care reform.
   Participating organizations: NAPD, Clinica Sierra Vista, North of the River CTSA, Kern County Dept. of Public Health
   Objective: To address increased demand for medical trips and construct new transportation solutions to meeting these, utilizing existing 5310 stock and securing new operational contracts.
3. **Promote new information strategies** through expanded mobility management efforts that extend existing GET Bus efforts and link these with human service agency mobility management. Use these strategies to better promote available transportation, to help target group members connect with what exists and to improve transit information access for an array of agency personnel and individual riders.
   Participating organizations: Kern COG SSTAC, 2-1-1 CAP, United Way, GET Bus Mobility Manager, each of the County's public transportation providers and other interested human service organizations.
   Objective: To develop and promote a range of information strategies that help to get transit trip planning and traveler information into the hands of gatekeeper agency personnel and consumers themselves.

Coordination Plan Update Priorities

Three goals are proposed by which to organize responses to the needs and mobility gaps identified. These are:

- Goal 1 – Continued Development of Kern County's Metropolitan and Rural Transit Programs
- Goal 2 – Grow Partnerships to Expand Coordinated Transportation Capacity
- Goal 3 – Expanded Transit Information Resources

Table 7 following presents these goals in relation to implementing objectives and particular strategies. With these goals as the prioritized direction for Kern County's improvement of mobility of older adults, persons with disabilities and individuals of low-income, the identified objectives and strategies represent a menu of choices. Among these, it will depend upon interested, willing and able organizations to take the lead and develop the specific opportunities to which these objectives and strategies point.

Promoting interested, willing and able leaders around these opportunities will be the responsibility of all stakeholders. While Kern COG has responsibility for creating this Coordinated Plan Update, realizing its potential will be the work of numerous entities, both public transit and human service organization personnel, who can collectively and individually work towards improved mobility of Kern County residents.

Table 7, Goals and Objectives to Improve the Mobility of Kern County Residents
Who are Older Adults, Persons with Disabilities or Persons of Low-Income

Goal 1 – Continued Development of Kern County's Metropolitan and Rural Transit Programs		
1.1	**Improve access to jobs, education and services by implementing recommendations of the Metropolitan Bakersfield Transit System's Long-Range Plan, as funding allows.**	1.1.1 Increase GET frequencies and service in key corridors used by the target populations, moving to more direct routes that improve travel speed.
		1.1.2 Improve connectivity between routes, while reducing reliance upon transit hubs.
		1.1.3 Promote non-traditional service within the Metropolitan area for persons who cannot use the fixed-route network.
1.2	**Improve access to jobs, education and services between Metropolitan Bakersfield and the outlying communities, as funding allows.**	1.2.1 Increase the frequencies and number of runs on the existing KRT network.
		1.2.2 Promote non-traditional service in the outlying areas as well as between these and key Bakersfield destinations.
1.3	**Improve access to jobs, education and services within each of Kern County's rural communities by implementing Transit Development Plan recommendations, as funding allows.**	1.3.1 Continue attention to moving forward the recommendations of each of the municipalities' Transit Development Plans to improve local services.
		1.3.2 Enhance connections to the KRT network through continuing coordination with the local municipalities and KRT.
1.4	**Enhance the use of public transit for the target groups.**	1.4.1 Review procedures for human service agency purchase of bus passes to facilitate these transactions and the contribution of human service agency funding to the transit network.
		1.4.2 Review bus stop access for key destinations of the target group members.
		1.4.3 Promote Mobility Management roles that can provide individualized assistance target groups members.

1.5	**Expand the transportation options available to target groups, as funding allows, in order to efficiently meet diverse travel needs.**	1.5.1 Continue attention to the family of services that include GET-A-Lift and North of the River CTSA, NAPD and others focused, existing specialized transportation programs
		1.5.2 Pursue capital, operating and discretionary funding opportunities to expand these transportation programs, as warranted.
1.6.	**Enhance the customer experience through improved on-street infrastructure, as funding allows.**	1.6.1 Promote bus benches, shelters, and bus stop lighting.
		1.6.2 Promote path-of-access projects that improve the physical accessibility and pedestrian safety at major destinations visited by the target populations or in key corridors of travel.
		1.6.3 Promote pedestrian safety projects that address rural walkability and/ or promote safe bicycle use.
1.7	**Build community support for public transportation among the target groups and their agency representatives.**	1.7.1 Provide continued support for GET's Mobility Manager in provision of expanded outreach directly to agencies, collaborative and coalitions of agencies to report on and garner new support for transit initiatives, including existing coordinated projects (GET's Stuff the Bus initiative with a CAP Headstart agency).
		1.7.2 Use technology to develop "Friends of Transit" stakeholder lists, using social medial strategies to build two-way communications that both inform and invite exchange, involving riders and agency gatekeepers.
Goal 2 – Grow Partnerships to Expanded Coordinated Transportation Capacity		
2.1	**Grow Mobility Management capabilities within transit agencies and establish within human service systems to promote use of available transit services.**	2.1.1 Develop mobility management capabilities within KRT, drawing upon the GET experience for early training.
		2.1.2 Develop human service agency mobility managers – such as within the United Way and 2-1-1/Community Action Partnership of Kern – to educate riders and prospective riders and facilitate dialogue with transit planners.
		2.1.3 Expand the SSTAC to include agency-level Mobility Managers and

		representatives of human service agency collaboratives, such as First Five, Homeless Coalition, Family Resource Centers, Owens Valley Career Development Center and County public health nurses, among others.
2.2	**Develop tools to pilot "coordinated trip brokering" among existing coordination partners for hard-to-serve trips, with roles that recognize mission-specific constraints of agencies.**	2.2.1 Construct trip-brokering MOUs, focused on individual trips and within limits of agency missions.
		2.2.2 Identify reimbursement options to reimburse marginal costs of trips brokered onto existing human service providers.
2.3	**Build transit capacity to address increased demand for specialized transportation trips, particularly health care trips.**	2.3.1 Actively explore new partnership opportunities with health care program to develop coordinated transportation solutions.
		2.3.2 Seek discretionary funding and competitive funding to secure additional operating funds for specialized transportation.
2.4	**Encourage new partnerships for expanded vanpool solutions for work-type trips beyond the City limits.**	2.4.1 Promote information about existing vanpool initiatives, both CalVans and commercial van pool opportunities that can address rural work trip needs.
		2.4.2 Seek ways to expand existing van pool programs.
2.5	**Develop volunteer driver mileage reimbursement with County Public Health Dept. and/or other partners to address trip needs in isolated rural areas and for hard-to-serve trips.**	2.5.1 Seek funding for volunteer driver mileage reimbursement programs, exploring the Riverside model which does not require a cadre of volunteers but is structured to reimburse the volunteer found by the prospective rider.
		2.5.2 Promote partners and leadership for such a program, to administer it as a gap-filling initiative for persons without access to the existing rural transportation network.
Goal 3 – Expanded Information Resources		
3.1	**Promote consolidated transportation information so that individuals can more easily discover a transit trip solution.**	3.1.1 Ensure that all of the county's public transit programs develop GTFS data to be made available to Google Transit or some other trip planner capability.
		3.1.2 Explore feasibility of One-Call/One-Click transportation portal that builds upon existing 2-1-1 and 5-1-1 resource but can be an "information

		consolidator" to hold links to all county public transit programs and aide in riders' "trip discovery" process.
3.2	**Support mobility manager capabilities at transit agency and human service agency levels to aide in "trip discovery."**	3.2.1 Continue attention to moving forward TDP recommendations related to transit information, particularly those related to non-English speaking populations.
		3.2.1 Develop transit information tools focused on key destinations to assist with trip discovery, "how do I get there from here", including destination-oriented, printable tools.
		3.2.2 Encourage use of web-based trip planners and encourage use of GET's Trip Planner and Google Transit in multiple settings.
3.3	**Promote targeted awareness of specialized and alternative transportation resources.**	3.3.1 For individualized one-time trips that can be served, develop information among agency mobility managers and others about existing resources.
		3.3.1 Promote expanded travel training capabilities, reaching more consumers through individualized training, group training and web-based travel training tools.
3.4	**Use mobility manager tools to promote targeted awareness of alternative transportation modes.**	3.4.1 Promote mileage reimbursement capabilities, existing/ expanded vanpool and other coordinated trip capabilities to stakeholder agency contacts.

APPENDICES

Appendix A – Kern County Transit Development Plans (2008-2012): Summaries

Appendix B – Stakeholder Agency E-survey

B-1 – Summaries of Responses: All Respondents and Transportation Providers
B-2 – Respondents' Comments on Barriers
B-3 – Survey Form

Appendix C – Outreach Meeting Notes

Appendix D – Inventory of Responding E-Survey Agencies

Appendix A – Kern County Transit Development Plans (2008-2012): Summaries

Arvin Transit Development Plan (2008)

Transit Services

- Demand-response service – operated by Arvin Monday-Friday 7 am-3:30 pm
- Fixed-route -- weekday deviated fixed-route linking Arvin and Lamont five times a day; evening service to Taft College Monday-Thursday during the school year

Findings

- In FY 2007-08 Arvin operated the transit program without two of its regular full-time drivers, leading to a lack of full coverage on some routes, and limited service reliability
- The most common destinations for demand-response service were Arvin Ranch Market, Arvin High School, and Arvin Community Health Center.
- The single greatest trip motivator identified in the community survey was healthcare
- The vast majority of respondents (84%) in the community survey were aware of Arvin Transit; the lowest level of awareness (27%) was among older adults
-

Arvin TDP Recommendations

- Implement a fixed-route alignment traveling along the city's periphery, running on a 30-minute headway in one direction. If effective and popular, add a bi-directional fixed-route on the periphery
- On a trial bases, extend service hours until 6 pm weekdays for demand response and Lamont services, and add Saturday service between 9 am and 3 pm
- Consider replacing Taft College service with a vanpool program
- Implement a vanpool between Arvin and Tejon Ranch for persons working in the Tejon Ranch area
- Increase general public fare by twenty-five cents on both fixed-route and demand response service
- Limit eligibility on demand-response service during fixed-route operating hours to seniors age 62 and older and ADA-certified individuals
- Initiate a targeted marketing campaign to develop the deviated fixed-route service to Lamont into a program promoting sub-regional mobility, and explore a subsidy for this service provided by Lamont

Taft Transit Development Plan (2009)

Transit Services

- General public demand response -- Taft Area Transit (TAT) provides general public demand-response service to Taft, Derby Acres, Fellowes, Ford City, McKittrick, South Taft, and Taft Heights on weekdays
- Regional fixed-route -- Kern Regional Transit provides a connection to Bakersfield via it Westside Express fixed-route service weekdays and Saturdays
- No transit -- Maricopa (7 miles south of Taft) currently has no public transit

Findings

- Study identified a large number of trip generators, including employers, education centers, government centers, retail and commercial establishments, and healthcare and recreational locations.
- Most frequent and recurring trip generators focused on shopping, education, apartments, utilities, and health:
    - Albertsons
    - The Historic Fort
    - K-Mart, Rite-Aid
    - Save-A-Lot
    - Chevron Valley Credit Union
    - Frosty King
    - Lucky 7
    - Taft City Hall
    - Taft College
    - Dollar Tree
    - Fast Trip
    - Heritage Park Apartments
    - McDonald's
    - PG&E
    - Sands Apartments
    - Taft Union High School
    - Urgent Care
- Survey of TAT riders identified three types of purposes for their transit trips:
    - shopping (identified by 62%),
    - medical/social services (31%),
    - work (8%)
- Most riders in TAT rider survey were satisfied with current TAT destinations; of those identifying locations needing service, 2/3 mentioned Maricopa and 1/3 mentioned Valley Acres
- The potential service improvement most frequently mentioned by TAT riders was adding Sunday service; smaller numbers suggested needs for longer service hours and shorter travel times
- Riders' reasons for riding KRT Westside Express included:
    - visit family/friends (33%),
    - healthcare (28%),
    - work (17%),
    - school (17%),
    - shopping (6%)

- Asked about their travel options if Westside Express were not available,
    - 61% of riders indicated they would not make the trip,
    - 22% would get a ride from family or friend,
    - 11% would drive themselves,
    - 6% would walk
- Current staffing levels are insufficient. At the time of the Taft study, TAT was operating with reduced staffing; service to Derby Acres, Fellows, and McKittrick had been suspended due to reduced driver staff
- Most recent TAT farebox recovery ratio was 13%, good performance compared to peer operators
- TAT has experienced a high incidence of rider cancellations and/or no–shows, contributing to poor productivity
- Maricopa residents identified strong preference for a fixed-route service linking Maricopa with Taft

Taft Transit TDP Recommendations

- City should implement a monitoring process to keep track of cancellations and no-shows, and limit access to the TAT service for riders repeatedly cancelling late or not showing up for their ride
- Study recommended that Taft implement a traditional fixed-route service with a complementary ADA demand-response service, with possible deviated fixed-route service expanding into Maricopa
    - Fixed-route system would have 2 routes, both beginning and ending at the K-Mart Shopping Center
    - Route 1 would be a clockwise loop serving central and southern parts of the service area including commercial centers on Kern Street, Taft College (and Transition to Independent Living program for adults with developmental disabilities, Taft High School, and Kern County Services Building
    - Route 2 would be a counter-clockwise loop serving central and northern areas including Taft Union High School, Lincoln Elementary School, the Historic Fort, Albertson's Plaza, and Taft City Hall
    - Recommended installation of bus stop amenities at high use locations (shelters, signs, schedules)
    - Maricopa fixed-route would be scheduled to arrive before and depart after each Westide Express arrival in Taft, allowing persons to travel from Maricopa to Bakersfield
    - Demand response program would be curb-to-curb service, with a recommendation that weekday service be limited to seniors and persons with disabilities; Saturday service would be open to the general public, with preference to persons with disabilities
- Study recommended an inter-city fixed-route, serving stops in Maricopa (including City Hall, Maricopa High School, Maricopa Park) and Taft (including Taft Union High School, Historic Fort, Albertsons Plaza)
- Implement marketing plan to include new demand-response brochure and fixed-route brochure, flyers, direct mail piece announcing the new program, booth at community-wide events, ads in local print media and targeted newsletters, social service outreach to reach low-income families

Arvin/Lamont/Bakersfield Corridor Transit Development Plan (2009)

Transit Services

- Study covered the corridor linking Bakersfield with Lamont (13 miles away), Arvin (25 miles away), and Weedpatch
- Kern Regional Transit (KRT) operates three primary services in the corridor: an intercity fixed-route with two routes connecting Bakersfield with Lamont/Arvin, a local fixed-route in Lamont, and a general public curb-to-curb dial-a-ride service
- Arvin Transit provides fixed-route service between Arvin and Lamont
- Golden Empire Transit (GET) provides service within Bakersfield, with transfers possible between GET and KRT routes

Findings

- Lamont fixed-route and dial-a-ride are below the desired 10% farebox recovery ratio; the inter-city route farebox recovery was 17.1% in FY 2008-09
- Passenger surveys indicated that 36% of the respondents would not have made their trip without public transit
- Stakeholders indicated a need for more service between Arvin and Lamont, beyond one morning and one evening trip

- Service performed below established standards in terms of coordination, with uncoordinated transfers and fares between/among transit systems
- Service was below standards in terms of passenger amenities, with few stops with shelters and/or benches
- Service was below standards with passenger information, generally providing information only in English in communities which are heavily Spanish-speaking)

Arvin/ Lamont/ Bakersfield Corridor TDP Recommendations

- Re-route Lamont/Bakersfield Route 2 to provide service to locations passengers want, including Lamont, Edison, Walmart near East Hills Mall, Bakersfield College, and Bakersfield, and to redistribute ridership between Route 1 and Route 2
- Arvin Transit and Kern Regional Transit should work together to coordinate their schedules, meeting at a designated and marked bus stop to facilitate transfers between the two systems
- Recommend re-routing the Lamont Community Fixed-route to have a shorter one-way travel time and reduce route redundancy
- Translate schedule information into Spanish
- Make schedules available at more locations throughout Arvin and Lamont
- Recommend that KRT pursue transfer agreements with Arvin Transit and GET
- Recommend possible implementation of a system-wide bus pass such as a punch-pass with a pre-set value
- Implement a fare disincentive for general public use of dial-a-ride service in order to allow maximum availability of dial-a-ride for those who cannot use fixed-route
- Recommend KRT increase fares on all corridor services by $0.25; this should increase the farebox recovery ratio to 11%

California City Transit Development Plan (2012)

Transit Services

- General public dial-a-ride -- City-operated general public dial-a-ride system provides curb-to-curb transportation in the central core of the city, weekdays 8:30 am – 5 pm
- Regional fixed-route – Kern Regional Transit operates service linking California City to surrounding communities, through two routes: Mojave-California City and Mojave-Ridgecrest

Findings

- The farebox ratio for the dial-a-ride service is slightly above the TDA standard of 10%
- Dial-a-ride rider survey found that if the service were not available:
  - 43% would walk instead
  - 27% would get a ride
  - 30% would not make the trip
- Dial-a-ride survey found that primarily trips were for:
  - shopping (43%)
  - work (13%)
  - medical (11%),
  - social (9%)
  - school (3%)
- Dial-a-ride survey found that riders rely on three primary sources for transit information:
  - ask friends or relatives (42%)
  - ask a bus driver (36%)
  - calling city information (28%)

- When surveyed about improvements riders would like to see, most often identified were Saturday service (74% of respondents) and later service (58%)

California City TDP Recommendations

- Implement two fixed-routes, operating between 6:30 am and 6:30 pm:
  - Route 1 would operate between the future park-and-ride facility on SR 14 at California City Boulevard and the future community college site, and would provide a connection with Kern Regional Transit; operating between 6:30 am and 6:30 pm weekdays
  - Route 2 would operate between the Community College site and Edwards Air Force Base, during weekday commute hours
- Extend dial-a-ride service by two hours in the morning and 1 1/2 hours in the evening, to operate during the same hours as the fixed-route service, thus meeting ADA requirements
- Increase general dial-a-ride fares from $1.70 to $2.00 to help bolster farebox ratio and ensure the service's ability to cover increasing operating costs
- Install 4 bus shelters and improve 14 bus stops (FY 2013-14)
- Implement a transit marketing plan designed to reach current and potential future riders, including: brochure; information posted at future transfer sites, city buses, government centers, schools, senior centers, medical facilities, etc.; information at community events; a travel training program for persons unfamiliar with transit

Delano Transit Development Plan (2012)

Transit Services

- Fixed-route -- Delano Area Rapid Transit (DART) provides intra-city fixed-route service, with four interconnected routes
- General public dial-a-ride -- Delano Dial-A-Ride

Findings

- Farebox recovery ratio was below 5% FY 2005-06 through FY 2009-10, rather than the required 10%. Because Delano is now a small urbanized area, the fare ratio standard will be 15-20%
- Schedule adherence has been impacted by driver shortages and work shifts
- Lack of community awareness and understanding of the transit system
- Fare evasion and lack of clarity regarding fare policy

Delano Transit TDP Recommendations

- Revise current route network and schedule in order to address farebox recovery ratio, either by changing the headways on each route from 30-minutes to 60-minutes (reducing vehicles and vehicle service hours) or by modifying route alignments combining 4 routes into two routes, both starting and ending at the Delano Transit Center
- Actively recruit qualified drivers and assess the employment package for drivers
- Contract out operation of the city's transit service, designed to reduce operating cost per vehicle service hour
- Increase general fares on fixed-route and dial-a-ride systems as a means to increase farebox recovery ratio
- Conduct driver training related to fare policies and impact of non-payment of fares
- Increase on-time performance through random on-time ride checks, enforcement of no-early-departure policy, elimination of flag stops, and reduction in the number of published time-points
- Develop and implement a marketing program, to include: updating online information, and displaying transit-related promotional messages and signage at senior centers, schools, and community centers

- Eliminate mid-day fare reduction for seniors and persons with disabilities to establish a single consistent fixed-route fare for these groups and generate additional fare revenue
- Work with city's Code Enforcement to increase safety at bus stops, focusing on harassment by stray dogs
- Bus stop amenity maintenance
- Sensitivity training for drivers focusing on basic transit-related Spanish phrases
- Begin new route between Delano Transit Center and Bakersfield College, using funds authorized from JARC grant
- Re-introduce Saturday and Sunday fixed-route service on a demonstration project basis, to address needs expressed by current and potential riders

Tehachapi Transit Development Plan (2012)

Transit Services

- General public dial-a-ride -- curb-to-curb general public dial-a-ride covering majority of city and unincorporated area of Golden Hills; operated by Kern Regional Transit, 5:30 am-7 pm weekdays only
- Regional fixed-route -- East Kern Express operating between Bakersfield and Lancaster, with stops in Keene, Tehachapi, Mojave, and Rosamond, and with connections possible to other transit providers in each city; operates weekdays (5 am-10pm), Saturday (4 am-7 pm) and Sunday (9:25 am-7 pm)

Findings / Key Issues

- Farebox ratio for dial-a-ride service has been 3%, significantly below the 10% standard
- Dial-a-ride operating cost has increased 4% annually since FY 2005-06. Biggest increase in dial-a-ride operating costs is purchased transportation, primarily influenced by the cost of maintenance and fuel
- Rider survey indicated found that if the dial-a-ride service were not available:
    - 30% of the respondents would not have made their trip
    - 15% would have walked
    - most others would have driven alone, carpooled, or gotten a ride from someone else
- Rider survey found that dial-a-ride trips were most often made for:
    - social service programs (33%),
    - shopping (24%)
    - work (21%)
- Almost half the riders surveyed on the dial-a-ride get information about the service by asking friends or relatives, one-fourth by asking a bus driver; relatively few got information by calling the information number (10%), consulting the transit information guide (10%), or using informational flyers (8%)
- Rider survey on the East Kern Express fixed-route indicated that if the transit service were not available 49% of the respondents would not have made the trip
- Rider survey on the KRT East Kern Express found:
    - more than one-third of the trips were work trips,
    - one-fifth each were for shopping and school/college, and
    - almost one-fourth were for personal business;
    - 16% of the trips were medical
- The largest proportions of KRT East Kern Express respondents obtained information by calling the City (28%), from the transit guide (25%), or asking a bus driver (21%)

Tehachapi Transit TDP Recommendations

- Increase fare structure to increase fare box ratio; plan recommends fare increases in FY 2012-13, FY 2014-15, and FY 2016-17
- Outreach marketing and education program to generate new ridership
- Develop and implement aggressive cost containment strategies, with the goal of keeping cost increases below 2.5% annually
- Reduce dial-a-ride service hours by two hours each weekday to assist in reducing operating costs
- Evaluate Saturday service in terms of farebox revenues; consider implementation for special events on a case-by-case basis
- Consider extending service boundaries to include Bear Valley; would require a Bear Valley shuttle to ferry passengers between the entrance gate and their homes; recommendation requires further discussions between the City, County, and Bear Valley Home Owners Association.
- Continue to seek opportunities to develop partnerships with local agencies, focusing on dissemination of transit information and consideration of service hours meeting the needs of employees
- Recommend implementation of aggressive, ongoing, progressive marketing plan, targeting current and potential users, including commuters (students and employees) and low-income residents
    - Marketing efforts should include both City's Dial-A-Ride and East Kern Express
    - Include information on how to ride transit and how to transfer from one system to another
    - Be available in Spanish and English
    - Include: brochures available at locations frequented by current and potential riders, posters in all significant public spaces, community-wide events, update to city website, travel training using volunteer transit docent

Kern Regional Transit-Bakersfield Service Analysis (2012)

Bakersfield Transit Services

- Golden Empire Transit District (GET)
- Kern Regional Transit (KRT)

Findings

- Metropolitan Bakersfield Transit System Long Range Plan, focusing on Golden Empire Transit, included recommendations with implications for Kern Regional Transit
- Bakersfield Service Analysis (KRT)
    - GET changes may provide KRT an opportunity to improve service for its customers and reduce operating costs
    - KRT routes serving Bakersfield could be adjusted to serve different stops which may improve rider experiences through better coordination with GET service
    - There are no fare agreements between GET and KRT; passengers transferring from one to the other pay full fares on each; KRT has distance-based fares, while GET has basic, express, and reduced fares
    - Options for KRT serving riders in Bakersfield require a choice between KRT cost and customer convenience:
        - KRT make frequent local stops in Bakersfield, providing direct service for KRT riders but increasing operating costs and/or reducing trip frequency
        - KRT routes make connections to GET at transit centers, increasing costs and wait times for KRT riders

KRT –Bakersfield Service Analysis Recommendations

- Recommend a reduced fare transfer option which would increase ridership on both systems
- KRT review new GET schedules and adjust its schedules to best ensure timed connections between the two systems
- KRT should produce Spanish-language versions of printed materials
- Recommend KRT gather and provide information required to make possible inclusion of KRT routes on Google Transit, improving the trip planning experience for riders
- Recommendations for all KRT routes serving downtown Bakersfield:
    - To the extent possible, routes terminating downtown should terminate at Downtown Transit Center
    - A route should serve destinations from a list of identified centers closest to the near side of the downtown area based on the routes origin (e.g. routes approaching from the east would stop at Amtrak Station and Bakersfield City Hall):
        - Amtrak Station
        - Greyhound Station
        - Airport Bus of Bakersfield/DMV
        - San Joaquin Community Hospital
        - KRT offices
        - Bakersfield City Hall
        - Mercy Hospital
    - Summary of route recommendations:
        - East Kern Express: minor changes, including adding a stop adjacent to East Hills Mall and one at San Joaquin Community Hospital
        - Edison-Bakersfield: short route with low ridership; consider more cost effective alternatives, possibly a demand-responsive service; eliminate stop at California and Chamberlain following GET service changes
        - Frazier Park-Bakersfield: minor changes, eliminate Amtrak and Bakersfield High School stops, add stops at Mercy Hospital and California Avenue (allowing connection to GET Rapid 1)
        - Lake Isabella-Bakersfield: combine the two East Hills Mall stops, possibly serving them using GET stops on Mt. Vernon Avenue
        - Lamont-Bakersfield: reconfigure downtown stops; add stop on Mt. Vernon Avenue adjacent to East Hills Mall; add stop at California Avenue and Oak Street to allow connections to GET Rapid Route 1; review service to Southwest Transit Center, Adult Education Center, and Brundage Lane and Fairfax
        - Lost Hills-Bakersfield: add request-only stops at San Joaquin Community Hospital and Airport Bus of Bakersfield/DMV in addition to current Downtown Transit Center stop
        - North Kern Express: eliminate part-time deviations to Marella Way and Office Park Drive and Commercial Way; consider some service to Commercial Way serving dialysis clinic; add San Joaquin Hospital and Airport Bus of Bakersfield/DMV stops (both near side stops)
        - Westside Express: consider options to current circuitous route through Bakersfield, both reducing travel times in Bakersfield, one enough to potentially add a sixth daily trip by relying on transfers to GET route to reach some current destinations

- Consider mid-term (2021-25) and long-term (2026-35) recommended GET service plans in reviewing future KRT route changes:
    - Possible Downtown Transit Center relocation to California High Speed Rail intermodal facility adjacent to Amtrak station

- Southwest Transit Center retirement by 2020, with likely de-emphasis on transit centers and more connections made at intersections throughout Bakersfield
- Expanded GET network, and route reconfigurations could mean less KRT service to transit centers and less need for and reliance on timed connections to GET route
- Bus rapid transit and possible light rail service operating on improved frequencies, making connections between them and KRT services more convenient and potentially allowing KRT to reconfigure some services to feed into BRT or LRT lines
- GET service in KRT corridors in mid-term plan, including GET routes in Lamont-Bakersfield and Buttonwillow corridors; possible elimination of KRT service in Lamont-Bakersfield corridor
- Possible commuter rail service in mid-term to Wasco, allowing reconfiguration of North Kern Express, and long-term plan commuter rail service to Buttonwillow and to Arvin

Appendix B – E-Survey Stakeholder Agency Results

Kern Council of Governments
Agency Survey by Transportation Provider
N= 136 surveys returned

	All		Public Transit Provider		Social Service Provider		Commercial Transit Provider		No Transit	
	136	100%	14	10%	50	37%	0	0%	72	53%
3. # of active clients living in Kern County										
Total enrolled clients/consumers	1,091,926		30,889		539,840		0		521,197	
Total daily attendance	146,034		1,304		75,333		0		69,397	
Total daily needing tx assist	35,231		1,197		8,285		0		25,749	
Total daily in wheelchairs	5,444		270		122		0		5,052	
4. Primary client population agency serves										
Seniors, 60+, able-bodied	45	33%	6	43%	19	38%	0		20	28%
Seniors, 60+ frail	43	32%	6	43%	20	40%	0		17	24%
Children/youth	64	47%	6	43%	35	70%	0		23	32%
Veterans	41	30%	4	29%	16	32%	0		21	29%
General public	61	45%	5	36%	24	48%	0		32	44%
Persons <60with physical disabilities	49	36%	5	36%	23	46%	0		21	29%
Persons <60 with behavioral disabilities	44	32%	4	29%	24	48%	0		16	22%
Persons with sensory impairments, all ages	49	36%	6	43%	24	48%	0		19	26%
Persons of low-income, all ages	72	53%	7	50%	35	70%	0		30	42%
Homeless persons, all ages	46	34%	5	36%	23	46%	0		18	25%
Persons with limited English proficiency	64	47%	6	43%	30	60%	0		28	39%
Other	11	8%	2	14%	7	14%	0		2	3%
5. Unmet transportation needs of clients										
Getting to work shifts earlier than 6 am	26	19%	2	14%	16	32%	0		8	11%
Getting to work shifts between 7 am – 6 pm	19	14%	1	7%	9	18%	0		9	13%
Getting to work shifts after 8:30 pm	23	17%	1	7%	11	22%	0		11	15%
Shopping and multiple errand trips	37	27%	2	14%	17	34%	0		18	25%
Trips to or from daycare/childcare/elem sch	34	25%	0	0%	18	36%	0		16	22%
Getting to local doctor / medical trips	50	37%	3	21%	26	52%	0		21	29%
Getting to regional doctor/ medical trips	34	25%	2	14%	16	32%	0		16	22%
Counseling / mental health treatment	35	26%	2	14%	21	42%	0		12	17%
Trips to college, comm college, adult ed	34	25%	1	7%	19	38%	0		14	19%
Trips beyond the GET-A-LIFT service area	43	32%	3	21%	23	46%	0		17	24%
Add' to the door or door-thru-door assist	19	14%	0	0%	12	24%	0		7	10%
Trips not srvd on the existing trans network	37	27%	3	21%	18	36%	0		16	22%
Other	21	15%	2	14%	9	18%	0		10	14%
7. Primary barriers										
Bus stop locations	14	10%	1	7%	11	22%	0		2	3%
Rural service availability	12	9%	0	0%	7	14%	0		5	7%
Transit schedules	11	8%	0	0%	7	14%	0		4	6%
Cost of fares, gas	13	10%	1	7%	6	12%	0		6	8%
Frailty, health of riders	7	5%	1	7%	6	12%	0		0	0%
Other	21	15%	3	21%	13	26%	0		5	7%
8. Aware of Public Transit use by ...										
Yes, very much aware	47	35%	4	29%	28	56%	0		15	21%
Somewhat aware	34	25%	2	14%	14	28%	0		18	25%
None or limited knowledge	6	4%	1	7%	1	2%	0		4	6%

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Kern Council of Governments - Agency Survey by Transportation Provider
N= 64 transportation providers

	All		Public Trans Provider		Soc Srv Provider		Comm Trans Provider	
	64	100%	14	22%	50	78%	0	0%
9. Transportation service provided by agency								
No transportation	4	6%	0	0%	4	8%	0	
Operate transportation	19	30%	8	57%	11	22%	0	
Contract: serv prov by another entity	6	9%	0	0%	6	12%	0	
Subsidize transportation	18	28%	4	29%	14	28%	0	
Arrange for trans by assisting w/info	33	52%	3	21%	30	60%	0	
Arrange for vol drivers or private car	15	23%	0	0%	15	30%	0	
Other	9	14%	2	14%	7	14%	0	
10. Who is eligible for your transportation?								
Only clients eligible, authorized clients	21	33%	3	21%	18	36%	0	
Anyone this agency serves	11	17%	1	7%	10	20%	0	
Any member of the general public	5	8%	3	21%	2	4%	0	
12. Budget compared to last year								
Increased	8	13%	2	14%	6	12%	0	
Decreased	5	8%	2	14%	3	6%	0	
Stayed the same	12	19%	1	7%	11	22%	0	
13. Drivers for transportation program								
#Paid drivers	158		36		122		0	
#Paid staff who drive	821		14		807		0	
#Volunteer drivers	18		3		15		0	
14. #Veh for client transportation	202		35		167		0	
15.# Veh by capacity								
#sedans seating 5 or fewer passengers	39		9		30		0	
#vans seating 10 or fewer passengers	73		12		61		0	
#vehicles seating 11-15 passengers	59		10		49		0	
#buses seating 16+ passengers	6		4		2		0	
# vehicles wheelchair lift-equipped	66		26		40		0	
16. How many vehicles need to be replaced?								
Now	13		7		6		0	
Within one year	21		7		14		0	
Within the next two years	41		9		32		0	
17. Passenger and vehicle use								
Avg monthly one-way trips	857		3,320		168			
Total monthly one-way trips	54,867		46,474		8,393			
Avg monthly vehicle miles	1,448		2,850		1,055			
Total monthly vehicle miles	92,646		39,896		52,750			
20. Cooperative agreements/arrangements								
Yes	8		3		5		0	
22. Continue transporation for next 5 years								
Yes	14	22%	5	36%	9	18%	0	
No	0	0%	0	0%	0	0%	0	
Unsure	17	27%	1	7%	16	32%	0	
23. Agency likely to move within next 5 years								
Yes	8	13%	1	7%	7	14%	0	
No	13	20%	4	29%	9	18%	0	
Unsure	9	14%	0	0%	9	18%	0	

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KERN COUNCIL OF GOVERNMENTS
PUBLIC TRANSIT-HUMAN SERVICES COORDINATED TRANSPORTATION PLAN UPDATE: **AGENCY SURVEY**

Kern Council of Governments

Contact Name: _____ **Agency Name:** _____

Title: _____ **Site Address:** _____

Telephone: _____ **Mailing Address:** _____

Fax: _____ **City:** _____

E-Mail: _____ **Zip code:** _____

1. Please provide a brief description of your agency/organization or program. (You may also attach a brochure or flyer at your discretion.)

_____

_____

2. YOUR AGENCY TYPE *(Check one only):*

- ☐ Private, for profit
- ☐ Private, non-profit
- ☐ Faith based
- ☐ Tribal organization
- ☐ Public agency

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN KERN COUNTY

_____ # Total clients / consumers enrolled or on caseload lists

_____ Estimated # traveling to site daily

_____ Estimated # daily who require transportation assistance

_____ Estimated # on-site daily in wheelchairs

4. PLEASE IDENTIFY THE CLIENT POPULATION YOUR AGENCY SERVES: *(Check all that apply)*

- ☐ Seniors, 60+ able-bodied
- ☐ Seniors, 60+ frail
- ☐ Children & Youth
- ☐ Veterans
- ☐ General Public
- ☐ Others_____
- ☐ Persons < 60 with physical disabilities
- ☐ Persons < 60 w/ behavioral disabilities
- ☐ Persons with sensory impairments, all ages
- ☐ Persons of low-income, all ages
- ☐ Homeless persons, all ages
- ☐ Persons with limited English proficiency

5. PLEASE SPECIFY THE UNMET TRANSPORTATION NEEDS COMMUNICATED TO YOU BY YOUR CLIENTS:
(Check all that apply)

- ☐ Getting to work shifts earlier than 6 am
- ☐ Getting to work shifts between 7 am – 6 pm
- ☐ Getting to work shifts after 8:30 pm
- ☐ Shopping and multiple errand trips
- ☐ Trips to or from daycare, childcare or elementary school
- ☐ Getting to local doctor / medical trips
- ☐ Getting to regional doctor/ medical trips
- ☐ Counseling / mental health treatment
- ☐ Trips to college, community college or adult education
- ☐ Trips beyond the GET-A-LIFT service area
- ☐ Additional to the door or door-through-door assistance
- ☐ Trips that cannot be served on the existing transit network
- ☐ Other issues_____

6. WITH WHAT OTHER AGENCIES/ORGANIZATIONS DO YOU WORK WITH TO PROVIDE TRANSPORTATION FOR YOUR CLIENTS?

_____

_____

_____

7. WHAT PRIMARY BARRIERS TO ACCESSING and/or COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY or ORGANIZATION?

_____

_____

_____

8. ARE YOU AWARE OF PUBLIC TRANSIT USE BY YOUR CONSUMERS GROUPS?

- ☐ Yes, very much aware
- ☐ Somewhat aware
- ☐ None or limited Knowledge

INDICATE THE GENERAL USE LEVELS BY YOUR CLIENTS OF PUBLIC TRANSPORTATION SERVICES:

	Regular Use	Some Use	Rarely or Not at All
GET Bus	☐	☐	☐
GET Lift	☐	☐	☐
Arvin Transportation	☐	☐	☐
Delano Transportation	☐	☐	☐
Kern Regional	☐	☐	☐
McFarland Dial-a-Ride	☐	☐	☐
Ridgecrest Transit	☐	☐	☐
Shafter Transit	☐	☐	☐
Taft Area Transit	☐	☐	☐
Wasco Transportation	☐	☐	☐
Other providers *(specify):*			

Please continue on back. Thank you!

TRANSPORTATION SURVEY, Page 2

9. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICES PROVIDED BY YOUR AGENCY? *(Check all that apply)*

- ☐ **NO TRANSPORTATION** operated, contracted, or arranged
- ☐ **OPERATE** transportation with full responsibility for the transportation by this agency
- ☐ **CONTRACT** for transportation; services provided by another entity under contract to your agency
- ☐ **SUBSIDIZE** transportation through agency purchase of passes, fares or mileage reimbursement
- ☐ **ARRANGE FOR** transportation by assisting with information; clients responsible for follow-up
- ☐ **ARRANGE FOR** volunteer drivers or private car
- ☐ **OTHER** *(please specify)* _____

If you answered NO TRANSPORTATION to #9, stop here and return survey. Otherwise please complete questions #10 thru #23. Please return as indicated. Thank you!

10. WHO IS ELIGIBLE FOR YOUR TRANSPORTATION?

- ☐ Only clients eligible, authorized clients
- ☐ Anyone this agency serves
- ☐ Any member of the general public

11. TRANSPORTATION BUDGET: *(Estimated, current year)*

- $_____ For bus passes, tickets or tokens
- $_____ For vehicle operations (drivers, maint., fuel)
- $_____ Administration (advertising, marketing)
- $_____ For vehicle replacement capital funds
- $_____ Insurance
- $_____ For taxi vouchers / other specialized transp. services
- $_____ Mileage reimbursement for passenger trips
- $_____ Other *(please specify)* _____

12. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET?

☐ Increase ☐ Decrease ☐ Stay the same

13. DRIVERS FOR TRANSPORTATION PROGRAM:

____ # Paid Dedicated Drivers ____ # Paid Staff who Drive

____ # Volunteer Drivers

14. HOW MANY VEHICLES DO YOU HAVE AVAILABLE FOR CLIENT/CUSTOMER TRANSPORTATION?

_____

15. NUMBER AND CAPACITY OF AVAILABLE VEHICLES:

- **A.** _____ # of sedans seating 5 or fewer passengers
- **B.** _____ # of vans seating 10 or fewer passengers
- **C.** _____ # of vehicles seating11 to 15 passengers
- **D.** _____ # of buses seating 16 + passengers
- **E.** _____ Total # of vehicles lift-equipped

16. HOW MANY OF YOUR VEHICLES NEED TO BE REPLACED?

___ #Now ____# Within a year ____# Within 2 years

17. TRIPS and SERVICE PROVIDED

Please tell us about the volume of service you provide:

A. _____ **Average** # of one-way passenger trips per **MONTH**
Counting each round-trip as (2) one-way passenger trips; count one trip each time a passenger boards the vehicle.

B. _____ **Average** # of vehicle miles per **MONTH**
Average monthly number of miles traveled by your total fleet to transport riders.

18. DAYS AND HOURS OF TRANSPORTATION OPERATION:

	Operating Hours	First Pick-up	Last Pick-up
Weekdays			
Saturdays			
Sundays			

19. SERVICE AREA IN WHICH YOU PROVIDE TRANSPORTATION: *(List cities or towns)*

_____

20. DOES YOUR AGENCY HAVE ANY FORMAL COOPERATIVE TRANSPORTATION AGREEMENTS?

☐ No ☐ Yes, cooperative agreements/arrangements with:

_____

21. FUNDING SOURCES FOR TRANSPORTATION BUDGET

(Indicate source and identify other as appropriate)

County/Local Funding

- ☐ General Funds
- ☐ Tobacco Settlement Revenue
- ☐ Other _____
- ☐ Other _____

State Funding

- ☐ Education Department
- ☐ Dept. Developmental Services
- ☐ Dept. of Aging
- ☐ Dept. of Rehabilitation
- ☐ Dept. of Health Services
- ☐ Other_____

Federal Funding

- ☐ FTA Section 5310(vehicles)
- ☐ FTA Section 5316 or 5317
- ☐ Comm. Dev. Block Grants
- ☐ Health and Human Services
- ☐ Other_____

Other Funding

- ☐ Client Fees
- ☐ Private Donations / Grants
- ☐ United Way
- ☐ Passenger Fares
- ☐ Fundraising
- ☐ Other_____

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?

☐ Yes ☐ No ☐ Unsure

23. IS YOUR AGENCY LIKELY TO MOVE WITHIN THE NEXT FIVE YEARS OR ESTABLISH AN ADDITIONAL SITE?

☐ Yes ☐ No ☐ Unsure

Complete this survey at: www.surveymonkey.com/s/KernUpdate OR return this survey in the enclosed, self-addressed envelope to:
AMMA Transit Planning 393 Two Trees Road, Riverside, CA. 92507 Or via facsimile (951) 784-1212
THANK YOU VERY MUCH!

Appendix C – Notes from May Stakeholder Agency Outreach

Delano Area Rapid Transit

Marvin Williams, Executive Director

Public transit system for the City of Delano. Offers Community fixed-route bus and senior and disabled dial-a-ride.

- Services the city limits of Delano – does not provide transit to McFarland
- Brought in new Executive director to make system more efficient and achieve farebox recovery ratio
- City of Delano has shifted designation from rural to small urban
- Small urban designation requires a 20% farebox recovery ratio
- Currently only making a system-wide 6% farebox recovery
- Looking to increase fares system-wide to help achieve farebox recovery
- Fixed – route system covers 5 routes
    - Attempting some route realignments to better serve new developments near Garces HWY and on Wollomes Ave.
    - Community asking for service in early morning and late evening but ridership is too low to support
    - Adding Saturday service soon
- Dial-A-Ride system is going through an overhaul to become more efficient and push ambulatory ridership to fixed-route
    - Dial-A-Ride service coordinates a fleet of six vehicles
    - Currently allows general public and subscription trips on dial-a-ride
    - Heavy DAR ridership on school trips for kids – fixed-routes serve all schools in the city
    - General public dial-a-ride will end in June 2013
    - Will only allow trips for senior and disabled in June 2013
    - Riders are currently in the process of becoming certified to use the service
    - Previously only 39% of riders were ADA certified
    - Recently changed dispatching software from Trapeze to RouteMatch.
    - 5310 grant request planned for CNG paratransit vehicles
    - Provides meal trips for senior center clients with DAR vehicles – no fare to rider – paid by hospitals
- DADD is a non-profit provider in the area that transports their own clients
    - Has 10 to 15 vehicles
    - Provides service in to Bakersfield

Kern County Public Health Service Department

Suzan Chesebrough, Public Health Nurse

Public health services provided to individuals with HIV as well as persons with disabilities and persons of low-income.

- Service area broken up in to quadrants conjoined from downtown Bakersfield
- Transportation is especially difficult for farm workers and their families and those living in outlying areas

- HIV traffic to the County hospital, Clinical Sierra Vista and National Health Services
- Hardest trips to make are from areas such as Ridgecrest, Tehachapi, and California City using the rural bus to travel to services located in Bakersfield.
    - Bus is usually packed – standing room only
    - Residents of Ridgecrest are now travelling in to Ontario or Lancaster/Palmdale for services rather than Bakersfield
- Provides transportation subsidies in the form of bus passes, day bus passes and ARCO gas cards. No regional bus passes
- Salvation Army in Tehachapi provides bus passes for medical trips. Nothing for seniors
- Medicare, managed care does provide medical transportation
    - HealthNet provides van transportation up to Medicare coverage
- Eastern Kern County and Taft areas are very underserved by existing resources
- Kern County Medical Health Plan is now enrolling new patients – what happened when all of these people have insurance – rise in transportation demand
    - Public Health Dept. may be able to help cover costs with Ryan White funding for those who are denied insurance
- Several unmet transportation needs and issues/concerns were identified
    - Making trips to Kern County Hospital and Memorial Hospital
    - Labor delivery – residents are now going in to L.A. County
    - Need for more reliable regional transit options
    - GET Bus routes have recently changed, riders are vocal and unhappy about changes
    - Personal safety walking to and from bus stops in higher crime areas
    - Some riders are afraid to transfer at the central hub due to crime element
    - Information about Google Transit
- Works with some collaboratives
    - Homeless Collaborative
    - Kern County Network for Children – First Five funded

Golden Empire Transit

Karen King, CEO
J. Steven Woods, Deputy CEO

Golden Empire Transit District was formed in 1973 and serves the Bakersfield Metropolitan area: 160 square miles, population 479,501.
GET has an active fleet of 88 buses plus 19 GET-A-Lift buses which are all fueled with clean burning, compressed natural gas (CNG). All buses are equipped with wheelchair lifts and bike racks.
GET has 450 bus benches made out of recycled plastic milk jugs, purchased with a grant from the Department of Conservation.

- **Number of Bus Routes:** 16
- **Days of Operation:** 7 days a week
- **Number of Bus Stops:** 1,000
- **Annual Boardings:** 6.2 million
- **Annual Miles:** 4.0 million
- Addressed issues of security at transit stations/centers

  - Robust camera system and onsite security
- Recent route changes and future planning
  - Need more funding to implement mid-term recommendations from transit plan
  - Looking to increase frequency and extend routes out to new development areas
  - Went from a coverage system to focusing on productivity
  - There may be some route alignments, but most will stay the same relative to future planning
- Bus passes and fares
  - Conducting a study on value added swipe card
  - Changing current senior and disabled pass to a new one
  - Looking to modify the fare structure as it does not currently meet the needs of the passive rider
  - The flash pass provides more fare coverage at a lower cost
- Not currently participating in the vanpool system – CalVans reports directly to NTD
- Developing an AVL system that will help speed up the service
- Recently switched to same day reservations on GET-Lift where space is available
- Has an outreach coordinator on board that is willing to promote GET services to various collaboratives, non-profits, and special community events
- Coordination with North of the River CTSA is working well, does not see any overlap between systems
- Looking to add a medical route off of Route 43 called the Truxton Extension Area
- Adequately funded for capital but needs more operating money

United Way

Della Hodson, President and CEO
Louis Medina, Homeless Project Manager

- United Way serves as fiscal sponsor for homeless collaborative.
- Kern County covers 8k square miles
- Most communicated unmet need is travel in to Bakersfield from outlying small towns
- United Way raises $2 million per year
- Currently in transition to be more engaged in identifying where people are willing to come and gather and work together to form partnerships
- Disbursed $250k last year on homeless grants
- Financial Independence Starts Here (FISH) program to better low-income individuals
  - Focuses on Education and asset building
  - Help to acquire personal assets
  - Federal funding to get banking and begin saving money
  - Classes on how to manage money, credit, and avoid financial traps
  - Volunteer tax preparation
  - UW provides 2 to 1 savings match
  - Funding is for this program is to be spent on home loans, small businesses, or college training
- Transportation Issues
  - GET removed stop in front of the homeless center, drop in homeless participation since
  - Safety concerns near the homeless center
  - ILC benefitted by the restructuring
  - UW uses the trip planner on GET's website

  - Would like to see Get more involved in collaboratives and community meetings and give out bus passes as promotion.
  - Would like to see KRT conduct more outreach as well
  - Need more bike racks on KRT services
  - Riders from Tehachapi and Frazier are being stranded at work on regional bus
- Non-profit partners, potential stakeholders and client resources
  - McFarland Family Resource Center
  - Mountain Communities Family Resource Center
  - FEMA – EFSP emergency financial assistance
  - Dignity Health – Debbie Hill
  - Homemaker Care
- Homeless Bill of Rights – Bill introduced to decriminalize the activities of the homeless. What implications will its passage have on public transit?

Community Action Partnership

Yolanda Gonzales, Director of Child Education and Development Services/ Headstart

Community Action Partnership serves low-income families at 130% of Federal poverty level and below.

- Children are having difficulty getting to and from school in households where there is one or no car.
- CAP has the ability to reimburse for training
- Agency does not have enough vehicles to take every client
  - 22 vehicles – mostly used for home based education
- 44 Headstart facilities across the county
  - $27 million budget
  - Took a $1.3 million hit
  - Operating hours from 8a – 5p
  - Only allow enrollment of children if parents are low-income
  - Some allowances for families 10% above the 130% Federal poverty line
- Family Services workers meeting are conducted and would be a good meeting for public transit outreach
  - Could take GET Bus field trips with children to acclimate to transit early

Department of Aging and Adult Service

Lito Morillo

- Expressed need for medical trips in to Bakersfield from outlying areas
- Seniors have difficulty navigating the existing transportation resources
  - Nutrition service in the City of Delano for AAS: 2 senior centers
  - City of Delano raised their sales tax, some dollars went to senior services; some to in-home supportive services
- Funding exists for senior center transportation
- North of the River CTSA only services in and around Bakersfield
- Most seniors currently drive or get a ride to the senior centers

- KRT does a great job of connecting seniors in different cities
- Davita is considering looking at providing transportation in certain areas for dialysis trips
- Opportunities for client outreach
    - Senior centers
    - Health fairs
    - Churches
    - AAS staff meetings
- Bus stop in front of senior center in Ridgecrest has been moved two blocks down

New Advances for People with Disabilities

Darla Benson, Executive Director
Chris Beebout, Director of Transportation

The NAPD Transportation Department currently provides daily transportation for adults and children in the Bakersfield area and the outlying communities of Wasco, Shafter, Buttonwillow, Taft, Lamont, Arvin, Frazier Park, and Tehachapi. Working in conjunction with Kern Regional Center and Routing Logistics, they provide transportation for clients of all NAPD programs and other day programs in the Bakersfield area.

- Transportation program elements
    - Staffing: 1 FTE dispatcher, 1 FTE transportation manager, 1/6 FTE manager, 20 drivers
    - 300 consumers
    - Delivers 159,000 annual trips
    - Has full service maintenance facility and operation
        - 2 FTE maintenance personnel
    - 42 vehicle fleet
        - 18 lift-equipped – all 5310 vehicles
    - Service provided M-F, 5am and 7:30pm
    - Provides transportation to BARC, NAPD, Pathpoint as part of Regional Center contract
        - Mercy's transportation and express Transit are other Regional Center providers
    - Majority of riders are developmentally disabled
    - Routing done by a company in Los Angeles
    - Provides door-through-door service, does not have same restrictions as GET-A-Lift or CTSA
    - Refers trips to GET-A-Lift and NOR (CTSA) when necessary - usually calls NOR twice per month
- Organizational issues
    - Wheelchair trips are difficult to deliver, consume drivers' time
    - Fear of workers comp claims
    - Street congestion
    - Off-site dispatch has no local knowledge
    - Funding is low, so they cannot offer competitive wages
- Majority of NAPD program participants are transported by NAPD, only about 10 ride Get Bus regularly
- 900 bus stops in Bakersfield, half are not designated as no parking zones – should be red curbed – not safe for wheelchairs and strollers
- Outreach opportunities with Kern Medical Center and Clinica Sierra

Homeless Providers' Collaborative Meeting
Greater Bakersfield Legal Assistance

Hosted by: Neda Mashayekhi and Ana Vigil

Gathered together 21 representatives from 2-1-1 Kern County, Alliance Against Family Violence and Sexual Assault, Bakersfield Homeless Center, Clinica Sierra Vista, GBLA, Independent Living Center of Kern County, the Office of Kern County 5th District Supervisor Leticia Perez, Stewards, Inc., The Salvation Army's Lake Isabella Office, and United Way of Kern County.

Meeting provided a venue for those who deliver services to the targeted vulnerable populations that use public transport to speak up, identify needs and service gaps, and explore possible solutions for both metropolitan Bakersfield and Kern's many rural communities.

- Need to create awareness of what transit/transportation options exists
    - Promote the use of Google Transit
    - Promote the use of the GET Bus website and trip planner
- **Metro Bakersfield issues**
    - Understanding how to navigate transfers on the Get Bus system
    - Route changes to the Get Bus
        - No bus running after 10pm
            - Access to late night employment
                - Hospital jobs
                - Juvenile hall
                - Wal-Mart
                - Sam's Club
                - Howard Stone
                - Food Maxx
        - Accessibility for persons with disabilities (wheelchair walkers and strollers)
        - Movement of bus stops
            - Stops at GBLA moved from Chester and California to Union and California
            - Truxton/Williams moved to California and Washington
            - Memorial hospital bus stop
            - BARC stop was moved five blocks – client lost for several hours
        - Safety at the locations where bus stops have been moved
    - New GET-A-Lift policy for seniors
        - Stigmatizing physical assessment
        - Denials of free trips for assessment
        - Better communication to consumer needed
    - Need better lighting and shelters (hot) at GET Bus stops
    - More equity across communities – lower income areas to be given the same amenities (bike paths, sidewalks, lighting) etc.
    - Need better connection possibilities with other systems from the GET Bus
    - Need for stronger partnership with GET and the community
    - Need for general assistance and free bus passes from GET vendors

  - More public involvement is need in the unmet needs process
    - Which populations are being targeted to give testimony?
    - Non one knows that hearings are taking place
    - Clearer explanation of what is a need that is reasonable to meet
- **Issues in outlying areas**
  - Arvin-Lamont
    - No local emergency room in Arvin-Lamont, must travel to Bakersfield
    - South Kern Study – Arvin Lamont
      - Population is leaving this area to find work, moving residence or commuting to Bakersfield
      - Roads are dangerous for both drivers and transit
      - No curbing and in some cases no sidewalks – dangerous for wheelchairs, bikes, strollers
  - More equity across communities for transit – lower income areas should be given the same amenities (bike paths, sidewalks, lighting) etc.
  - Kern River Valley
    - No trips to Ridgecrest
    - Courts closed in Kern River Valley, must go to Arvin, Bakersfield or Ridgecrest
    - Costs $400 a month to travel to Bakersfield 5 days per week for work
    - No Sunday transportation
    - Does have a community Dial-A-Ride but it is not enough.
    - Seniors are aging in place and need access to services
    - Trips from Lake Isabella to Bakersfield
      - 4pm is the last bus, too early to support employment. Need increase in service to support jobs outside of Kern Valley
  - Court house closing in Taft, must travel to Bakersfield or Lamont
  - Only two homeless shelters for the county, both in Bakersfield – long trip for homeless in rural outlying communities

Arvin Family Resource Center

Karen Davis, Director

Arvin Family Resource Center is part of the school district and receives most of its funding from First 5 and California Endowment

- Serves children from 0-5 and their families
- Current caseload of 40 children
- 100% free and reduced lunch
- Low-income, mostly English as a second language learners
- Children are mostly referred for service
- Mostly receiving welfare and/or WIC
- Transportation needs/concerns
  - Acquired bus passes in the past
    - Process is too long to get bus passes
  - Mileage reimbursement could work in this environment

- Need transportation to Madera Hospital, medical facilities in Bakersfield, and to unemployment office
- Only two buses that travel to Bakersfield
- Navigation to Bakersfield requires multiple transfers
- Arvin Transportation provides good service but…
  - Has no weekend service
  - Busses stop running very early
  - Experiencing service cutbacks
  - Sometimes misses the KRT bus
- Many neglect their health issues due to lack of transit knowledge
- Need for Spanish speaking call takers
- Community travel buddy
- Could be a good idea
- More bus route information in human and social services offices

CTSA – North of the River

Debra Rush

The CTSA is a division of the North of the River (NOR) Parks and Recreation, which is responsible for all of the parks north of the Kern River. Was designated as the CTSA in 1996. NOR provided some transportation before the creation of the CTSA.

- All transportation provided is under the umbrella of the CTSA
  - Majority of funding comes from TDA Article 4.5
  - Some funding from Medi-Cal reimbursement trips
  - Required farebox recovery is 10% - meeting this with the help of Medi-Cal reimbursement
  - Fare for service is $2.00 per one-way trip
  - Provides almost 40,000 annual one-way passenger trips
  - Operates from 8:00am to 5:30pm, Monday – Friday
  - Has a fleet of 15 vehicles: 5 passenger vans, 5 raised top lift equipped vans, and five 11-passenger lift equipped-cutaways. Current fleet funded by 5310 and Kern COG. NOR provided funding for vehicles in the past, but none of the existing fleet.
- Service area has been recently expanded. Now covers from Taft Hwy (South) to James Rd (North) and from Renfro (West) to Rio Bravo (East).
- Provides trips for anyone who is ***60 years of age or older, or an individual with a permanent disability that has a transportation need that requires door-to-door service***
- Currently uses Trapeze Paratransit software, happy with its use, functionality and on-going technical support from Trapeze.
- Refers any applicant with a disability that can utilize a curb to curb demand response system to use GET-Lift. Does receive some referrals from GET-Lift.
- Encourages all of their disabled riders to obtain eligibility certification from both CTSA and GET-Lift whenever possible to allow better flexibility and more mobility options.
- Has some riders that are picked up as transfers at transit centers, mostly individuals using the KRT regional bus.

- Transportation needs heard from consumers
    - Greatest transportation need heard from consumers is the need for more transportation to and from outlying areas such as California City, Delano, Tehachapi, and Ridgecrest. Gets a lot of calls for service beyond their western service area border at Renfro.
    - Need for CTSA services beyond 5:30pm. Currently these trips are referred to GET-Lift
- Most pressing issues for CTSA
    - Need for more vehicles and drivers
        - Need at least 5 new vehicles
        - Denying about 150-200 trips per month due to capacity issues
        - Applied for replacement vehicles in the last 5310 cycle
        - Cannot afford to pay for more drivers to operate new vehicles.

Appendix D - Inventory of Responding E-Survey Agencies

Kern Council of Governments: Public Transit - Human Services Coordinated Transportation Plan Update
Agency Survey Respondents by Geographic Region

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
Metropolitan Bakersfield												
1	**Able Times Alliance**	P.O.Box 1603		661-829-3312	Private, non-profit							
	Penny Sherwood, Founder	Bakersfield	93302	sherwood.penny77@gmail.com								
2	**Aging and Adult Services - Adult Protective Services**	5357 Truxtun Ave.		661-868-1025	Public agency							
	Ruth Waldrum, Social Service Worker III	Bakersfield	93309	waldrumr@co.kern.ca.us								
3	**Alzheimer's Disease Association of Kern County, Inc.**	5500 Olive Dr. Building #1		661-393-8871	Private, non-profit							
	Kate Eucce, CEO	Bakersfield	93308	Kate@adakc.org								
4	**Baker Branch Library**	1400 Baker Street		661-861-2390	Public agency							
	Sherry Wade, Branch Supervisor	Bakersfield	93305	sherry.wade@kerncountylibrary.org								
5	**Bakersfield ARC**	2240 S. Union Ave		661-834-2272	Private, non-profit							72
	Joyce Myers, VP Director of Human Resources	Bakersfield	93307	jmyers@barc-inc.org								
6	**Bakersfield ARC - BARC**	2240 South Union Avenue		661-834-2272	Private, non-profit							
	Jim Baldwin, President	Bakersfield	93307	jbaldwin@barc-inc.org								
7	**Bakersfield City School District**	bcsd.com		661-631-4910	Public agency							
	Suzanne Guest, District Liaison for Homeless & Foster youth	Bakersfield	93305	guestsu@bcsd.com								
8	**Bakersfield Homeless Center**	1600 E. Truxton Ave.		661-322-9294 ext. 107	Private, non-profit							
	Emerald Newquist, Data Entry Assistant (former Dorm Staff)	Bakersfield	93305	enewquist@bakhc.org								
9	**Bike Bakersfield**	1424 17th street		661-321-9247	Private, non-profit							
	Cindy Parra, Planning and Policy Director	Bakersfield	93301	cindy@bikebakersfield.org								
10	**Boys and Girls Clubs of Kern County**	801 Niles St.		661-205-3866	Private, non-profit							
	Amerika Nino, Youth Leadership and Advocacy Collaborative Coordinator	Bakersfield	93385	bhcskyouth@yahoo.com								
11	**Call to Action**	1800 Mt Vernon		661-868-1285	Private, non-profit							
	Flor del Hoyo, Health Educator	Bakersfield	93306	delhoyof@co.kern.ca.us								
12	**Center on Race, Poverty & the Environment**	420 Springer Street		661-667-0136	Private, non-profit							
	Gustavo A. Aguirre, Organizing Director	Bakersfield	93306	gaguirre@gmail.com								
13	**Central California URISA**	PO BOX 60100		661-871-4770	Private, non-profit							
	Vince Zaragoza, Secretary	Bakersfield	93386	geoeconomics@sbcglobal.net								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
14	**City of Bakersfield**	1501 Truxtun Ave.		661-326-3468	Public agency							
	Joe Catalan, Engineer I	Bakersfield	93301	jcatalan@bakersfieldcity.us								
15	**City of Bakersfield**	1715 Chester Ave.		661-326-3786	Public agency							
	Martin Ortiz, Principal Planner	Bakersfield	93301	mortiz@bakersfieldcity.us								
16	**Clinica Sierra Vista**	1430 Truxtun Avenue, Suite 400		661-635-3050	Private, non-profit							8
	Bill Phelps, Chief of Programs	Bakersfield	93301	Bill.Phelps@clinicasierravista.org								
17	**Clinica Sierra Vista**	2707 F St.		661-324-0293	Private, non-profit							
	Deborah Gomez, case manager	Bakersfield	93301	gomezd@clinicasierravista.org								
18	**Clinica Sierra Vista**	2519 South "H" street		661-328-4217	Private, non-profit							
	Paola Cassidy, Nutritionist Supervisor	Bakersfield	93304	cassidyp@CLINICASIERRAVISTA.ORG								
19	**Clinica Sierra Vista-Medically Vulnerable Infant Program**	2000 Physicians Blvd		661-634-1164	Private, non-profit							
	Monica Juarez, RN	Bakersfield	93301	monijuarez78@yahoo.com								
20	**Community Action Parntership of Kern, Head Start**	300 19th Street		661-336-5326	Private, non-profit							
	, Head Start Regional manager	Bakersfield	93301	mlopez@capk.org								
21	**Community Action Partnership of Kern**	fairview headstart 425 E.fairview Rd.		611 835-5440	Private, non-profit							
	Sharon Briggs, site supervisor	Bakersfield	93307	sbrigg @capk.org								
22	**Community Action Partnership of Kern**	5005 Business Park North		661-336-5236	Public agency							
	Vicki Hepokoski, Child Development Coordinator	Bakersfield	93309	vhepoko@capk.org								
23	**Community Action Partnership of Kern**	401 Willow		661-393-4424	Private, non-profit							1
	Carolyn Coffey, Site Supervisor II	Bakersfield	93308	ccoffey@capk.org								
24	**Community Action Partnership of Kern**	300 19th Street		661-336-5236	Private, non-profit							
	Tomeka Powell, Administrative Analyst	Bakersfield	93301	tpowell@capk.org								
25	**Community Action Partnership of Kern**	525 E.Casa Loma dr		661-835-5430	Private, non-profit							
	Carmen Cruz, site sup 1	Bakersfield	93307	ccruz@capk.org								
26	**Community action partnership of Kern**	5005 business park north		661-336-5236	Private, non-profit							
	Sandra Waffordpinkins, regional manager	Bakersfield	93301	swpinkin@capk.org								
27	**Community Action Partnership of Kern**	5005 Business Park North		661-336-5236	Private, non-profit							15
	Yolanda Gonzales, Child Education & Development Services Division	Bakersfield	93309	ygonzale@capk.org								
28	**Community Action Partnership of Kern**	2800 agate st.		661-835-5470	Private, non-profit							10
	Linda Haddadin, Site Supervisor	Bakersfield	93304	lhaddad@capk.org								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
29	**Community Action Partnership of Kern - Head Start**	2400 Planz Rd.		661-835-5460	Private, non-profit							
	Etelvina Castillo, Family Services Worked 1	Bakersfield	93304	ecastil@capk.Org								
30	**Community Action Partnership of Kern -Green Energy Program**	3115 Sillect Ave		661-336-5203	Private, non-profit							
	Sergio Hernandez, HEAP Coordinator	Bakersfield	93308	shernandez@capk.org								
31	**Community Connection for Child Care**	2020 K st		661-861--5271	Private, non-profit							
	Rheanna Hilton, PF1	Bakersfield	93301	rhhilton@kern.org								
32	**County Administrative Office**	1115 Truxtun Avenue, 5th Floor		661-868-3161	Public agency							
	Teresa Hitchcock, Chief Deputy Administrative Officer	Bakersfield	93301	hitchcockt@co.kern.ca.us								
33	**CSU Bakersfield**	9001 Stockdale Hwy, 36 BDC		661-654-3191	Public agency							
	Cheryl Holsonbake, Research Associate	Bakersfield	93311	cholsonbake@csub.edu								
34	**DC Inspections, Inc.**	4808 Ortiz Ct, Bldg D		661-717-1209	Private, for profit							
	Tony Lusich, Managing Engineer	Bakersfield	93308	alusich@lusich.com								
35	**Employers Training Resource**	1600 E. Belle Terrace		661-635-2689	Public agency							
	Scott Couture, Program Technician	Bakersfield	93307	coutures@co.kern.ca.us								
36	**Employers Training Resource**	1600 East Belle Terrace		661-336-6957	Public agency							
	Aaron Ellis, Deputy Director	Bakersfield	93307	aarone@co.kern.ca.us								
37	**Employers Training Resource**	1600 E BELLE TERRACE		661-336-6909	Public agency							
	Lori Castro, Sr Office Services Specialist	BAKERSFIELD	93307	loric@co.kern.ca.us								
38	**Employers Training Resource**	1600 East Belle Terrace		661-635-2641	Public agency							
	Beth Carter, Program Technician	Bakersfield	93304	carterbe@co.kern.ca.us								
39	**Employers Training Resource - CSC**	200 China Grade Loop		661-336-6729	Public agency							
	Joy Crynock, Computer Instructor	Bakersfield	93308	jcrynock@gmail.com								
40	**Employers Training Resource - CSC**	1600 East Belle Terrace		661-336-6904	Public agency							
	Steven Buckley, Program Tech	Bakersfield	93307	buckleyb@co.kern.ca.us								
41	**First 5 Kern**	2724 L Street		661-328-8887	Private, non-profit							
	Anastasia Lester, Program Officer	Bakersfield	93301	alester@kccfc.org								
42	**Flood Ministries**	3509 Union Ave		661 323-5663	Faith based							
	Rhonda Starr, Health Care Coordinator	Bakersfield	93305	rhonda@floodbako.com								
43	**Golden Empire Transit**	1830 Golden State Avenue		661-869-6317	Public agency							
	Candra J. Cheers, Operations Manager	Bakersfield	93301	ccheers@getbus.org								

	Organization/Contact name	Address	Phone/e-mail	Agency type	Transportation Provided						
					No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
44	**GOLDEN EMPIRE TRANSIT DISTRICT**	1830 GOLDEN STATE AVE	661-869-6309	Public agency							
	EMERY RENDES, TRANSIT PLANNER	BAKERSFIELD 93301	erendes@getbus.org								
45	**Greater Bakersfield Legal Assistance**	615 California Ave	661-326-4786	Private, non-profit							
	Neda Mashayekhi, Attorney	Bakersfield 93304	nmashayekhi@gbla.org								
46	**Greenfield Walking Group**	5705 Osborne Ct.	661-742-6679	Private, non-profit							
	Gema Pérez, Representative	Bakersfield 93307	gemagemarara@aol. Com								
47	**H.E.A.R.T.S. Connection**	3101 N. Sillect Ave., Suite 115	661-328-9055	Private, non-profit							
	Susan Graham, Director	Bakersfield 93308	susan_graham@heartsfrc.org								
48	**Henrietta Weill Memorial Child Guidance Clinic**	3628 Stockdale Highway	661-322-1021	Private, non-profit							
	David Camara, Executive Director	Bakersfield 93309	DavidC@hwmcgc.org								
49	**HOUSING AUTHORITY OF THE COUNTY OF KERN**	601 24TH ST	661-631-8500	Public agency							
	Tina Posey, HOUSING COORDINATOR	BAKERSFIELD 93301	TPOSEY@KERNHA.ORG								
50	**Independent Living Center of Kern County**	5251 Office Park Drive Suite 200	661-325-1063	Private, non-profit							
	Amy Barber, Transition Coordinator	Bakersfield 93309	amy@ilcofkerncounty.org								
51	**Independent Living Center of Kern County**	5251 Office Park Drive Suite 200	661-325-1063 ext. 34	Private, non-profit							
	Jim Alford, Information/Referral Coordinator	Bakersfield 93309	jim@ilcofkerncounty.org								
52	**Independent Living Center of Kern County**	5251 Office Park Dr. Suite 200	661-325-1063 ext. 36	Private, non-profit							
	Olivia Kent, Systems Change Advocate	Bakersfield 93309	olivia@ilcofkerncounty.org								
53	**Independent Living Center Of Kern County**	5251 Office Park Dr, Suite 200	661-325-1063	Private, non-profit							
	Luis Ortega, AT - I&R Coordinator	Bakersfield 93309	luis@ilcofkerncounty.org								
54	**Independent Living Center of Kern County (ILCKC)**	james@ilcofkerncounty.org	661-325-1063 x 23	Private, non-profit							
	James Kulzer, Program Manager	Bakersfield 93309	james@ilcofkerncounty.org								
55	**Just an Unemployed US Citizen.**	8000 Kroll Way, #84	661 433-5504	Private, non-profit							
	Shirlena Nadsady, Unemployed	Bakersfield 93311	alwaysmile@earthlink.net								
56	**Kaiser Permanente**	4900 California Ave.,Tower A, Ste. 200	661-852-2714	Private, non-profit							
	Robin Bunyan, Licensed Clinical Social Worker	Bakersfield 93309	robin.l.bunyan@kp.org								
57	**Kern Council of Governments**	1401 19th Street Suite 300	661-472-2887	Public agency							
	Joseph Stramaglia, Senior Planner	Bakersfield 93301	jstramaglia@kerncog.org								
58	**Kern Council of Governments**	1401 19th Street	661-861-2191	Public agency							
	Ed Flickinger, Regional Planner	Bakersfield 93301	eflickinger@kerncog.org								

	Organization/Contact name	Address	Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
59	**Kern Council of Governments**	1401 19th Street, Suite 300	661-861-2191	Public agency							
	Fasika P. Stowe, Administrative Assistant	Bakersfield 93301	fstowe@kerncog.org								
60	**Kern County Department of Human Services**	100 East California Avenue	661-631-6136	Public agency							
	Pam Holiwell, Assistant Director	Bakersfield 93307	holiwep@co.kern.ca.us								
61	**Kern County Department of Human Services**	100 E California Ave.	661-631-6303	Public agency							
	Lorena Altamirano, Social Service Worker III	Bakersfield 93307	altaml@cws.state.ca.us								
62	**Kern County Department of Human Services**	100 E. California Ave	661-633-7374	Public agency							
	Cari Drake, Assistant Program Director	Bakersfield 93307	drakec@co.kern.ca.us								
63	**Kern County Department of Human Services**	3041 Wilson Rd.	661-868-8832	Public agency							
	Elizabeth Genova, Social Service Worker	Bakersfield 93309	Elizabeth.Genova@CWS.state.ca.us								
64	**Kern County Department of Human Services, Independent Living Program**	1212 18th Street	661-636-4244	Public agency							
	Jennifer Robbins, SSW IV, MSW	Bakersfield 93301	jennifer.robbins@cws.state.ca.us								
65	**Kern County Mental Health**	2525 N. Chester	661-868-1807	Public agency							3
	Dawn Milton, MH Unit Supervisor	Bakersfield 93308	dmilton@co.kern.ca.us								
66	**Kern County Mental Health**	1401 L Street	661-868-6120	Public agency							
	Brenda Smith, RSII/LPT	BAKERSFIELD 93301	bresmith@co.kern.ca.us								
67	**Kern County Mental Health**	2151 College Avenue	661-868-8007	Public agency							
	Meghan Boaz Alvarez, Mental Health Unit Supervisor	Bakersfield 93306	mboaz@co.kern.ca.us								
68	**Kern County Network for Children**	1212 18th Street	661-636-4488	Private, non-profit							
	Tom Corson, Executive Director	Bakersfield 93301	tocorson@kern.org								
69	**Kern County Planning**	2700 "M" Street	661-862-8614	Public agency							
	Shawn Beyeler, Planner 3	Bakersfield 93309	beyelers@co.kern.ca.us								
70	**Kern County Public Health**	1800 Mt Vernon 261o	661-868-0355	Public agency							
	Jean Roberts, OPHP PHN	Bakersfield 93306	robertsje@co.kern.ca.us								
71	**Kern County Public Health**	1800 Mt Vernon Ave.	661-868-0165	Public agency							
	Becky Lomeli, Health Education Assistant	Bakersfield 93306	lomelir@co.kern.ca.us								
72	**Kern County Public Health**	5357 Truxtun Ave	661-868-1029	Public agency							
	Janet Andrea, PHNII	Bakersfield 93309	andreaj@co.kern.ca.us								
73	**Kern County Public Health Services Department**	1800 Mt Vernon	661-633-7256	Public agency							
	Jennifer Herrera, Public Health Nurse	Bakersfield 93306	herreraje@co.kern.ca.us								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
74	**Kern County Superintendent of Schools**	705 S. Union Ave.		661 852-5839	Public agency							
	Maria Bertolucci Steele, Adapted PE Specialist	Bakersfield	93307	masteele@kern.org								
75	**Kern County Superintendent of Schools**	1300 17th St., City Centre		661-342-5880	Public agency							
	Beth Berchtold, Credentialed School Nurse	Bakersfield	93301	beberchtold@kern.org								
76	**Kern Family Health Care**	9700 Stockdale Highway		661-664-5111	Public agency							
	Linda Howells, RN, Director of Quality Improvement, Disease Management and Health Education	Bakersfield	93311	lindah@khs-net.com								
77	**Kern High School District - Golden Valley High School**	801 Hosking Ave		661-827-0800	Public agency							
	Robert Castro, School Community Specialist	Bakersfield	93307	robert_castro@khsd.k2.ca.us								
78	**Kern Kaweah Chapter of the Sierra Club**	2815 La Cresta Drive		661 323 5569	Private, non-profit							
	Arthur Unger, member	Bakersfield		artunger@att.net								
79	**Kern Regional Center**	3200 N. Sillect Ave		661-852-3311	Private, non-profit							
	Jeffrey Popkin, Associate Director	Bakersfield	93308	jpopkin@bak.rr.com								
80	**Migrant Education Program**	1500 South Fairfax St.		661-979-2634	Public agency							
	Mayra Gonzalez, Social Service Specialist	Bakersfield	93307	mgonzalez@fairfax.k12.ca.us.								
81	**New Advances for People with Disabilities**	3720 N. SILLECT AVENUE		661-322-6542	Private, non-profit							40
	Chris Beebout, Director of Transportation	BAKERSFIELD	93308	chrisb@napd-bak.org								
82	**New Advances for People with Disabilities**	2601 F Street		661-395-1361	Private, non-profit							
	David Shawn Kennemer, Director of Client Services	Bakersfield	93301	Shawn@napd-bak.org								
83	**North of the River Recreation and Park District**	222 Minner Ave.		661-392-2035	Public agency							15
	Joe West, Transportation Supervisor	Bakersfield	93308	jwest@norrecreation.org								
84	**Owens Valley Career Development Center**	1001 Tower Way Suite #230		661-328-6206	Tribal Organization							6
	Helen Almengor, Family Advocate	Bakersfield	93309	halmengor@ovcdc.com								
85	**Owens Valley Career Development Center**	1001 Tower Way, Suite 230		661-323-1086	Tribal Organization							
	Sheree Hibler, Family Literacy Coordinator	Bakersfield	93309	shibler@ovcdc.com								
86	**Paramount Farming Company**	33141 E. Lerdo Hwy.		661-371-3709	Private, for profit							
	Cindy Meeker, GIS Specialist	Bakersfield	93308	cindym@paramountfaming.com								
87	**Recreation and Parks Department, City of Bakersfield**	1600 Truxtun Ave.		661-236-3866	Public agency							
	Dianne Hoover, Director	Bakersfield	93301	dhoover@bakersfieldcity.us								
88	**The Bakersfield Californian**	1707 Eye Street		661-395-7261	Private, for profit							
	Linda Petree, Advertising Account Executive	Bakersfield	93301	lpetree@bakersfield.com								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided						
						No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
89	**United Way of Kern County**	5405 Stockdale Hwy, Suite 200		661-834-2734	Private, non-profit							
	Louis Medina, Homelessness Project Manager	Bakersfield	93309	Louis.M@uwkern.org								
90	**Vineland School District--Sunset Middle School**	8301 Sunset Blvd.		661-845-1320	Public agency							4
	Rocio Munoz, Principal	Bakersfield	93307	rmunoz@vineland.k12.ca.us								
91	**WISE Services**	5121 Stockdale HWY #275		661-868-5050	Public agency							3
	Peg Walker, unit supervisor	Bakersfield	93309	pwalker@co.kern.ca.us								

	Organization/Contact name	Address	Phone/e-mail	Agency type	Transportation Provided						
					No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
Northwest Kern County											
1	**California Rural Legal Assistance, Inc.**	601 High Street, Suite C	661-725-4350	Private, non-profit							
	Elizabeth Ann Aakhus, Staff Attorney	Delano 93215	eaakhus@cral.org								
2	**City of Delano**	1120 Glenwood Street	661-721-2284	Public agency							13
	Marvin Williams, Transit Manager	Delano 93215	mwilliams@cityofdelano.org								
3	**City of Wasco**	810 8th	661-758-4810	Public agency							
	Cherylee Wegman, Council Member	Wasco 93280	cwegman@bak.rr.com								
4	**City of Wasco**	764 E Street	661-758-7237	Public agency							4
	Bruce Foltz, Finance Director	Wasco 93280	brfoltz@ci.wasco.ca.us								
5	**City of Wasco Housing Authority**	750 H. Street	661-758-6406	Public agency							
	Jim Wheeler, Executive Director	Wasco 93280	jim@wascoha.com								
6	**Clinica Sierra Vista WIC Program**	1508 Garces Hwy. Suite 3	661-725-5125	Private, non-profit							
	Alexis Rodriguez, Supervisor	Delano 93215	Alexis.Rodriguez@clinicasierravista.org								
7	**Community Action Partnership of Kern**	1835 Cecil Ave	661-725-8952	Private, non-profit							
	Rosa Rabago, Site Supervisor II	Delano 93215	rrabago@capk.org								
8	**Community Action Partnership of Kern**	124 Cliff Avenue	661-619-6665	Private, non-profit							
	Isenia Hinojosa, Site Supervisor	McFarland 93250	ihinojo@capk.org								
9	**Community Action Partnership of Kern**	459 E. Euclid	661-74-68240	Private, non-profit							
	Mary A. Lopez, Site Supervisor	Shafter 93263	malopez@capk.								
10	**Community Action Partnership of Kern - Headstart**	21109 Paso Robles Hwy	661-797-1062	Private, non-profit							1
	Donna Ward, Site Supervisor	Lost Hills 93249	dward/capk.org								
11	**Community Action Partnership of Kern -Head Start**	410 E Perkins Ave	661 792-2164	Private, non-profit							
	Maria Ceballos, Site Supervisor	McFarland 93250	mceball@capk.org								
12	**Proteus Inc.**	1816 Cecil Ave.	661-721-5839	Private, non-profit							
	Lita San Pedro, Program Coordinator	Delano 93215	lsanpedro@proteusinc.org								
13	**Proteus Inc.**	1816 Cecil Ave.	661-721-5800	Private, non-profit							
	Biridiana Benegas, Case Manager	Delano 93215	bbenegas@proteusinc.org								
14	**Proteus Inc.**	1816 Cecil Ave	661-721-5800	Private, non-profit							
	Melinda Camargo, Program Support Specialist	Delano 93215	melinda.camargo@proteusinc.org								
15	**Proteus Inc.**	1816 Cecil Ave.	661-721-5800	Private, non-profit							
	Angelica Rodriguez, Program Support Specialist	Delano 93215	arodriguez@proteusinc.org								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
16	**Shafter Healthy Start Family Resource Center**	300 North Valley		661 746-8692	Private, non-profit							
	Yvonne Munoz, Family Advocate	Shafter	93263	ymunoz@richland.k12.ca.us								
17	**Shafter Healthy Start/Richland School District**	331 Shafter Ave.		661-746-8659	Private, non-profit							
	Veronica Rodriguez, Parent Partner	Shafter	93263	vrodriguez@richland.k12.ca.us								
18	**Shafter Press Newspaper**	406 Central Avenue		661-746-4942	Private, for profit							
	Diane Givens, Ofc Manager	Shafter	93263	shafterpress@earthlink.net								

	Organization/Contact name	Address	Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
Southwest Kern County											
1	**Community Action Partnership of Kern** Laura Reyes, Site Supervisor II	10300 1/2 San Diego Street Lamont 93241	661-845-6833 lreyes@capk.org	Private, non-profit							
2	**Greater Lamont Chamber of Commerce** Miguel Sanchez, Director	P.O. Box 593 Lamont 93241	661-845-3925 ctautomotive@sbcglobal.net	Private, non-profit							
3	**Lamont School District** Aliya S. Khizer, Nutrition Program Coordinator	7839 Burgundy Avenue Lamont 93241	661-845-2724 AKHIZER@LESD.US	Public agency							
4	**Lamont Weedpatch Family Resource Center** Jennifer Wood-Slayton, Project Director	7839 Burgundy Avenue Lamont 93241	661-845-2724 jwood@lesd.us	Private, non-profit							
5	**Mountain Communities Family Resource Center** Linda Kilker, Bilingual Family Liaison	3015 Mt Pinos Way Frazier Park 93225	661-245-4303 lindakhshealthystart@frazmtn.com	Private, non-profit							
6	**West Side Community Resource Center** Kathleen Johnson, Case Manager	915 N. Tenth St., # 20 Taft 93268	661-765-7281 kjohnson@taftcity.org	Private, non-profit							

	Organization/Contact name	Address	Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
Northeast Kern County											
1	**Employers Training Resource**	6401 Lake Isabella Blvd.	760-379-4694	Public agency							
	Donna Moreno, Program	Lake Isabella 93240	morenod@co.kern.ca.us								
2	**Kern County Department of Human Services**	145 Ridgecrest Blvd	760-499-5221	Public agency							
	Kim Duckworth, Social Services Worker	Ridgecrest 93555	kim.duckworth@cws.state.ca.us								
3	**Kern River Valley Family Resource Center**	5106 Lake Isabella Blvd	760-379-2556	Public agency							
	Randy Fieber, District Nurse	Lake Isabella 93240	rfieber@kernvilleusd.org								
4	**Owens Valley Career Development Center**	722 North Norma Suite C	760-375-9363	Tribal Organization							
	Joseph Brian Shumway, Site Manager	Ridgecrest 93555	bshumway@ovcdc.com								
5	**Owens Valley Career Development Center Tribal TANF Program**	6504 Lake Isabella Blvd. Suite D	760-379-4770	Tribal Organization							4
	Samantha Kessler, Administrative Assistant	Lake Isabella 93240	skessler@ovcdc.com								
6	**Resident Ridgecrest/Kern County Campaign Finance Committee**	544 Weiman Avenue	760-371-0633	Public agency							2
	Anthony R. Damiano, Resident/Member	Ridgecrest 93555	sunnyd@iwvisp.com								
7	**Ridgecrest Branch, Kern County Library**	131 E Las Flores Ave	760-384-5870	Public agency							
	Marsha Lloyd, Branch Supervisor/Librarian II	Ridgecrest 93555	marsha.lloyd@kerncountylibrary.org								

	Organization/Contact name	Address		Phone/e-mail	Agency type	Transportation Provided: No Trans	Operate	Contract	Subsidize	Arr: Info	Arr: vlt/car	Other
Southeast Kern County												
1	**Arvin Family Resource Center**	207 South A St.		661-854-6526	Public agency							
	Karen Davis, Coordinator	Arvin	93203	kdavis@arvin-do.com								
2	**City of Tehachapi, Planning Commission**	115 S Robinson Street		661-822-2200	Public agency							
	Marisa Folse, Commissioner	Tehachapi	93561	marisafolse@sbcglobal.net								
3	**Community Action Partnership of Kern**	3082 Glendower St		661-256-9217	Private, non-profit							
	Luz Allen, Site Supervisor	Rosamond	93560	lallen@capk.org								
4	**Community Action Partnership of Kern**	1111 Bush St.		661-854-6488	Private, non-profit							
	Gloria Llanes, Site Supervisor	Arvin	93203	gllanes@capk.org								
5	**Community Action Partnership of Kern**	9124 Catalpa Ave		760-373-7605	Private, non-profit							
	Inez Figueroa-Villegas, Site Supervisor	California City	93505	ivilleg@capk.org								
6	**Department of Human Services, Kern County**	2300 Highway 58		661-824-7804	Public agency							
	JoAnne Teel, SSWIII	Mojave	93501	teelj@co.kern.ca.us								
7	**East Kern Family Resource Center CSV**	15662 K St.		661-824-4118	Private, non-profit							
	Mariana Lopez Calderon, Receptionist	Mojave	93501	Mariana.Lopezcalderon@clinicasierravi								
8	**Kern County Library, Arvin Branch**	201 Campus Rd.		661-854-5934	Public agency							
	Rafael Moreno, Supervisor	Arvin	93203	rafael.moreno@kerncountylibrary.org								
9	**Stallion Springs Community Services District**	19301 Jacks Hill Rd.		661-822-8017	Private, non-profit							
	Susan M. Mueller, SSCSD Board of Directors, President	Tehachapi	93561	susie5739@sbcglobal.net								
10	**Tehachapi Resource Conservation District**	321 West C Street		661-747-0991	Public agency							
	J. Edward Duggan, Director	Tehachapi	93561	jedwind@lightspeed.net								
11	**Tehachapi Valley Healthcare District**	115 West E Street		661-823-3001	Public agency							1
	Alan J. Burgess, Chief Executive Officer	Tehachapi	93561	aburgess@tvhd.org								

					Transportation Provided				
Organization/Contact name	Address		Phone/e-mail	Agency type	No Trans	Operate	Contract	Subsidize	Arr: Info Arr: vlt/car other
Outside county									
1 **Caltrans - District 6**	1352 W. Olive Avenue		559-445-6792	Public agency					
Pedro Ramirez, Associate Transportation Planner	Fresno	93778	pedro_ramirez@dot.ca.gov						
2 **Caltrans - District 9**	500 S. Main St.		760-872-0691	Public agency					
Brad Mettam, Deputy District 9 Director, Planning	Bishop	93514	brad.mettam@dot.ca.gov						
3 **District 6 Transportation Management Center-California Department of Transportation**	1352 West Olive Avenue		559-351-1876	Public agency					
Sergio Venegas, Transportation Engineer, Electrical	Fresno	93728	sergio.venegas@dot.ca.gov						