



FINAL REPORT
FEBRUARY 2019

Kern Council of Governments

Coordinated Human Services Transportation Plan Update



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1. Executive Summary

Overview

The Kern Council of Governments prepared the original 2007 Coordinated Human Services Transportation Plan as well as a 2013 update to that plan. This update, as well as the previous update, do not replace the original plan. Instead, the update provides current information so as to better serve the target populations of low-income individuals, persons with disabilities, and older adults.

The origin of the Coordinated Human Services Transportation Plan began with the 2005 SAFETEA-LU Act (Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users) which served to link the Job Access and Reverse Commute program, Elder and Persons with Disabilities capital program, and New Freedom program through a coordinated plan.

The Coordinated Plan is intended to identify transportation needs for low-income individuals, persons with disabilities, and older adults. The 2012 MAP-21 Act (Moving Ahead for Progress in the Twenty-first Century) did not alter the Coordinated Plan requirements.

The 2015 FAST Act (Fixing America's Surface Transportation) does not alter the Coordinated Plan requirement. However, some notable changes include:

- A state or local governmental entity that operates a public transportation service and that is eligible to receive direct grants under Sections 5311 or 5307 is now an eligible direct recipient for Section 5310 funds.
- Section 3006(b): a new discretionary pilot program for innovative coordinated access and mobility – open to Section 5310 recipients and sub-recipients – to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as: the deployment of coordination technology, projects that create or increase access to community One-Call/One-Click Centers, etc.

Coordinated Plans should follow the update cycles for metropolitan transportation plans (four years in air quality non-attainment and maintenance areas and five years in air quality attainment areas).

The Plan update will have the following objectives:

- Identify transportation needs for older adults, persons with disabilities, and low-income individuals
- Identify strategies for enhancing private and public transportation programs and services
- Support program and service sustainability



Methodology

In preparing the CHSTP Update, the consultant included the following activities:

- Conducted stakeholder survey,
- Facilitated Steering Committee meetings,
- Hosted public workshops,
- Documented existing conditions,
- Conducted research on alternative fuel vehicles,
- Conducted research on TNCs and electric car-sharing opportunities, and
- Presented coordination strategies and recommendations.

The Kern Council of Governments (Kern COG) assists in transportation planning and coordination with transit providers across Kern County. Therefore Kern COG must analyze transportation needs and priorities of individuals who rely the most on transportation services while also optimizing available funding.

Prior to receiving Transportation Development Act (TDA) funding, service providers must determine whether there are any unmet transit needs within their respective service area. The terms “unmet need” and “reasonable to meet” are defined in Chapter 7. No “unmet needs” as defined by the TDA criteria were identified.

The key findings of the stakeholder survey are presented on page 25.



2. Existing Conditions and Public Transit Inventory

Overview

Kern County's overall population continues to grow at approximately 0.9 percent annually. However, the County's population growth specific to low-income individuals, persons with disabilities, and persons 65 years and older is growing at a faster rate. Additional investment in public transit services specific to these target populations will be necessary.

The Bakersfield Metro area has experienced a higher overall population and senior growth; while the county at-large has experienced higher growth among populations of low-income individuals and persons with disabilities.

Public transit in the Bakersfield area is more robust than in many outlying communities. Multiple Dial-A-Ride services in addition to a large fixed-route network are positioned to accommodate this growing senior population in coming years. By contrast, many smaller communities in the county have limited transportation services. Transportation investment in communities outside Bakersfield will become more critical given increased demand within the target populations.

Existing and Planned Land-Use

Based on information provided by the County's Planning Department, Camellia Place Phase II in Bakersfield is under construction for 16 homes including a mix of three- and four-bedroom single-family rental homes. Eleven of the four-bedroom homes will be designated as HOME Assisted low-income affordable housing, and subject to the requirements of the HOME Investment Partnerships Program for a period of not less than twenty years. The project site is served by Golden Empire Transit's Route 41 at Cottonwood Road and Reese Avenue.

The project will be built on Lots 1 through 12 in Phase V, and Lots 1 through 4 in Phase VI of Tract 6400 in metropolitan Bakersfield. Corporation for Better Housing (CBH) is the applicant to the County for HOME Program funds as well as the developer.

Mountain View Village is a proposed 41-unit new construction affordable rental housing development located at 11316 Main Street in Lamont. This site will be developed and owned by an entity created by Golden Empire Affordable Housing, Inc. The project will feature 40 two-bedroom rental units affordable to households with incomes up to 50 percent of the area median income and one two-bedroom manager unit. The project site is served by Kern Transit Routes 140 and 145 via a bus stop located at Main Street and Wharton Avenue.

Mountain View Village will be a GreenPoint-rated zero net energy development with all anticipated energy usage offset by onsite solar panels. Eleven units in the project will be designated fixed Home Assisted low-income affordable units, thereby making them available to low- and very low-income households for a period of not less than twenty years. The property will offer a community room and space for onsite services for the residents and surrounding neighborhoods.

Courtesy of the Kern Housing Authority, Exhibit 1 is an inventory of affordable, low-income, mobility-impaired, and senior housing.

Exhibit 1 Kern Housing

Address	City	Units	Composition	Type	Proximity to Transit
1410 Hood Street	Arvin			Affordable	Arvin Transit
128 Monroe Street	Arvin			Affordable	Arvin Transit
909 Meyer Street	Arvin			Affordable	Arvin Transit
1301 Haven Drive	Arvin			Affordable	Arvin Transit
400 Grove Street	Arvin	12	1-2 bedroom apartments	Affordable	Arvin Transit
701 Meyer Street	Arvin	36	2-4 bedroom single-family	Low-income	Arvin Transit
1400 Hood Street	Arvin			Affordable	Arvin Transit
1001 Walnut Drive	Arvin			Affordable	Arvin Transit
701 Meyer Street	Arvin			Affordable	Arvin Transit
701 Meyer Street	Arvin	28	1 bedroom units	Low-income	Arvin Transit
225 Meyer Street	Arvin	60	0-1 bedroom units	Senior, Disabled	Arvin Transit
668 Comanche Road	Arvin			Affordable	Arvin Transit
740 Sycamore Road	Arvin			Affordable	Arvin Transit
295 Walnut Street	Arvin			Affordable	Arvin Transit
1507 Bear Mountain Boulevard	Arvin			Affordable	Arvin Transit
112 Richard St	Arvin			Affordable	Arvin Transit
1402 Monterey Street	Bakersfield	16	1 bedroom units	Affordable	GET 45
1104 South Robinson Street	Bakersfield	142	1-4 bedroom units	Low-income	GET 21 and 46
7000 Auburn Street	Bakersfield			Affordable	CTSA
1015 Baker Street	Bakersfield	37	1 & 3 Bedroom units	Low-income	GET 44 and 45
3101 Coventry Drive	Bakersfield			Affordable	GET 62
1629 Lotus Lane	Bakersfield			Affordable	GET 41
710 Brundage Lane	Bakersfield			Affordable	GET 44

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Address	City	Units	Composition	Type	Proximity to Transit
1015 O Street	Bakersfield			Affordable	GET 21
1855 Cheatham Avenue	Bakersfield			Affordable	GET 41
1741 Cheatham Avenue	Bakersfield			Affordable	GET 41
1750 Cheatham Avenue	Bakersfield			Affordable	GET 41
1331 Cottonwood Road	Bakersfield			Affordable	GET 41
1119 Cottonwood Road	Bakersfield			Seniors	GET 41
6701 Auburn Street	Bakersfield			Seniors	CTSA
1525 Lotus Lane	Bakersfield			Affordable	GET 41
1741 Cheatham Avenue	Bakersfield			Affordable	GET 41
3101 Coventry Drive	Bakersfield			Affordable	GET 62
1201 40th Street	Bakersfield			Affordable	GET 22 and 61
850 Descanso Street	Bakersfield			Affordable	GET 45 and 46
2903 Pioneer Drive	Bakersfield			Affordable	GET 46
1201 40th Street	Bakersfield			Affordable	GET 22 and 61
526 Sloan Lane	Bakersfield			Affordable	GET 46 and KT 140
600 Morning Drive	Bakersfield			Affordable	GET 45 and 46
1054 Washington Street	Bakersfield			Affordable	GET 21 and 46
403 Boomerang Drive	Bakersfield			Affordable	GET 41 and 42
5948 Victor Street	Bakersfield			Affordable	GET 61
1601 Lotus Lane	Bakersfield			Affordable	GET 41
2901 Virginia Avenue	Bakersfield			Affordable	GET 46
714 Smith Street	Bakersfield	155	1-4 bedroom units	Affordable	GET 41
1885 Madison Street	Bakersfield			Affordable	GET 41 and 83
1816 Lotus Lane	Bakersfield			Affordable	GET 41
22 P Street	Bakersfield			Affordable	GET 44
401 W Columbus Avenue	Bakersfield			Affordable	GET 61
400 20th Street	Bakersfield	55	1 bedroom units	Affordable, Low-income, veterans	GET 44



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Address	City	Units	Composition	Type	Proximity to Transit
840 Park Meadows Avenue	Bakersfield			Affordable	GET 45
2250 R Street	Bakersfield	80	1-2 bedroom apartments	Seniors	GET 43
4301 Fruitvale Avenue	Bakersfield			Affordable	CTSA
2221 S Real Road	Bakersfield	99	0-1 bedroom apartments	Seniors	GET 83
600 Fairfax Road	Bakersfield			Affordable	GET 46
3015 Wilson Road	Bakersfield	200	0-1 bedroom units	Low-income	GET 44 and 83
1006 Baker Street	Bakersfield	50	1-3 bedroom apartments	Affordable	GET 44 and 45
500 W Columbus Street	Bakersfield	56		Affordable, Youth	GET 61
18 MacArthur Place	Bakersfield	71	1-4 bedroom units	Affordable	GET 45 and 61
617 & 701 Union Avenue	Bakersfield			Affordable	GET 44 and 46
1404 S Street	Bakersfield			Affordable	GET 21
2701 South Real Road	Bakersfield			Affordable	GET 44 and 83
5451 Norris Road	Bakersfield			Affordable	GET 61
900 E 4th Street	Bakersfield			Seniors	GET 46
6300 Summerfield Drive	Bakersfield			Affordable	GET 47 and 62
6200 Victor Street	Bakersfield			Affordable	GET 61
6000 White Lane	Bakersfield			Affordable	GET 42 and 83
380 Pacheco Road	Bakersfield			Affordable	GET 41 and 42
1908 H Street	Bakersfield			Affordable	GET 42, 43, and 45
1718 Panama Lane	Bakersfield			Affordable	GET 62
2300 R Street	Bakersfield	60	1-2 bedroom units	Seniors	GET 43
21501 Lakeshore Drive	California City			Affordable	KT 240 and 250
150 Belmont Street	Delano			Affordable	Delano Transit
1200 County Line Road	Delano			Affordable	Delano Transit
200 S Albany Street	Delano			Seniors	Delano Transit
312 S Austin Street	Delano			Affordable	Delano Transit

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Address	City	Units	Composition	Type	Proximity to Transit
302 Garces Highway	Delano			Affordable	Delano Transit
1635 Randolph Street	Delano				Delano Transit
1910 Garces Highway	Delano	50	2-4 bedroom units	Low-income	Delano Transit
312 S Austin Street	Delano	20	2-4 bedroom single-family	Low-income	Delano Transit
1626 Quincy Street	Delano	33	2-3 bedroom multi-family	Affordable	Delano Transit
327 Dover Place	Delano	62	3-4 bedroom single-family	Affordable	Delano Transit
445 18th Street	Delano			Affordable	Delano Transit
430 20th Street	Delano			Affordable	Delano Transit
327 Dover Place	Delano	62	1-4 bedroom units	Low-income	Delano Transit
250 Belmont Street	Delano			Affordable	Delano Transit
2701 Erskine Creek Road	Lake Isabella			Seniors	KT 220, 223, 225, KT DAR
7000 Di Giorgio Road	Lamont			Affordable	KT 140, 145, KT DAR
8964 Hall Road	Lamont			Affordable	KT 140, 145, KT DAR
9023 Camino La Jolla	Lamont			Affordable	KT 140, 145, KT DAR
10412 Stobaugh Street	Lamont			Affordable	KT 140, 145, KT DAR
10401 San Diego Street	Lamont			Affordable	KT 140, 145, KT DAR
12360 Main Street	Lamont			Affordable	KT 140, 145, KT DAR
14681 Lost Hills Road	Lost Hills			Affordable	KT 115
14869 Lamberson Avenue	Lost Hills			Affordable	KT 115
799 5th Street	McFarland			Affordable	KT 110
1030 Kendra Avenue	McFarland			Affordable	KT 110
106 11th Street	McFarland	46	2-4 bedroom single-family	Affordable	KT 110
711 5th Street	McFarland			Affordable	KT 110
16193 H Street	Mojave			Affordable	KT 100, 230, 240, 250, KT DAR
2870 Oak Creek Road	Mojave			Affordable	KT 100, 230, 240, 250, KT DAR

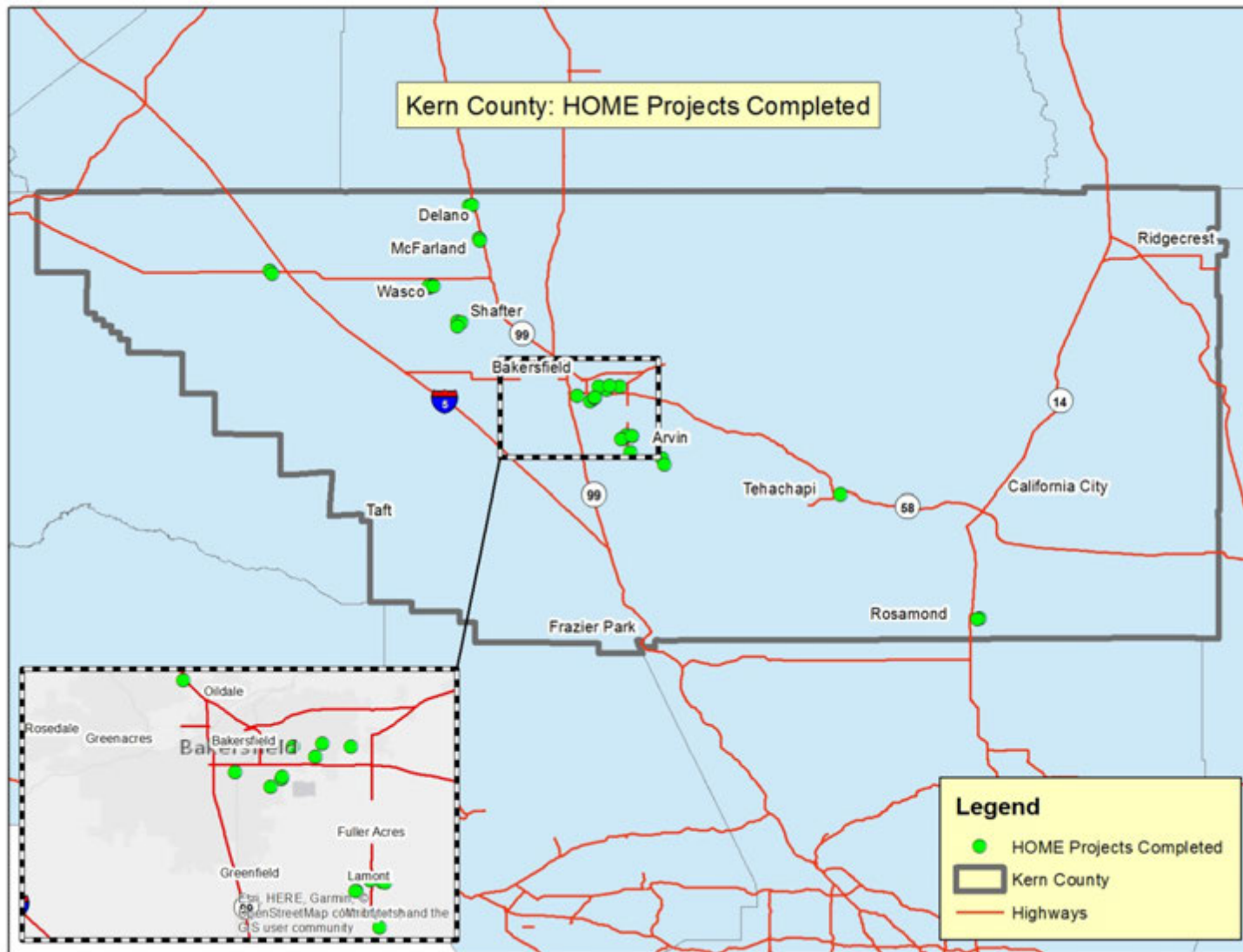
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Address	City	Units	Composition	Type	Proximity to Transit
601 Douglas Street	Oildale			Affordable	CTSA and GET
2400 Goldenrod Street	Oildale			Affordable	CTSA and GET
340 S Downs	Ridgecrest			Affordable	KT 230
400 Cisco Street	Ridgecrest			Affordable	KT 227 and 230
901 W Church Avenue	Ridgecrest			Seniors	KT 227 and 230
1331 Rosamond Boulevard	Rosamond			Affordable	KT 100, 250, KT DAR
1047 Rosamond Boulevard	Rosamond			Affordable	KT 100, 250, KT DAR
3400 15th Street W	Rosamond			Affordable	KT 100, 250, KT DAR
431 E Euclid Avenue	Shafter			Affordable	KT 110 and 115, Shafter DAR
431 E Ash Avenue	Shafter			Affordable	KT 110 and 115, Shafter DAR
455 E Ash Avenue	Shafter			Affordable	KT 110 and 115, Shafter DAR
524 Pacific Avenue	Shafter			Affordable	KT 110 and 115, Shafter DAR
300 Terra Vista	Shafter			Affordable	Shafter DAR
255 W Tulare Avenue	Shafter			Affordable	Shafter DAR
201 8th Street	Taft			Affordable	Taft Transit
201 8th Street	Taft			Senior	Taft Transit
444 W E Street	Tehachapi			Affordable	KT 100, KT DAR
544 W E Street	Tehachapi			Senior	KT 100, KT DAR
200 N Mill Street	Tehachapi			Affordable	KT 100, KT DAR
801 Almond Court	Wasco			Affordable	KT 110 and 115, Wasco DAR
2650 Spruce Street	Wasco			Affordable	KT 115, Wasco DAR
300 Central Avenue	Wasco			Senior	KT 115, Wasco DAR
1900 Poplar Avenue	Wasco			Affordable	Wasco DAR

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Address	City	Units	Composition	Type	Proximity to Transit
1750 Poplar Avenue	Wasco			Affordable	Wasco DAR
830 Almond Court	Wasco			Affordable	KT 110 and 115, Wasco DAR
1600 Poplar Avenue	Wasco			Affordable	Wasco DAR
1215 8th Place	Wasco			Affordable	KT 115, Wasco DAR
1950 Palm Avenue	Wasco			Affordable	Wasco DAR
1500 Poplar Avenue	Wasco			Affordable	Wasco DAR
1385 Griffith Avenue	Wasco			Affordable	KT 110 and 115, Wasco DAR
2617 Poso Drive	Wasco			Affordable	Wasco DAR

Exhibit 2 HOME Projects Completed



Changes to Population Characteristics

Kern County Total	2013	2016	Growth	2023^[1]
Total Population ^[2]	848,204	871,337	2.7%	1,041,872
Low-Income Individuals ^[3]	186,811	194,354	4.0%	232,392
Persons with Disabilities ^[4]	90,124	95,324	5.8%	113,980
Persons 65 Years and Older ^[5]	78,294	86,042	9.9%	102,882
Bakersfield Urbanized Area Only	2013	2016	Growth	2023^[1]
Total Population ^[2]	532,863	550,453	3.3%	655,015
Low-Income Individuals ^[3]	120,852	125,011	3.4%	148,758
Persons with Disabilities ^[4]	36,589	33,400	-8.7%	39,745
Persons 65 Years and Older ^[5]	46,643	51,759	11.0%	61,591

[1] Annual growth of 1.9% (Kern County) and 1.8% (Bakersfield Urbanized Area) based on Kern COG Draft 2018 Regional Transportation Plan.

[2] B01003 Total Population (2009-2013 and 2011-2016) American Community Survey 5-Year Estimates.

[3] B17021 Poverty Status of Individuals in the Past 12 Months by Living Arrangements (2009-2013 and 2011-2016) American Community Survey 5-Year Estimates.

[4] B23024 Poverty Status in the Past 12 Months by Disability Status by Employment Status for the Population 20-64 years (2009-2013 and 2011-2016) American Community Survey 5-Year Estimates.

[5] B01001 Sex by Age (2009-2013 and 2011-2016) American Community Survey 5-Year Estimates.

Exhibit 3 Density of Low-Income Individuals

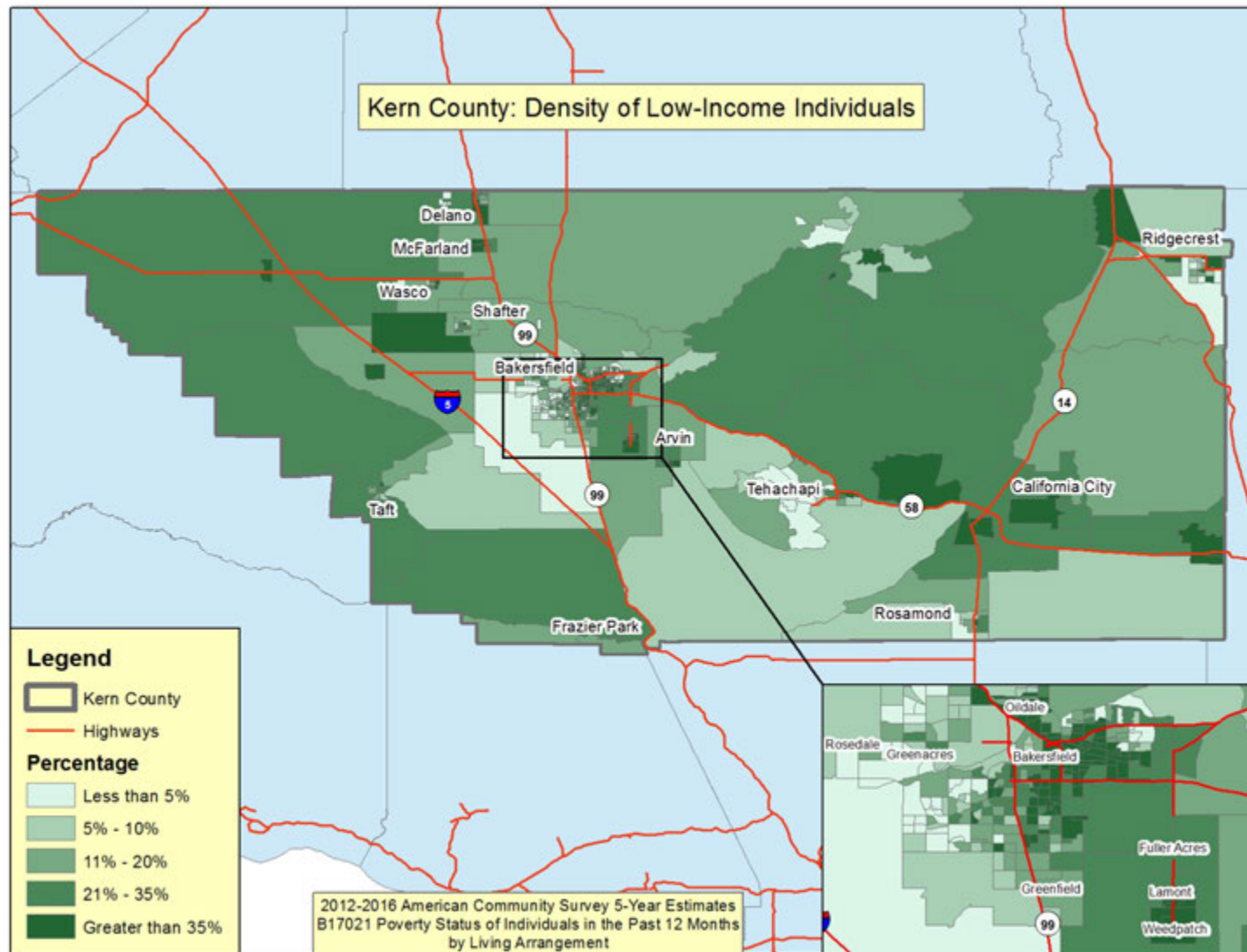


Exhibit 4 Density of Persons with Disabilities

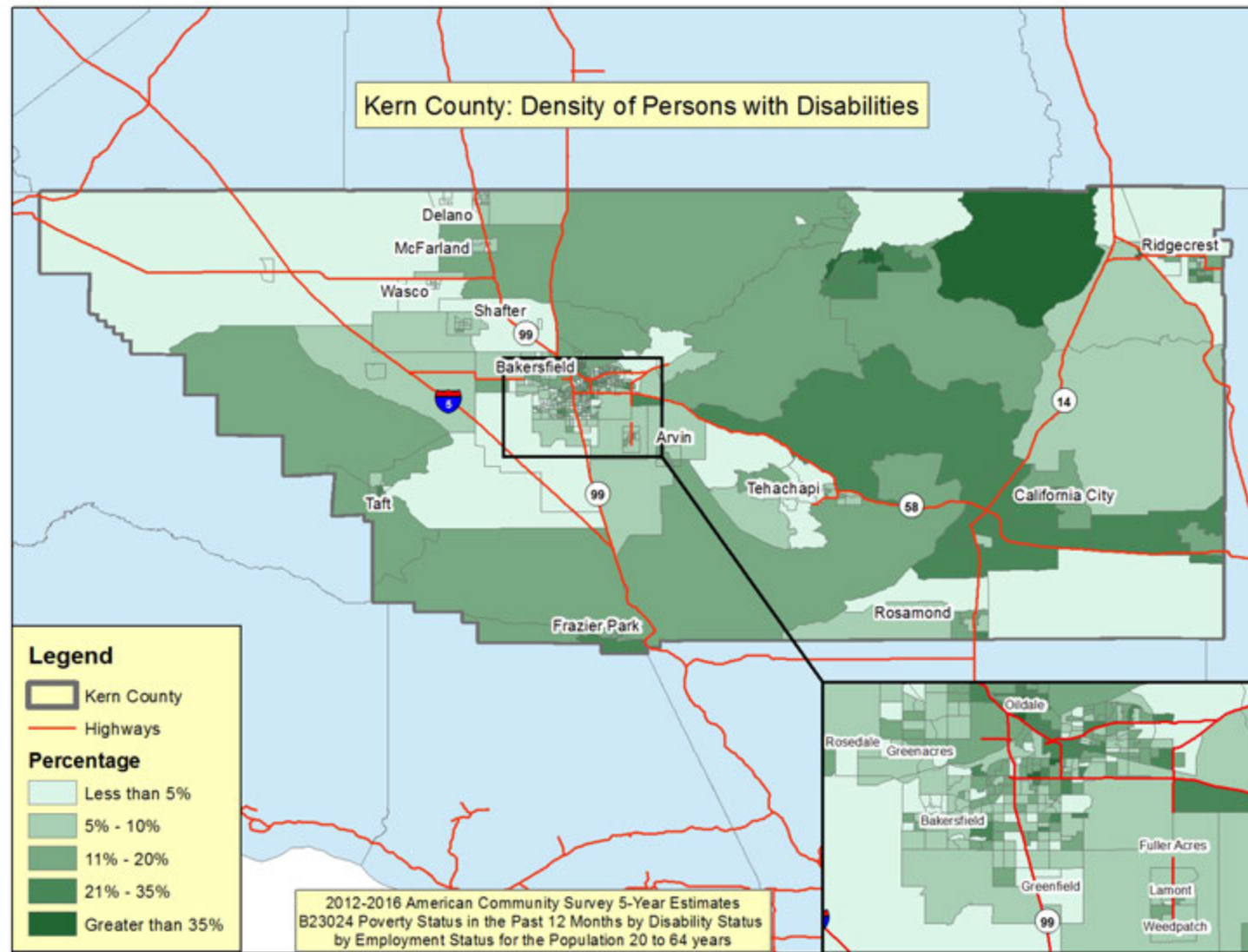
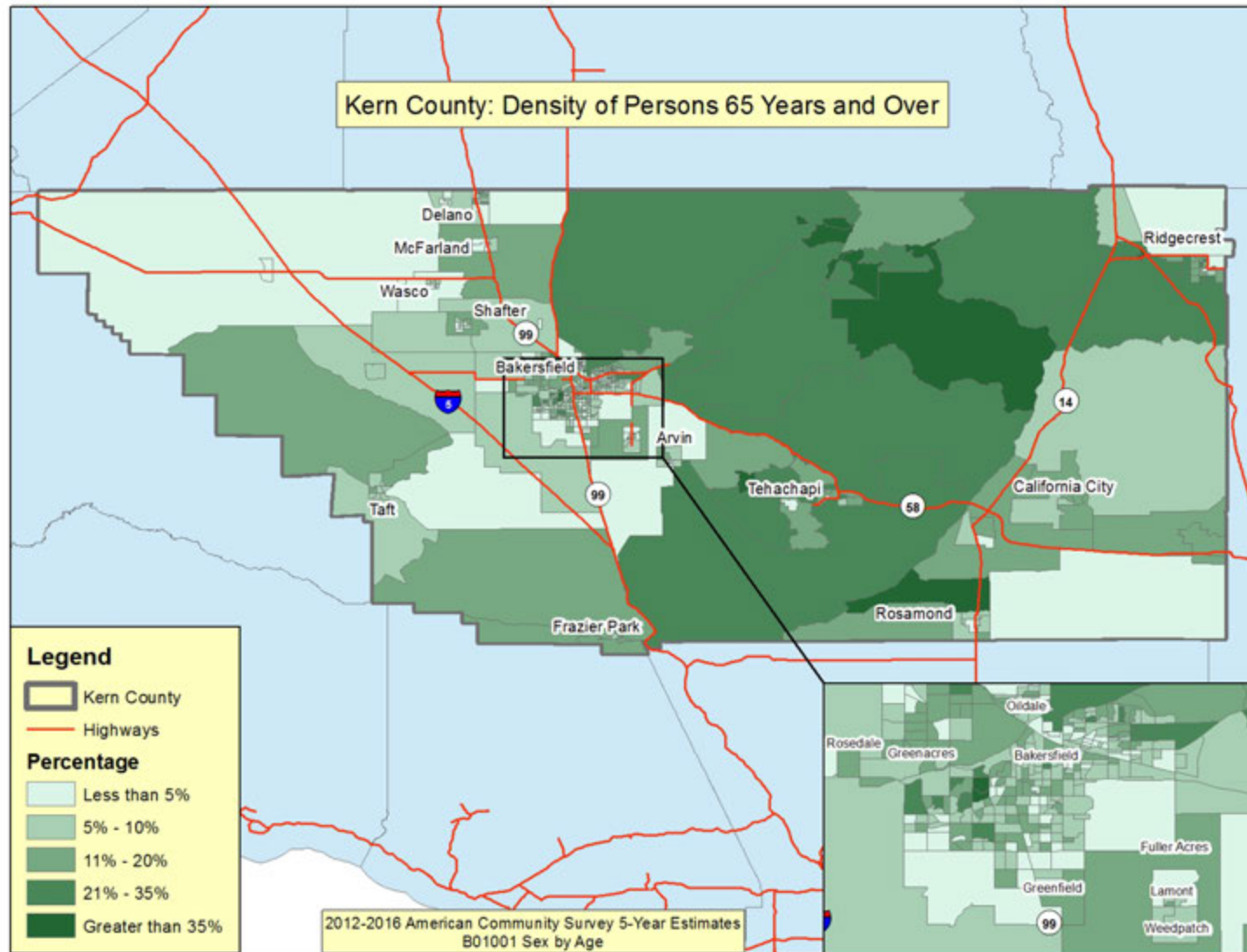


Exhibit 5 Density of Persons 65 Years and Older



Public Transit Inventory and Analysis

Kern County has a variety of transit providers ranging from the large Golden Empire Transit District in metropolitan Bakersfield to community-based dial-a-ride programs. Eleven individual entities either sponsor or operate public transit programs. These programs are listed on the following pages based on their geographic coverage within Kern County.

North of the River CTSA coordinates rides for patrons taking Kern Transit to the Bakersfield area as well as patrons to many transfer points including all Bakersfield Area bus stops, Downtown Transit Center, Amtrak station, Greyhound bus station, and local airports. Transfer points fall within the service area. However, there is no official transfer policy between North of the River CTSA and other transportation providers operating in Kern County. CTSA riders could benefit from discounted transfer fees to connecting transit services.

Kern 511 is a free travel information service providing traffic conditions, transit information, and roadwork information via phone or website. The website features a mapping tool with the options of *drive* and *transit*. It includes transit providers which are also on Google Transit: Kern Transit, Golden Empire Transit, and Delano Area Rapid Transit, as well as Amtrak and Greyhound. Kern 511 transit information resources include Arvin Transportation Services, Delano Area Rapid Transit, Golden Empire Transit District, Kern Regional Transit, Ridgecrest Transit Services, Taft Area Transit, and Wasco Transportation Services. Kern 511 other resources include Amtrak San Joaquins, California Highway Information System, CommuteKern, and Meadow Field Airport.

The most notable change between the 2013 Coordinated Human Services Transportation Plan and the 2018 Update is fare increases. Fare increases have been driven by a number of factors including increased costs for labor, fuel, insurance, and vehicles.



Exhibit 6 Metropolitan Bakersfield Area

Agency	Service	Service Description	Service Area	Days of Service	Eligibility	Fare
Golden Empire Transit District	GET Bus	Public fixed-route transportation for the greater Bakersfield area	Metro Bakersfield	Mon-Fri 3:50 AM – 11:40 PM Sat-Sun 6:30 AM – 7:40 PM No service on Thanksgiving and Christmas.	General public	Regular Fares Single Rider \$1.55 Day Pass \$3.30 31-Day Pass \$42.00 15-Day Pass \$27.00 Reduced Fares Single Rider \$0.80 Day Pass \$1.70 Monthly Pass \$21.00 15-Day Pass \$13.00 Summer Youth Pass \$20.00 Premium Fares Single Ride \$3.50 Day Pass \$7.00 Monthly Pass \$57.00
	GET-A-Lift	Dial-A-Ride shared-ride service operating complementary to GET's fixed-route service.		Mon-Fri 5:30 AM – 11:28 PM Sat-Sun 6:30 AM – 7:40 PM Holidays 6:42 AM – 7:26 PM No service on Thanksgiving and Christmas.	ADA-eligible persons with disabilities	One Trip \$3.00 Ten Trips \$30.00
North of the River Recreation and Park District	Consolidated Transportation Service Agency (CTSA) – Senior and Disabled Transportation	Dial-A-Ride service		Mon-Fri 8:00 AM – 5:30 PM	Age 60 and up and persons with disabilities	Single Ride \$2.00
Kern Transit	Bakersfield Medical Dial-A-Ride	Medical Dial-A-Ride		Mon-Fri 8:00 AM – 12:00 PM 1:00 PM – 5:00 PM (by request)	Passengers connecting to Bakersfield through a Kern Transit route.	General \$2.00 Reduced \$1.00 31-Day Pass General \$65.00 31-Day Pass Reduced \$32.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit "Reduced Fare Card") \$1.00

Exhibit 7 Northeast Kern County

Agency	Service	Service Description	Service Area	Days of Service	Eligibility	Fare
City of Ridgecrest	ridgerunner transit	Deviated Flex Route. Specified alignment will deviate up to 3/4 of a mile for mobility-impaired individuals based on advanced request.	Ridgecrest, Inyokern, Crest, Randsburg, and Johannesburg	Mon-Fri 7:00 AM – 5:00 PM	General public	Ridgecrest General public \$2.50 Senior, Disabled, & Youth \$1.25 Deviation \$2.00 Monthly Pass – City General \$45.00 Monthly Pass – Senior, Disabled, & Youth County General Public \$2.00 Senior, Disabled, & Youth \$1.00 Monthly Pass \$35.00 Inyokern/Crest General Public \$2.00 Senior, Disabled, & Youth \$1.25 Deviation \$2.00 Monthly Pass – Inyokern General \$45.00 Monthly Pass – Inyokern Senior, Disabled, & Youth 35.00 Randsburg/Johannesburg General Public \$8.00 Senior, Disabled & Youth \$4.00 Children 3 and under FREE
Kern Transit	Kern River Valley Dial-A-Ride	Dial-A-Ride	Onyx, Riverkern/Kernville North, Kelso Valley, Hillview Acres, Southlake, Mountain Mesa, Bodfish, Lake Isabella, Wofford Heights	Mon-Fri 6:30 AM – 6:30 PM Sat 7:45 AM – 6:30 PM	General public	General \$2.00 Reduced \$1.00 31-Day Pass General \$65.00 31-Day Pass Reduced \$32.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit “Reduced Fare Card”) \$1.00

Exhibit 8 Southeast Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
City of Arvin	Arvin Transit	Fixed-route	Arvin, Lamont, Tejon Industrial Complex, and Bakersfield	Mon-Fri 7:00 AM – 4:30 PM	General public	Arvin Local General public \$1.00 Senior (60 & above) \$0.75 ADA Certified \$0.75 ADA Attendant FREE Children under 5 – (with fare-paying adult) FREE Arvin to Lamont General public \$1.50 Senior (60 & above) \$1.00 ADA Certified \$1.00 ADA Attendant FREE Children under 5 – (with fare-paying adult) FREE Arvin to Tejon Industrial Complex General public \$2.00 Monthly Pass \$40.00 Arvin to Bakersfield General public \$3.00 Seniors \$2.00
	Arvin Dial-A-Ride	Eligibility-based Dial-A-Ride	Within Arvin city limits		Seniors (60 & older) and ADA-certified persons	Senior (60 & above) \$1.00 ADA Certified \$1.00 ADA Attendant FREE Children under 5 – (with fare-paying adult) FREE
California City	California City Dial-A-Ride	Dial-A-Ride	California City, Rancho Estates, and Wonder Acres	Mon-Fri California City 8:30 AM – 4:30 PM Rancho Estates 9:00 AM – 2:30 PM Wonder Acres 9:00 AM – 2:30 PM	General public	General Public Cash Fare \$1.70 Senior (60+)/ADA/Disabled/ Senior Desert Jade \$1.00/\$0.50 10-Ride General Public \$17.00 10-Ride Senior/ADA/Disabled \$10.00 Children under 4'9" \$1.00 Medicare cardholders eligible for \$1.00
Kern Transit	Rosamond Dial-A-Ride		Rosamond	Mon-Sat 6:30 AM – 5:30 PM		General \$2.00 Reduced \$1.00 31-Day Pass General \$65.00 31-Day Pass Reduced \$32.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit "Reduced Fare Card") \$1.00
	Tehachapi Dial-A-Ride		Tehachapi	Mon-Fri 5:45 AM – 7:00 PM Sat 7:30 AM – 5:30 PM		
	Mojave Dial-A-Ride		Mojave	Mon-Sat 7:00 AM – 6:00 PM		
	Lamont Dial-A-Ride		Lamont	Mon-Fri 4:30 AM – 7:00 PM Sat 5:30 AM – 7:00 PM Sun 7:00 AM – 8:00 PM		



Exhibit 9 Northwest Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
City of Delano	Delano Area Rapid Transit	Fixed-route	City of Delano and nearby areas	Mon-Fri 7:00 AM – 5:00 PM Sat 8:30 AM – 4:00 PM No service Christmas, Independence Day, Labor Day, Memorial Day, New Year’s Day, and Thanksgiving Day	General public	Adults 6-60 \$1.50 Children 0-5 FREE Each additional child (accompanied by paying adult) \$0.50 Seniors, over 61/ADA/medicare \$0.75 10-ride book general \$15.00 10-ride book seniors/ADA/medicare \$7.50
	Delano Area Dial-A-Ride	Dial-A-Ride			Seniors and persons with disabilities	Seniors over 61/ADA/Medicare \$3.00 Personal Care Attendants FREE All children 0-5 FREE (with fare-paying adult, limit two free fares per adult) 10-ride book seniors/ADA/medicare \$30.00
City of McFarland	McFarland Dial-A-Ride		City of McFarland	Mon-Fri 8:00 AM – 4:15 PM	General public	Adults \$1.00 Children 3+ \$0.50 Seniors \$0.50
City of Shafter	Shafter Dial-A-Ride		City of Shafter	Mon-Fri 7:30 AM – 4:30 PM Sat 9:00 AM – 2:30 PM		Adults & Children (5-12) \$1.25 Senior (62+) and Disabled \$1.00 Children (4 and under) FREE
City of Wasco	Wasco Dial-A-Ride		City of Wasco	Mon-Sat 8:00 AM – 12:00 PM 1:00 PM – 3:30 PM		One-Way Fares Adult (within Wasco) \$1.75 Adult (to State Prison) \$2.00 Seniors (62+) and Disabled \$1.00 Youth (5-10) \$1.00 Children (4 and under) \$0.25 Passes Seniors and Disabled (11 rides) \$10.00 Adults (11-61) (13 rides) \$15.00
Kern Transit	Lost Hills Dial-A-Ride		Lost Hills	Thu, Sat No hours – requires prior day reservation		General \$2.00 Reduced \$1.00 31-Day Pass General \$65.00 31-Day Pass Reduced \$32.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit “Reduced Fare Card”) \$1.00

Exhibit 10 Southwest Kern County

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
Kern Transit	Frazier Park Dial-A-Ride	Dial-A-Ride	Cuddy Valley, Pinon Pines, Gorman, Lake of the Woods, Lebec, Frazier Park	Mon-Sat 7:15 AM – 5:15 PM	General Public	General \$2.00 Reduced \$1.00 31-Day Pass General \$65.00 31-Day Pass Reduced \$32.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit “Reduced Fare Card”) \$1.00
City of Taft	Taft Area Transit	Fixed-route	Taft and Maricopa	Mon-Fri 7:12 AM – 6:05 PM No service on New Year’s Day, Lincoln’s Birthday, Washington’s Birthday, Memorial Day, Independence Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Day, and New Year’s Eve		General \$2.00 Senior/ADA-Certified \$2.00 Youth \$2.00 Children under 5 (per fare-paying adult) FREE ADA Attendant (with paid registered ADA patron) FREE
	Taft Dial-A-Ride	Dial-A-Ride	City of Taft and adjoining areas	Mon-Fri 7:15 AM – 5:30 PM Sat 8:15 AM – 5:30 PM No service on New Year’s Day, Lincoln’s Birthday, Washington’s Birthday, Memorial Day, Independence Day, Thanksgiving Day, Thanksgiving Friday, Christmas Eve, Christmas Day, and New Year’s Eve		One-Way Fares General \$2.00 Senior/ADA-Certified \$2.00 Youth \$2.00 Children under 5 (per fare-paying adult) FREE ADA attendant (with paid registered ADA patron) FREE 12-Trip Pass General \$25.00 Senior/ADA/Youth \$17.50

Exhibit 11 Kern County-Wide

Agency	Service	Service Description	Service Area	Days and Hours of Service	Eligibility	Fare
Kern Transit	Intercity Bus	Fixed-route service between and in rural communities of Kern County	Arvin, Bakersfield, Bodfish, Boron, Buttonwillow, California City, Delano, Edwards, Frazier Park, Inyokern, Keene, Kernville, Lake Isabella, Lamont, Lebec, Lost Hills, McFarland, Mojave, Onyx, Ridgecrest, Rosamond, Shafter, Taft, Tehachapi, Wasco, Weldon, and Wofford Heights. Connections with Metrolink in Lancaster.	Mon- Fri 4:15 AM – 11:13 PM Sat-Sun 5:20 AM – 9:51 PM	General public	Local Routes + Dial-A-Ride General \$2.00 Reduced \$1.00 Intercommunity Routes General \$3.00 Reduced \$1.50 Cross-County Routes General \$5.00 Reduced \$2.50 31-Day Pass All Routes + Dial-A-Ride General \$65.00 Reduced \$32.50 31-Day Pass Local Routes Only + Dial-A-Ride General \$45.00 Reduced \$22.50 Reduced = (youth 5-15, seniors 62+, and disabled passengers with Kern Transit "Reduced Fare Card") \$1.00

Exhibit 12 Agencies and Webpages

Agency	Webpage
City of Arvin	www.arvin.org/government/transportation/
City of California City	www.californiacity-ca.gov/CC/index.php/transportation
City of Delano	www.cityofdelano.org/66/Transportation-Services
Golden Empire Transit District	www.getbus.org
Kern County/Kern Transit	kerntransit.org/
City of McFarland	www.mcfarlandcity.org/269/Transportation
North of the River Park and Recreation District	www.norfun.org/recreationprograms/ctsa-transportation/
City of Ridgecrest	www.ridgecrest-ca.gov/transit
City of Shafter	www.shafter.com/148/Transit
City of Taft	www.cityoftaft.org/pView.aspx?id=5385&catid=562
City of Wasco	www.ci.wasco.ca.us/residents/transportation/



3. Prior Findings and Recommendations

Overview

The Kern Council of Governments Coordinated Human Services Transportation Plan is updated every five years, with the prior Plan updated occurring in 2013.

Prior CHSTP Findings

The following information was identified in the prior Plan update:

Population Growth

Total population growth increased 28.7 percent in the ten years prior to the previous report, adding nearly 200,000 persons. The older adult population grew by 24 percent during that time. Older adults increased in total numbers but decreased as an overall percentage. Low-income adults increased by 59 percent, and low-income seniors increased by 10 percent. There are nearly 57,000 adults and 30,000 seniors with some form of disability impacting their personal mobility. Other populations of importance included persons with limited English proficiency (mainly Spanish-speaking) and veterans who are aging or returning from service.

Existing Network of Public Transportation Resources

Expansion of the regional network for longer span of hours and higher frequency is a common concern. Unlike many other transit agencies which focus on frequency, Kern Transit is a lifeline service which focuses on coverage. Expansion and enhancement of local services was highlighted by stakeholders, expanded service hours and frequency. Limited knowledge of the regional network as well as how to transfer between Kern Transit and Golden Empire Transit.

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

Golden Empire Transit has focused on speed as the foundation of recent service improvements to its service. GET is moving away from transit-hub focus to a grid-based system with an increase in express and limited-stop routes. Other priorities include bus stop amenities and service targeting college students.

Constrained Resources

Many transit providers of the County's face challenges generating sufficient farebox revenue to meet State Transportation Development Act minimum standards. While fare increases are recommended stakeholders report the difficulty of many riders to afford existing fares. Most transportation from human service comes from staff whose primary responsibilities are not transportation. Human service agencies are more likely to assist consumers with information or subsidize bus passes than directly provide trips. The exception is the program providing paratransit service outside the GET-A-Lift service area.

Transportation Information Needs

Getting transit and transportation information to current and potential riders is a concern of Kern County's public transportation programs. All information should be available in Spanish. Kern County's 2-1-1 system does not include transit information among its human service information

data sets, nor does 5-1-1 include transit trip planning. Transit planning is problematic when only GET service information is available on Google Transit.

(Note: As of the 2018 update the following agencies are on Google Transit: Delano Area Rapid Transit, Golden Empire Transit, and Kern Transit)

Infrastructure Supporting Transit Use

Bus stop enhancements including lighting and benches are a priority for transit riders. Improving walkability and safe pathways to bus stops will enhance rider experience since all transit users are pedestrians. Such improvements will be more challenging in rural settings. Continued attention to bike paths and bicycle storage on buses will help bicycle riders. Human service agencies will need to leverage Section 5310 vehicle and capital replacement programs to continue to comply with federal statutes ensuring safe vehicle operations.

Areas of Coordination Interest

The following areas of coordinated interest were identified in the 2013 CHSTP:

1. Enhance existing coordination between GET-A-Lift and North of the River CTSA to efficiently meet Metropolitan Bakersfield trip needs and provide more trips with existing parameters and funding.
2. Increase human service agency transportation capacity to meet additional healthcare needs. Provide more trips on existing Section 5310-funded vehicles by developing agreements between existing human service providers and healthcare systems under healthcare reform.
3. Promote new information strategies through expanded mobility management efforts that extend existing Golden Empire Transit bus service efforts and link these with human service agency mobility management. Promote available transportation, help target group members connect with what exists and to improve transit information access for agency personnel and individual riders.

Coordination Plan Update Priorities

The following coordination plan update priorities were identified in the 2013 CHSTP:

- Goal 1 – Continue 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



4. Community Engagement

Overview

Community engagement is essential to improving community mobility services. Community workshops, survey, and stakeholder “round table” sessions provide opportunities for feedback from the community.

Community Workshops

The community workshops were conducted July 16-19, 2018. A total of 11 community workshops took place throughout Kern County in Arvin, Bakersfield, California City, Delano, Frazier Park, McFarland, Ridgecrest, Shafter, Taft, Tehachapi, and Wasco.

Two round tables were held on January 30, 2019 to present the public with a final draft and discuss possible steps for implementation.

Stakeholder Survey

Fifty organizations completed the county-wide stakeholder survey. The survey was available from June to October 2018. The table below summarizes the more salient points.

Frequency	Transportation Need
16	Getting to local doctor/medical care
14	Getting to counseling/mental health appointments
13	Non-emergency medical transportation
12	Trips to daycare/childcare and/or elementary school
12	Traveling to college, vocational, or adult education classes
11	Shopping and multiple errands
11	Trips not served on the existing transit network
8	Trips beyond the Get-A-Lift or North of the River CTSA service area
7	Service beyond door-to-door paratransit
6	Traveling to work between 7:00 a.m. and 6:00 p.m.
6	Traveling to work after 6:00 p.m.
5	Getting to doctor/medical care outside Kern County
2	Traveling to work prior to 6:00 a.m.

Stakeholders were given the option to choose as many of the Unmet Need options as they felt necessary. The top three chosen unmet needs are all healthcare related. “Work travel-times” are tied for 7:00 a.m. to 6:00 p.m. and after 6:00 p.m. However, travel before 6:00 a.m. was less of a concern.

The location of stakeholders involved is divided by region below:

Stakeholder Location Address by Region				
Metro Bakersfield	Northeast	Southeast	Northwest	Southwest
31	3	9	4	2

Other specific changes, unmet needs, or notes from clients

Stakeholder	Specific Changes/Unmet Needs/Notes	Response
Alzheimer's Disease Association of Kern County, Inc.	More transportation availability.	Organization moved outside GET-A-Lift and CTSA service areas. Recommend direct purchase of services from CTSA or creation of volunteer driver program.
American Cancer Society	Access to rides	Recommend need-specific grant. Recommend follow up with Kern COG's grant writer.
Arvin Family Resource Center	More direct and more frequent bus service from Arvin to Bakersfield.	Advise City/Arvin Transit of request.
Bakersfield ARC, Inc.	More transportation options for community inclusion.	Will follow up with the ARC to define demand specifics. Entity eligible for Section 5310 funding for capital and operations support.
Bakersfield City School District	More qualified staff to drive buses.	Not within the scope of the CHSTP project.
Bike Bakersfield	More regular service to Arvin and South Kern communities.	Request referred to Kern County/Kern Transit and City of Arvin Transit.
City of California City Parks Dept.	Adding weekend service and regular routes.	City contracts with Kern County/Kern Transit. Advised City of potential CalVan service to Edwards AFB.
City of Shafter	Lower cost to client.	Referred request to City of Shafter.
City of Wasco Housing Authority	Increased demand response for the elderly.	Advise City of Wasco Transit of request.
East Kern Family Resource Center	15-person van with hired driver and expenses covered.	Organization eligible for Section 5310 funding for capital and operational support. Recommend education and travel training.
Employers' Training Resource-America's Job Center of California	Bus stop in front of 1600 E Belle Terrace in Bakersfield.	The current bus stop that serves Employers Training Resource is adjacent to the ETR property and it is only 0.08 miles (approximately 442 feet) from the front entrance to the building, which is considered a reasonable walking distance. Extension of the route would reduce its directness by requiring it to turn around in the E. Belle Terrace cul-de-sac.
First 5 Kern	Increase transportation frequency out of Bakersfield.	Will follow up with agency to define transportation needs. Kern County/Kern Transit implementing link from Bakersfield to Santa Clarita/Metrolink.
Flood Ministries	Access to services and bus passes	Recommend need-specific grant. Recommend follow up with Kern COG's grant writer.

Kern Council of Governments
Coordinated Human Services Transportation Plan Update
2018 CHSTP Update

Stakeholder	Specific Changes/Unmet Needs/Notes	Response
Golden Valley High School	GET Route 62 not making on-time for students starting at 7:35 a.m.	Route 62 is scheduled to be at Golden Valley High School at 7:33. Adjusting this time-point for an earlier arrival impacts transfers to other routes, especially at Southwest Transit Center and Walmart Panama Lane. Improving the headway from 60 to 30 minutes would allow for arrival at 7:03 but this would require doubling the number of buses and therefore significantly increasing the cost for a route that has an operating ratio of only 14%- significantly below the required 20% for TDA funding.
Greenfield Walking Group	Public vans	Not within the scope of the CHSTP project.
H.E.A.R.T.S.	More DAR door to door wheelchair accessible services	Request referred to GET-A-Lift and CTSA. Recommend education and travel training.
Independent Living Center of Kern County	On-demand and transportation cost assistance.	Facility lies within GET-A-Lift and/or CTSA service area. Recommend client education and travel training.
Kern Adult Program	Funding for newer vehicles.	Organization eligible for Section 5310 funding for capital and operational support.
Kern Behavioral Health & Recovery	Transportation availability.	Organization eligible for Section 5310 funding for capital and operational support.
Kern Behavioral Health and Recovery Services	A hired driver from 8:00 a.m. – 5:00 p.m.	Organization eligible for Section 5310 funding for capital and operational support. Recommend consideration of volunteer driver program.
Kern County Aging and Adult Service	Availability of service hours and assistance with wheelchairs.	Recommend education and travel training. Agency eligible for Section 5310 funding.
Kern County Aging and Adult Service	Establish volunteer driver program.	Recommend including in COGs 2019 Overall Work Plan.
Kern County Homelessness Collaborative	More service outside of public transit schedule.	Golden Empire Transit to implement micro-transit demonstration project in Spring 2019.
Kern County Network for Children	Later/earlier service for more job access.	Advise organization of availability of CalVan program.
Kern Regional Center	Better address the needs of people with disabilities; better sidewalks and access to bus stops.	Golden Empire Transit is contributing towards sidewalk and bus stop improvements.
Kern River Valley Family Resource Center	More passes for a lower cost.	Request referred to Kern County/Kern Transit.

Stakeholder	Specific Changes/Unmet Needs/Notes	Response
Lamont Chamber of Commerce	Additional long distance services.	Referred request to Kern County/Kern Transit and City of Arvin.
	More protection for bicyclists; more bike lanes.	Referred request to Kern county Department of Public Works.
New Advances for People with Disabilities	Additional funding for the Intellectual/Developmental Disabled population.	Organization eligible for Section 5310 funding for capital and operational support.
North of the River CTSA	More funding for increased demand.	Work with COG staff to identify discretionary funding opportunities.
Owens Valley Career Development Center	More services to rural families living on dirt roads.	Not within the scope of the CHSTP project.
	More service in rural areas.	Referred request to Kern County/Kern Transit.
Shafter Healthy Start	Transportation outside Shafter.	Organization eligible for Section 5310 funding for capital and operational support. Referred request to City of Shafter.
Sierra Club	Transportation to Pismo or Morro Bay.	Not within the scope of the CHSTP project.
WESI	Access to public transportation for those in poverty.	Request referred to Kern County/Kern Transit. Recommend follow up with Kern COG's grant writer.

5. Alternative Fuel Fleets

Overview

The transition to electric buses is close to becoming mandatory.

California transportation regulators have been planning for electric bus implementation, and in June 2018 a draft proposed regulation summary by the California Air Resources Board (CARB) was published. The goal is to achieve zero-emission transit fleets by 2040 to meet goals for air quality, climate, and public health. Compliance is based on fleet size.

The South Coast Air Quality Management District (AQMD), Southern California Association of Governments (SCAG), and California Air Resources Board (CARB) envision a future with clean energy used in all sectors, including clean energy vehicles for public fleets, a larger zero-emission charging and fueling infrastructure, and seeking funding for zero-emission transportation infrastructure.

Transit providers with fewer than 100 buses will have more time in the first part of the timeframe to plan for compliance. Larger operators must make 25 percent of new buses purchased zero-emission, while small transit providers must do the same beginning in 2026. All transit providers will then need to make 100 percent of bus purchases zero-emission in 2029 and beyond.

Implementation will be a challenge. Initial costs are higher for electric buses. They also have a lower duty cycle, where one CNG bus may require at least 1.25 electric buses as replacement. Battery costs are expected to go down, but cost of installing chargers is high. Infrastructure installation is another expenditure of electric bus conversion and is often proprietary to the bus manufacturer. It is wise for a transit providers to obtain a pilot bus to gauge their own measurements as well as public reaction.

Energy management is vital for such a larger amount of power required. Demand charging is expensive. Coordination with the utility company is important as pricing varies by time of day and lower rates for zero-emission vehicles may be even lower. Initial investment in battery-electric buses and their infrastructure are forecast to be offset by future savings in fuel and maintenance costs.

The following narrative is included within the 2018 memorandum to Kern COG, “Kern County Rural Transportation Plan – TNCs and Electric Fleet Programs” by Nelson/Nygaard as part of its Kern County Rural Transportation Plan:

Electrifying Bus Fleets

In 2006, California legislature passed AB 32, a call to reduce GHG emissions to 1990 levels by 2020. While many divisions within the larger transportation sector have a responsibility to reduce emissions per state law, transit agencies have an opportunity to take the lead. Electric bus fleets have the potential to reduce a region’s GHG emissions appreciably; according to the U.S. Department of Transportation (USDOT) every zero emission bus reduces about 1,690 tons of CO2

over its 12 year lifespan, which is equivalent to taking 27 vehicles off the road. For many agencies across the country, the environmental and financial benefits of running even just one electric bus has been the motivator for launching electric fleet conversion programs.

Foothill Transit – Electric Fleet Conversion

In 2010, Foothill Transit, which serves the San Gabriel and Pomona Valleys in the Greater LA region, became the first transit agency to introduce fast-charging electric buses to its fleet. As of 2017, 10% (out of a total of 373 buses) of the agency's fleet runs on efficient, zero-emission electricity. Across the past six years, the electric buses have eliminated 2,616 tons of GHG emissions. Foothill Transit is committed to having a fully electric fleet by 2030. This past month, the agency purchased two all-electric double-decker buses from Alexander Dennis Inc. (ADI), one of the world's leading bus manufacturers.

The two buses, which will replace compressed natural gas commuter express buses, have been financed through a \$1.4 million Metro Express Lanes Toll Revenue capital grant. California requires that funds collected from Metro's ExpressLanes be reinvested within the corridor. Funds first go towards maintenance and operations, and any remaining funds must go towards enhancing mobility. This includes investing in capital expenditures such as electric buses.

San Joaquin Regional Transit District – Electric Fleet Conversion

In 2012, San Joaquin Regional Transit District (RTD), the transit agency for Stockton, California and the greater region, was awarded a \$2.5 million grant through the California Energy Commission to fund an electric bus demonstration project. Since then, the agency has gone full steam ahead. In 2015, the Federal Transit Administration (FTA) awarded RTD \$4.7 million to fund the expansion of the region's electric bus fleet. (The funds were allocated from FTA's Low and No Emission Deployment Program) This year, RTD unveiled the nation's first fully electric route and recently announced that the system aims to exclusively run zero-emission buses by 2025.

Pioneer Valley Transit Authority – Electric Fleet Conversion

The Pioneer Valley Transit Authority (PVRTA) serves 24-member communities in Western Massachusetts. Recently, PVRTA introduced three 40-foot Catalyst FC battery-electric buses to its fleet of 186 buses, the largest regional transit provider in the region. While each bus was purchased at twice the price of an average diesel fueled bus - \$860,000, PVRTA estimates it will save \$350,000 on maintenance and operating costs over the lifetime of each vehicle. In addition to state funds, the three buses were funded through an FTA grant. The motivation for PVRTA's fleet conversion program is tied to its commitment to reduce energy consumption and making mass transit more efficient.

Associations and Incentive Programs

International Alliances

Twelve major global cities including London, Los Angeles, Paris, and Cape Town recently made a commitment that starting in 2025; the respective transit agencies only purchase zero-emission buses. In doing so, major metropolitan areas will become free of fossil fuel emissions. This declaration is a strong commitment and a signal to encourage greener investments across both the public and private sectors.

CALSTART's California Zero Emissions Bus Coalition

The California Zero Emissions Bus Coalition (CA ZEB Coalition) is a union of stakeholders that advocate and lobby for public investments that accelerate electric fleet expansion across the state with the goal of deploying 500+ buses by 2020. The coalition is a space for agencies to have a dialogue about deployment, policies, and related discussions. CA ZEB members includes San Joaquin RTD, Monterey Salina Transit, Eastern Contra Costa Transit, and Proterra among others.

Hybrid and Zero-Emission Truck and Bus Program (HVIP)

A substantial barrier to converting a bus fleet is the upfront cost of zero-emission vehicles. In California, incentive programs have been created to make the investment more manageable through voucher redemptions. Transit agencies can apply for a voucher through the Hybrid and Zero-Emission Truck and Incentive Project (HVIP), a program funded through the state's Cap-and-Trade Program and administered by the California Air Resources Board (CARB). HVIP vouchers range from \$35,000 to \$315,000 per vehicle on a first-come, first-served basis. Factors taken into consideration include load weight, number of vehicles, and whether the transit agency is located within a designated Disadvantaged Community.

Each year, CARB receives 9 million dollars in voucher funding. However, as of April 2018, an additional 5.4 million dollars was added to the HVIP fund.



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6. TNCs and Electric Car-Sharing Opportunities

Overview

Other operators such as TNCs and electric car-sharing companies have the potential to provide services in Kern County while reducing historic public transit operating costs. Purchasing services from a third-party operator can often reduce program costs while utilizing the latest technology. The cost is based on actual usage and capital investment is not required. However, costs could be higher if the right factors are not met. Challenges include still providing customer service support and potentially booking trips on behalf of customers. TNCs tend to disproportionately work for persons with access to the technology required such as a smartphone. The transit agency would also handle billing, performance monitoring, and communications with the contractor. These factors impact the operator's ability to quickly implement any type of alternative service option. Not all transit solutions fit all scenarios.

The following examples resulted in either lowered costs, increased service, or both.

Sacramento, CA – Smart Ride On-Demand Transit

Uses the “Microtransit App”. Allows on-demand trips and scheduling. Input origin, destination, passenger count, and wheelchair accessibility need. Limited service areas. Used to test whether commuters in the area are willing to use the service to connect with downtown-bound light rail trains.

Demographic	Fare Type	Single	Daily Pass
Age 19-61	Basic	\$2.75	\$7.00
Senior (age 62+)	Discount	\$1.35	\$3.50
Person with Disabilities	Discount	\$1.35	\$3.50
Student (Grades K-12)	Discount	\$1.35	\$3.50

Collin County, TX – Taxi voucher program

Operated by Dallas Area Rapid Transit (DART). This new service is open to any resident of Wylie, Allen and Fairview age 65 or over OR with a certified disability. Service area: the cited three cities. Service time: 5:00 AM – 8:00 PM daily. After enrollment, a reloadable taxi debit card is provided. Very strict advanced scheduling, two days ahead, and Friday before a Monday. Rider responsible for any cost not covered by card. Any guest (including PCA) is an additional \$2.00 each, and cannot be charged on the card. Riders pay 25% of up to \$400 in travel value. Examples: Rider pays \$5 and receives \$20 card, up to paying \$100 and receiving a \$400 card.

Highland Village, TX – Lyft discount program

Lyft is the third ridesharing option to collaborate with DART. Uber and Zipcar have been helping customers make a complete trip. As part of the program, persons traveling within the Highland Village Lyft Zone will receive a \$2 discount for Lyft rides. This new partnership will replace DCTA's existing partnership with Uber, and riders now must download the Lyft mobile app to access the discount. The new Lyft discount program specifics will remain similar to DART's existing discount program. Program details:

Service Hours – Monday through Friday from 5:30 a.m. to 7 p.m.

Lyft Zone – Highland Village and Northern Lewisville (same as the previous Uber Zone)

Rider Discount – Same \$2 discount will now be applied to Lyft rides (discount applied to Lyft trips only – no additional discounts offered on any DCTA bus or train service)

Kern County, CA – Veterans Shuttle (Volunteer Driver) Program

Veteran Rideshare serves destinations in Orange County and the greater Los Angeles area. Offers “both prearranged and ad-hoc shuttle service” as well Non-Emergency Medical Transport. Focus is to employ veterans for transportation-related jobs. Donates a portion of fares to a veteran organization or other non-profit organization. Offers special rates and fares for veteran organizations. Headquartered in Bellflower, CA.

San Bernardino, CA – Taxi Voucher Program

OmniTrans serves the San Bernardino Valley. The taxi program is part of a larger “RIDE Taxi & Lyft Program.” Eligible riders may receive discounts. Riders are qualified if they have a disability, are 62 years and older, or are unable to use other forms of transportation (such as buses). Proof of age or disability required with application. Fares are loaded to a debit card with photo ID which is used to pay the taxi ride. Can also tip up to 10% with the card. Rider is responsible for any additional fares at full price. Reloading card is monthly with a limit. The monthly limit for riders to add is \$40, and receive \$80 on their card.

San Bernardino, CA – Transportation Reimbursement for Individuals Program (TRIP)

Sponsored by the Victor Valley Transit Authority (VVTA), this volunteer driver mileage reimbursement program is available to eligible individuals residing in San Bernardino County’s rural communities. Residents who are either unable to drive or access traditional public transit services recruit their own drivers among friends, relatives, or neighbors. These volunteers provides rides for medical appointments, shopping, and social visits.

All mileage is tracked and submitted to VVTA at the end of each month. VVTA reimburses mileage at a rate of \$0.40 per mile up to 500 miles per month, deposited directly into the user’s account. Users are responsible for reimbursing their drivers.

Bakersfield, CA – RYDE

Golden Empire Transit District (GET) serves the Bakersfield Metropolitan Area. Ryde is a new on-demand, curb-to-curb shuttle service offered by Golden Empire Transit District to be initiated on April 7, 2019. The six-month pilot program will be tested in the southwest area of Bakersfield. Within the zone, the one-way fare will be \$3.50 and will operate seven days a week, including weeknights. Ryde will use compact, fuel-efficient CNG vehicles that can comfortably accommodate 8 people. The vehicles will be wheelchair accessible.

Ryde will not operate on a schedule like fixed-route bus service. Ryde picks up and delivers riders to their destination on demand. Within the zone and during the hours of operation, riders can go wherever they want. The service will accept pick-up requests in real-time and will be used for short trips generally under 20 minutes in the defined service zone. To travel on Ryde, riders must start and end their trip within the Ryde zone. Trips can be scheduled by phone or with a Mobile Microtransit App. Traveling outside of the zone, riders can connect to the existing route system at any of four GET hubs within the zone.

The following examples are included within Kern COG’s, “Kern County Rural Transportation Plan – TNCs and Electric Fleet Programs” prepared by Nelson/Nygaard:

Dayton, OH – RTA Connect On-Demand

Launched in June 2017, RTA Connect is a public-private partnership between the Greater Dayton Regional Transit Authority (RTA) and Lyft. RTA Connect subsidizes Lyft rides so that a rider only pays what he/she would for a one-ride transit trip on RTA. (Regular Fare: \$2.00). This program has made it easier for rural residents to gain access to the entire RTA system and offers residents more flexibility to travel during off-peak times – midday, evenings, and weekends.

Connect stops are clearly labeled throughout the system so while waiting at a Connect stop, riders enter the program’s coupon code to activate their free Lyft ride. For those that do not have a smartphone, riders can call RTA to reserve a ride with an operator. ADA/Lift-equipped vehicles are available via the call center.

San Joaquin County, CA – RTD GO!

While San Joaquin’s bus service operates county-wide, some residents live outside the service area. To that end, in July 2017, San Joaquin Regional Transit District (RTD) introduced a pilot program called “RTD Go!” The service is a new initiative that makes it easier and cheaper for residents and visitors to travel throughout San Joaquin County without a personal vehicle. RTD passengers receive a 50% discount (up to \$5 per ride) for rides that are outside of RTD’s service area and go to one of eight other local transit centers. The program runs Monday through Friday, 6 a.m. to 10 p.m. However, unlike other TNC programs, Uber automatically applies the discount to any qualifying ride. As such, riders are not required to enter a program coupon. Additionally, in compliance with Title VI, “RTD Go!” has partnered with an accessible service provider to give on-demand paratransit service to seniors and persons with disabilities at a flat rate, \$10 per trip.

RTD’s anticipated annual contribution to the pilot program is about \$25,000 per year.

Florida Collaborative Addresses Regional Mobility – Uber Pilot Project

In August 2017, the City of Sanford, Florida joined the cities of Altamonte Springs, Lake Mary, Longwood, and Maitland to form the Municipal Mobility Working Group (MMWG) to more effectively provide door-to-door service to residents of the five separate jurisdictions. As stated on the City’s website, “Throughout Phase 1, residents showed there was true value in ride sharing and a need for diverse transportation options throughout the region.” Each of the participating cities spent about \$63,000 to subsidize Uber rides for their residents, as well as individuals residing in surrounding cities.

Building on the success of the earlier pilot, the five cities will continue to subsidize 20 percent of the fare for Uber trips that end within their respective city limits, 25 percent for trips that begin or end at SunRail Stations, and 20 percent subsidy to users traveling between the five cities; allowing residents a much greater range of access to meet a more diverse set of needs.

The partnership serves as an innovative national model for cities looking to create cost-effective alternatives to address their mobility issues. As of July 2018, the five cities are working together to develop a more open-ended program, providing discounted rides to all TNCs, not just Uber.



Dallas, TX – DART’s Paratransit Pilot Program

In an effort to provide more flexible paratransit service to seniors and persons with disabilities, Dallas Area Rapid Transit (DART) is piloting a month-to-month on-demand paratransit program. In coordination with the transit agency’s current paratransit service provider (MV Transportation) DART has transferred 160 users over to Lyft to test an alternative to traditional paratransit service. For now, Lyft paratransit rides are funded through DART’s \$186 million contract with MV Transportation. Riders participating in the pilot continue to receive electronic notifications through MV’s call center.

GoGoGrandparent – Secondary Lyft and Uber Services

GoGoGrandparent is a phone-based app that assists senior citizens and those without a smartphone to utilize on-demand ride-share services. The app is similar to a calling a taxi dispatcher. For a small fee, a client can call the GoGoGrandparent hotline and reserve a Lyft or Uber ride 24 hours a day. The app levies a 13 percent commission on each ride and a \$1.80 fee to cover operational costs. While the cost to use the service is more than a standard Lyft or Uber fare, it’s a small price to pay for mobility.

In northern New Jersey, GoGoGrandparent has partnered with the local transit agency to give older adults more independence; riders pay between three and five dollars per ride while the remainder is subsidized by a local public-private consortium. In Lafayette, California, a former resident endowed a pilot program paying 50 percent of the ride fee, up to \$50 per month.

TransLoc – Microtransit Service Routes

Orange County Transportation Authority (OCTA), Central Contra Costa Transit Authority (CCCTA), and San Joaquin Transit District (RTD) are leveraging microtransit services to better serve residents of rural communities. The agencies have partnered with TransLoc, a technology service that uses predictive modeling to simulate ridership demands and in turn, inform microtransit service routes. OCTA and RTD’s Microtransit programs are using TransLoc to provide transit in areas underserved by transit. In contrast CCCTA is using the TransLoc program as a first-and-list mile connection to BART, the Bay Area’s regional rail provider.

The following examples are included within Golden Empire Transit District’s 2018 “Study of Best Practices Regarding alternatives to Traditional Fixed Route Transit Services” compiled by Stantec:

Austin, TX – Ride Austin

Ride Austin was created in the aftermath of Uber and Lyft abruptly leaving the Austin market. It operates in a multi-passenger ride. Passengers may round their charge up where the difference is donated to charity. Ridership decreased 62 percent after Uber and Lyft re-entered the market, but still remains active.

Boston, MA – MBTA RIDE paratransit pilot

Massachusetts Bay Transportation Authority (MBTA) began a pilot program in 2016 which allowed registered paratransit users to use Uber and Lyft services instead. Base fares were lower and cost per trip dropped from \$30 to \$9 for the agency. Trips are able to be booked instantly.

Tampa Bay, FL – HyperLINK

Hillsborough Area Regional Transit (HART) began this pilot program in 2016 for “door-to-bus” service to serve first and last mile travel. Rides to bus stops are one dollar and rides to destinations within the “HyperLINK Zone” the rider is in is three dollars. After considering partnering with a TNC such as Uber or Lyft, concerns over ADA accessibility lead HART to contract with Transdev.

Dublin, CA – GO Dublin!

Livermore Amador Valley Transit Authority (LAVTA) launched the “GO Dublin!” pilot in 2017 partnering with Uber, Lyft, and DeSoto Cab Company. DeSoto also allows cash payment and has accessible vehicles. This pilot sought to replace low-performing routes in low-density areas with a more lower-cost option.

Kansas City, MO – RideKC Freedom On-Demand

Kansas City Area Transportation Authority (KCATA) began a pilot program in 2016 to allow senior riders and paratransit riders to choose taxi service. Subsidy per trip has dropped from \$27 to \$16.

Austin, TX – Capital Metro Pickup

Austin’s Capita Metro Transportation Authority (CapMetro) began a pilot program with Via to operate free to ride on-demand community circulators. They were so popular that the operating days and hours were extended. Vehicles are ADA-compliant.

Oakville, ON – Home to Hub

Oakville Transit began a “Home to hub” program in 2015. Riders will be picked up at their origin to their transit hub after contacting the agency two to ten days in advance. Paratransit vehicles already operated by the agency are used.

Denver/Boulder, CO – Denver Housing Authority and Boulder Housing Partners

Denver Housing Authority (DHA) and Boulder Housing Partners (BHP) worked with eGo CarShare in 2014 to provide transportation option such as subsidized transit passes, bike-sharing memberships and car share rental discounts in affordable housing areas.

Montreal, QC – DUO Auto + Bus

The Montreal public transportation agency STM partnered with Communauto to create a combined transit and car-sharing subscription at a lower cost. This system allows no-car households to benefit from occasional vehicle usage.

Milwaukee, WI – Bublr Bikes and Milwaukee County Transit

Milwaukee County Transit System (MCTS) and Bublr Bikes worked together in 2017 to allow MCTS transit passes to be used at with bike sharing stations. Using a sticker to alter the RFID signal allows access. Marketing partnership allows easier transitions between bus and bike-sharing.

Pittsburgh, PA – Pittsburgh Bike Share and the Port Authority of Allegheny County

Pittsburgh Bike Share (PGH) partnered with Port Authority of Allegheny County (PAAC) in 2017 for a pilot program which allows transit cards with accounts can be used towards the bike share program. The first 15 minutes of bike usage is free with additional charges thereafter.

San Francisco, CA – Treasure Island Autonomous Vehicle Testing

Autonomous shuttles are planned to serve Treasure Island in 2020. San Francisco will be investing \$2 million in testing driverless vehicles connecting with transit stops and other key destinations and is expected to begin in 2018.

San Jose, CA – Autonomous Vehicle Shuttles

The city of San Jose began investing in autonomous vehicle ideas in 2017. One will be a first/last mile connector between two transit centers while the other will connect key destinations.

On-Demand Electric Scooters

For shorter distances, these scooters can benefit many people as a first/last mile solution. Scooters are available by renting through a smartphone application and charges are levied by the minute. They are charged at night and put back out in the morning. These may become popular in denser areas to connect transit hubs to destinations.



7. Coordination Strategies and Recommendations

Overview

Prior to allocating Transportation Development Act (TDA) funding for services not directly related to public transportation, specialized transportation services, or facilities for pedestrians and bicyclists, service providers must determine whether there are any unmet transit needs within its service area.

Unmet Needs

Per PUC Section 99401.5 – Unmet Transit Needs Finding, the Transportation Development Act (TDA) requires an assessment of unmet needs prior to making allocations not directly related to public transportation services, specialized transportation services, or vanpools. The assessment requires the regional transportation planning agency (RTPA) to do the following:

- A) Consult with the social services transportation advisory council.
- B) Identify the transit needs of the jurisdiction which have been considered part of the transportation planning process including:
 - 1) An annual assessment of the size and location of identifiable groups likely to be transit-dependent including older adults, the disabled, and persons of limited means.
 - 2) An analysis of the adequacy of existing public and specialized transportation services, including privately and publicly provided services.
 - 3) An analysis of the potential alternative public transportation and specialized transportation service improvements that would meet all or part of the transit demand.
 - 4) An analysis of the need to acquire or lease vans or related equipment upon request by an interested party identifying a potential need.
- C) Identify unmet transit needs of the jurisdiction and those needs that are reasonable to meet (using definitions adopted by the RTPA). At least one public meeting must be held by the planning agency for comments on unmet transit needs within the jurisdiction.
- D) A resolution will be adopted finding:
 - 1) There are no unmet transit needs;
 - 2) There are no unmet transit needs that are reasonable to meet; or
 - 3) There are unmet transit needs, including needs that are reasonable to meet.
- E) If a finding is adopted that there are unmet transit needs, including needs that are reasonable to meet, then those unmet transit needs will be funded before any allocation for streets and roads within the jurisdiction.
- F) The RTPA shall not allocate funds for vanpool services until all other funds for all unmet needs that are reasonable to meet are allocated. The transportation agency shall not reduce existing public services to allocate funds for vanpool services. The transportation agency shall not allocate funds to vanpool services if replacing other commuter vanpool services.



Per PUC Section 99401.6 – Unmet Transit Needs Finding Documentation, the TDA requires documentation of the following:

- A) A copy of the notice of hearing and proof of publication and description of the actions taken to solicit citizen participation.
- B) A copy of the resolution or minutes documenting the transportation planning agency's definitions of "unmet transit needs" and "reasonable to meet".
- C) A copy of the resolution adopting the unmet needs finding.

The Social Service Transportation Advisory Committee (SSTAC) definitions were adopted by the Kern COG and include:

Unmet Need – An unmet need exists if an individual of any age or physical condition is unable to transport him or herself due to deficiencies in the existing transportation system. Excluded are 1) those requests for minor operational improvements, and 2) those improvements funded and scheduled for implementation in the following fiscal year.

Reasonable to Meet – An unmet need shall be considered reasonable to meet if it fulfills the following:

- a) Operational Feasibility: the requested improvement must be safe to operate, and there must be adequate roadways for transit vehicles;
- b) Duplication of Service: The proposed service shall not duplicate other transit services;
- c) Timing: The proposed service shall be in response to an existing rather than future need;
- d) Farebox Ratio: Service must meet the legally required farebox ratio (PUC Section 99268.5 and CCR Sections 6633.2-6635.5) with fares close to those of similar services (10 percent for rural; and 20 percent for urban).

In a meeting on July 18, 2018, the Social Service Transportation Advisory Committee (SSTAC) reviewed a countywide analysis on unmet needs after public input. Kern COG and SSTAC found that there were no unmet transit needs that are reasonable to meet in Kern County. In a September 20, 2018 Kern COG Transportation Planning Policy Committee (TPPC) meeting Resolution number 18-32 was carried with a roll call vote finding no unmet transit needs that are reasonable to meet in Kern County.¹

¹ Minutes of Meeting for September 20, 2018. Kern Council of Governments, Transportation Planning Policy Committee. Item VII Public Hearing – Unmet Transit Needs in Kern County.



Although no unmet transit needs were found, changes and improvements will always be needed. Recommendations vary from alterations to existing services to brand new programs.

Recommendations

1. Implement a volunteer driver program. A Van Library can be operated by Kern COG, which would purchase a small fleet of vans and lease them on a per-mile basis to non-profits to optimize the value of the capital investment.
2. Review Golden Empire Transit's six-month RYDE microtransit pilot project results of whether or not to keep, or even expand, the micro-transit service. Evaluate what other service providers in Kern County can learn from the pilot program to enhance service.
3. Host joint driver recruitment and training sessions for non-profits and social service organizations. An investment in trained drivers will potentially create a larger pool of qualified drivers for these entities.
4. Host travel training sessions via Kern COG, CommuteKern, or GET. Educate persons with disabilities, older adults, and low-income persons about how to safely and effectively use public transit.
5. Provide grant writing training for social service providers/non-profits to obtain new funding. Review and critique grant applications and provide letters of support where appropriate.
6. Promote Kern 5-1-1 as the all-in-one transportation information center for Kern County.
7. CalVans can be a solution to many transportation needs, especially employment-oriented home-to-work transportation. The California City to Edwards AFB connection could potentially utilize CalVans to provide access to transportation.
8. Local transit providers visit affordable, low-income, mobility-impaired, and senior housing facilities inform residents of nearby stop locations and transportation services available. Lack of awareness of transit services already available is a larger issue than transit coverage itself.
9. Assign a car-sharing program to affordable and low-income housing centers. Battery-electric vehicles can be used for short trips for which transit would not be a cost-effective solution.
10. Implement a bike-sharing program to support first- and last-mile travel first in the Bakersfield area. Begin with a low-cost demonstration program to evaluate demand by limiting to a small area with a dense population.
11. GET should promote commuter bus service to the Tejon Industrial Complex, a growing employment center.



12. Kern Transit should promote their future Route 130 service extension linking Bakersfield with Santa Clarita at the McBean Regional Transit Center and Santa Clarita Metrolink Station.
13. Implement a transfer policy between Kern Transit and other transit providers in Kern County.
14. Explore alternative funding sources beyond historic TDA and Section 5310 options.
15. Review state funding on homelessness, which cuts across all disadvantaged categories, to combat the increasing issue in Kern County.
16. Identify Congestion Mitigation and Air Quality Improvement Program (CMAQ) funding to support fare-free transit rides on poor air quality days.



A. Community Engagement Plan

Introduction

Through its funding of the 2018 Coordinated Human Services Transportation Plan, the Kern Council of Governments (COG) is responding to federal guidance requiring coordinated transportation planning for three demographic populations:

- Older adults,
- Persons with disabilities, and
- Low-income individuals.

The 2018 effort is the third in a series of Coordinated Plans undertaken by the COG. Each successive Plan is intended to build upon the prior effort; and in doing so, assist the COG, public transit providers, and human service organizations define opportunities, strategies, and practical steps intended to address the mobility needs of older adults, persons with disabilities, and low-income individuals residing throughout Kern County. Goals establish priorities while strategies and projects advance opportunities to be pursued as appropriate funding is identified.

Plan Promotion

Community engagement is essential to the identification and development of community-derived mobility strategies. Given the expansiveness of the project area, Moore & Associates will undertake geographic-specific outreach activities focused on the needs of traditionally mobility-disadvantaged populations. Outreach activities will be promoted by our in-house Marketing Team in partnership with COG staff and the Project Steering Committee. All project outreach materials will be available in both English and Spanish.

Project Webpage

Subsequent to the project initiation meeting, Moore & Associates will create an interactive, bilingual project webpage which will allow community stakeholders, Kern County residents, and interested persons an opportunity to monitor project progress as well as review project deliverables. The site will include a project home page, news and information postings, project calendar, document library, and online survey capability. The webpage will be updated biweekly; with each update subject to COG review and approval. We have secured the URL www.KernCoordinatedPlan2018.com. The webpage went live in mid-June 2018.

Community Workshops

Two rounds of community workshops will be coordinated and facilitated. The first round (scheduled for mid-July 2018) is intended to introduce the project and to collect input regarding transportation needs, mobility gaps, and preferred tactics and strategies. Moore & Associates will conduct up to 12 sessions. Spanish-language materials and translation will be available at each workshop session.

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The workshops will be promoted through a variety of tactics including social media, local transit providers, social service organizations, faith-based organizations, healthcare providers, and local governmental entities. All respondents to the county-wide e-survey will receive a direct invitation to attend one of the sessions.

The second round of community workshops will serve as an opportunity for public discussion of the project's initial findings, proposed coordination strategies, and respective priorities. Workshop promotion will include the tactics outline above, in addition to direct invitations to all Round 1 participants.

County-Wide E-survey (online) (aka Stakeholder Survey)

Following the project initiation meeting, Moore & Associates will create a survey instrument designed to gain important insight regarding the mobility needs of the target populations as well as public transportation services available throughout Kern County. The information collected from the e-survey will be used to shape coordination strategies, recommendations, and priorities throughout Kern County. The information will also be utilized to prepare an updated Transportation Inventory.

The county-wide e-survey will be promoted through a variety of tactics including e-blast to the COG's stakeholder database of nearly 2,000 contacts as well as direct mailer to the approximately 150 entities listed within the stakeholder database contained within the 2013 CHSTP final report.



B. Summary of PSC Meetings

The Project Initiation Meeting was held on May 31, 2018. A Kern COG Social Service Transportation Advisory Committee (SSTAC) and Transit Operators Meeting was held on July 18, 2018. A Kern COG SSTAC and Project Steering Committee meeting occurred November 29, 2018. Finally, CHSTP round tables were held on January 30, 2019.

Meetings were held in order to facilitate communication between public and private entities as well as obtain public input. The first meeting began with discussion of the project updates and strategy for community engagement. Round tables allowed public discussion of the project's initial findings, proposed coordination strategies, and respective priorities.

Fiscal constraints were a notable theme across all meetings. For public transit operators, operating costs are increasing faster than revenue. Fare increases are not desired; therefore, service reductions may need to be considered. There is a greater demand for free bus passes from operators such as GET and Kern Transit. However, they cannot afford to supply any more free passes. New funding sources need to be addressed and current grants are changing as well. One example of new funding to explore is a grant from the Congestion Mitigation and Air Quality (CMAQ) Improvement Program which aims for improved air quality and congestion relief.

Social services are seeing the greatest difference between what they need compared with what they receive. Local non-profits could use assistance in applying for Section 5310 funding for transportation. Social services agencies can apply for funding to start their own volunteer driver programs. Collaboration between agencies not only pools resources but may strengthen grant applications. Recommendations from this report, along with input from agencies, can be used as a blueprint for other projects and may be a useful resource when included within grant applications.

There are a number of alternative mobility options that may be of interest to participants and should be explored. Volunteer driver programs may be useful for supplementing other transportation modes, especially since there is a low financial commitment to get it started. GET's six-month microtransit pilot program is currently in progress; results have yet to be produced. Another potential solution proposed to use resources efficiently is the administration by the County of a "van library" program. Vans could be reserved by and leased to different clients to lower their capital costs. Clients would, in turn, be responsible for providing their own trained drivers. Given volunteer driver programs, private partnerships, the "van library," and other such mobility programs have not been broadly utilized in Kern County, their potential merits will need to be reviewed to determine the likelihood of success and sustainability.

The transportation needs of homeless individuals can differ from those of the general public. Homelessness is an increasing problem in the county, and homelessness services will in turn need more funding. Given the need of homeless populations to travel with their possessions, if a transportation program were to be recommended specifically for this purpose, it would need to include access for luggage and carts. More effective homelessness outreach/marketing may be needed.

GET sees its fixed-route service's low ridership and low funding as a vicious cycle. The low ridership is preventing access to enough funding to increase ridership through improved service. Travel training will be necessary for the public. There is a greater deficit in transit knowledge than actual transit coverage.

Additionally, public events such as council meetings and community workshops across the county are not always accessible by transit. First and last mile need to be considered as well. The distance between a transit stop and destination is a barrier to potential riders and a burden to current ones. Finally, battery-electric buses are going to have operating range issues for Kern County. The geography is expansive and intercity routes are common.



C. Stakeholder Survey Instrument

2018 Coordinated Human Services Transportation Plan Update Stakeholder Survey & Transportation Provider Inventory

The Kern Council of Governments invites your organization to participate in the 2018 Coordinated Human Services Transportation Plan update. We are surveying transportation stakeholders to identify coordination opportunities and mobility needs that may be addressed in the updated plan. By completing this survey you can help continue the progress begun in the 2013 Coordinated Plan. Return your completed survey by MAIL (KERN Stakeholder Survey, 28159 Avenue Stanford, Suite 110, Valencia, CA 91387) or by scanning and emailing to info@moore-associates.com. If you would like to complete the survey over the phone please call (888) 743-5977.

Organization Name _____

Contact Person _____ Title _____

Mailing Address _____

Telephone (____) _____ Email _____

Street Address (if different from mailing address):

Service locations in Kern County: _____

General type of services provided: _____

Type of organization:

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

ABOUT THE ORGANIZATION

1. What client or member population(s) does your organization/agency serve within Kern County? (MARK ALL THAT APPLY)

- ☐ Seniors 60+ (able-bodied)
☐ Seniors 60+ (frail)
☐ Veterans
☐ General public
☐ Youth 18 and under
☐ Individuals under 60 years with physical disabilities
☐ Individuals under 60 years with behavioral or cognitive disabilities
☐ Persons with sensory impairments (any age)
☐ Persons of low income (any age)
☐ Homeless persons (any age)
☐ Individuals with limited English proficiency
☐ Other (specify) _____

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2. How many clients/members do you serve in Kern County? _____
3. How many of those travel to your location(s) each day? _____
4. How do they typically get to your location? (MARK ALL THAT APPLY)
- ☐ Drive themselves
 - ☐ Ride with family or friends
 - ☐ Carpool with other clients
 - ☐ Our organization operates vehicles
 - ☐ Individual staff transport/drive them
 - ☐ Volunteers bring them
 - ☐ Taxi
 - ☐ Public transit
 - ☐ Uber/Lyft
 - ☐ They live in a group home and are transported using the group home's vehicle
 - ☐ Another organization transports them (which one? _____)
 - ☐ Other (specify): _____
5. Approximately what percentage of your clients/members are unable to drive (or don't have access to a car) and depend on transportation assistance to get to your location?

6. Approximately what percentage of your clients/members use a wheelchair, mobility scooter, or other mobility device? _____
7. Do your clients or members have transportation needs that are not currently being met?
☐ Yes ☐ No → SKIP TO Q8
- Can you describe those needs? (MARK ALL THAT APPLY)
- ☐ Traveling to work prior to 6:00 a.m.
 - ☐ Traveling to work between 7:00 a.m. and 6:00 p.m.
 - ☐ Traveling to work after 6:00 p.m.
 - ☐ Shopping and multiple errands
 - ☐ Trips to daycare/childcare and/or elementary school
 - ☐ Getting to local doctor/medical care
 - ☐ Getting to doctor/medical care outside Kern County
 - ☐ Getting to counseling/mental health appointments
 - ☐ Traveling to college, vocational, or adult education classes
 - ☐ Trips beyond the Get-A-Lift or North of the River CTSA service area
 - ☐ Service beyond door-to-door paratransit
 - ☐ Non-emergency medical transportation
 - ☐ Trips not served on the existing transit network
 - ☐ Other (specify): _____
8. Does your organization have eligibility requirements for its members or clients? ☐ Yes ☐ No → SKIP TO Q9
- If yes, what are they?
- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Age _____ | <input type="checkbox"/> Income _____ |
| <input type="checkbox"/> Disability _____ | <input type="checkbox"/> Other _____ |

TRANSPORTATION SERVICES

9. Does your organization/agency directly provide transportation for its clients/members? (e.g., your organization owns or leases vehicles directly and provides staff to drive them.) ☐ Yes ☐ No → SKIP TO Q12

If yes, what type(s)? (MARK ALL THAT APPLY)

- ☐ **Demand-response service:** Shared-ride, reservation-based service. → GO TO Q10
- ☐ **Subscription service:** Routes and schedules are tailored to regular riders and are adjusted as riders leave or new riders join the route. → GO TO Q10
- ☐ **Fixed-route transit service:** Routes, stops, and schedules do not vary; traditional bus service. → GO TO Q10
- ☐ **Charter-type service:** Group transportation to/from designated events. → GO TO Q10
- ☐ **Volunteer driver program:** Program volunteers drive their personal vehicles. → GO TO Q12
- ☐ **Private taxi or shuttle service:** On-call private transportation. → GO TO Q10
- ☐ **Mileage reimbursement:** Drivers using personal vehicles are reimbursed for mileage. → GO TO Q12
- ☐ **Other (describe):** _____

10. What type(s) of vehicles do you use? _____

11. Are those vehicles wheelchair accessible? _____

12. Does your organization/agency purchase transportation services to transport its clients/members? (e.g., your organization pays someone else, such as a third-party transportation provider, to provide the service.)

☐ Yes ☐ No → GO TO Q13

[IF YES] What type of purchased transportation service(s) do you provide?

- ☐ Van or shuttle service operated by another transportation provider (not public transit)
What provider are services purchased from? _____

- ☐ Taxi voucher program
- ☐ Mileage reimbursement program
- ☐ Other (specify): _____

13. Does your organization subsidize client/member travel via public transportation (within Kern County)?

☐ No ☐ Yes: Which of the following do you provide: ☐ Bus passes ☐ Bus tickets
☐ Bus tokens ☐ Other (specify) _____

[IF ALL RESPONSES TO Q9, 12, AND 13 ARE "NO," SKIP TO Q19]

14. Who is eligible to use your organization's transportation services/programs?

☐ Only eligible/authorized clients ☐ Anyone served by the organization ☐ Any member of the general public

15. About how many one-way trips do you provide in a typical month? _____

16. What is your service area? _____

(i.e., all of Kern County, within Bakersfield, into neighboring counties, between Delano and medical facilities in Bakersfield, etc.)

17. When is your service provided? _____

(i.e., Monday-Friday, 10 am to 2 pm; Tuesday & Thursday departing at 9 am; etc.)

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TRANSPORTATION FUNDING

18. How does your organization fund transportation for its clients/members? (MARK ALL THAT APPLY)

☐ Check here if you do not receive any funds for transportation.

- ☐ Client fees
- ☐ Private donations
- ☐ Grants
- ☐ United Way
- ☐ Passenger fares
- ☐ Fundraising
- ☐ Local/county: General funds
- ☐ Local/county: Tobacco settlement revenue
- ☐ State: Education
- ☐ State: Department of Developmental Services
- ☐ State: Department of Aging
- ☐ State: Department of Rehabilitation
- ☐ State: Department of Health Services
- ☐ State: Transportation Development Act
- ☐ Federal: Section 5310 (vehicles)
- ☐ Federal: Section 5316 or 5317
- ☐ Federal: Community Development Block Grants
- ☐ Federal: Health & Human Services
- ☐ Other (specify): _____

19. Do you believe a duplication of transportation services exists within your organization's service area?

☐ Yes ☐ No

[IF YES] Please explain:

20. Are there any specific types of transportation needs you have difficulty meeting?

21. What single change would improve transportation services the most for your members or clients?

22. Do you have any additional comments you'd like to share?

THANK YOU FOR TAKING THE TIME TO TAKE OUR SURVEY. YOUR INPUT WILL HELP SHAPE RECOMMENDATIONS FOR BETTER COORDINATED TRANSPORTATION IN KERN COUNTY.



D. Workshop Presentations



Kern Council of Governments

2018 Coordinated Human Services- Public Transit Transportation Plan





Kern Council of Governments:

“Better planning. Better
transportation.”




2018 Plan objectives

- Identify transportation needs: senior adults, persons with disabilities, low-income individuals.
- Identify strategies for enhancing private and public transportation programs and services.
- Support program/service sustainability.




2013 Key Findings

- “Medical” related travel was the highest-ranked need.
 - “Lack of awareness” (within the general public) regarding available rural transit services.
 - Social service organizations indicated limited insight into public transportation planning process and opportunities.
 - Desire for improved bus stop amenities, especially in rural portions of the county.
 - Transit operators face challenges securing funding for service expansion.
- 




Public Engagement Opportunities

- Bilingual project webpage
 - County-wide e-survey
 - Targeting 150 public and private organizations throughout Kern County
 - Two rounds of public workshops
 - 12 sessions each
- 


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2018 Project Enhancements

- 12 vs. 3 public workshops
- Assess the viability of alternative fuel vehicles
- Assess the viability of partnering with alternate transportation providers



Discussion/Questions

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