

Kern Council of Governments Coordinated Human Services Transportation Plan

October 2026 DRAFT

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NYGAARD



Table of Contents

	Page
1 Introduction	1
2 Existing Conditions.....	5
Overview of Transit in Kern County.....	5
Existing Specialized Services and Programs.....	9
Plan Review	15
Existing and Future Demographics and Market Analysis.....	18
Key Takeaways.....	50
3 Phase One Outreach Overview and Summary	51
Phase One Public Outreach Summary.....	51
4 Needs.....	54
Reliable Transportation Options.....	54
Extended Service Hours	55
Expanded Service Zone	55
Reduced User Costs of Transportation	56
Fewer Regulatory and Grant Limitations	56
Partnerships With Other Entities.....	57
Greater Awareness of Options.....	57
5 Strategies	58
6 Phase Two Public Outreach Summary.....	66
Phase Two TDP Surveys	66
Phase Two CHSTP Survey	68
7 Strategy Implementation	71
Appendix A: Funding	74
Federal Funding.....	74
State Funding Resources	75
Additional Transit Programs and Partnerships.....	77
Appendix B: Inventory of Transportation Resources	78

Table of Figures

	Page
Figure 1	Transit and Dial-A-Ride Network in Kern County 5
Figure 2	Intercity Transit Routes in Kern County 8
Figure 3	Status of Recommendations from 2018 Kern Council of Governments Coordinated Human Services Transportation Plan 16
Figure 4	Appropriate Types of Transit for Land Use Types..... 19
Figure 5	Kern County Population Density 20
Figure 6	CHSTP Target Population Factors 21
Figure 7	Percentage of People with Disabilities in Kern County..... 22
Figure 8	Percentage of Older Adults (65 Years and Older) in Kern County 24
Figure 9	Percentage of People with Low Incomes in Kern County 26
Figure 10	Percentage of Veterans in Kern County..... 28
Figure 11	Percentage of Population with Limited English Proficiency in Kern County 30
Figure 12	Kern County Historical Population Growth 2005 to 2025..... 31
Figure 13	Population Forecast by Regional Subarea: 2024 to 2050 32
Figure 14	Kern COG Regional Subareas Definitions 33
Figure 15	Total Population Forecast by Select Age Groups, Kern County, 2024 to 2050.... 34
Figure 16	Change in Age Structure by Population, Kern County, 2024 to 2050..... 34
Figure 17	Employment Density in Kern County 36
Figure 18	Employment Density of Low-Wage Jobs in Kern County 38
Figure 19	Major Employers in Kern County..... 40
Figure 20	Major Employers in Kern County..... 41
Figure 21	Public Housing in Kern County 43
Figure 22	Grocery Stores in Kern County 45
Figure 23	Medical Facilities in Kern County..... 47
Figure 24	Schools in Kern County 49
Figure 25	Recommended Strategies to Meet Needs..... 61
Figure 26	Survey Respondents in Target Populations..... 66
Figure 27	Transportation Information Preferences Amongst Target Populations 67
Figure 28	Strategies Receiving a “Top Five” Priority Vote by Surveyed Stakeholders 68
Figure 29	Strategy Prioritization Results..... 70
Figure 30	Five-Year Implementation Phasing of Strategies..... 72

1 INTRODUCTION

What is a Coordinated Human Service Transportation Plan?

Coordinated Human Service Transportation Plans (CHSTPs) are designed to improve transportation options for the target populations of older adults, people with disabilities, and people with low incomes. The development of the CHSTP fosters collaboration and coordination between human service transportation providers and public transit to align their efforts with funding sources. This plan is a federal requirement for agencies accessing funding through the Federal Transit Administration (FTA) Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities program.

The Kern Council of Governments (Kern COG) is a Direct Recipient of Section 5310 funds from the FTA. Kern COG is the federally designated Metropolitan Planning Organization (MPO) for Kern County and its 11 incorporated cities, including the Bakersfield urbanized area. The Kern COG CHSTP is intended to serve as both a federal compliance document and a regional blueprint for mobility management, as part of addressing FTA requirements under Section 5310. As an FTA requirement, the plan ensures transportation investments are strategically aligned with the needs of older adults, individuals with disabilities, and people with low incomes – the federally designated populations of focus.

Beyond fulfilling this requirement, the CHSTP acts as a unifying vision for regional mobility, identifying how diverse transportation providers, human service agencies, and local jurisdictions can work together to deliver equitable, efficient, and accessible mobility options. It bridges the gap between data-driven analysis and community priorities, laying out a clear, actionable framework for improving how people move throughout the region.

Through a combination of technical analysis, funding assessment, and robust stakeholder engagement, the CHSTP translates community input and data into targeted strategies, prioritized actions, and implementation pathways that advance a more connected and resilient regional mobility network. CHSTPs are typically structured to include:

- Inventory of existing public transportation services in the study area

- Analysis of demographics, identification of service gaps and unmet needs in the transportation network (spatial and temporal) for the populations of focus
- Recommendations for strategies and actions to improve mobility and address unmet needs
- Assessment of funding resources available to support the implementation of the identified recommendations
- Priorities for implementation

How was this Plan Developed?

The CHSTP is a locally developed plan that reflects the context of Kern County and the Bakersfield urbanized area. The plan provides an opportunity for a diverse range of local stakeholders with a common interest in human service and public transportation to convene and collaborate on how best to provide transportation services for these target populations (older adults, people with disabilities, and people with low incomes). Specifically, stakeholders are called upon to identify service gaps and barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the CHSTP. Stakeholder outreach and participation were a key element to the development of the CHSTP. Guidance issued by the FTA specifically requires this participation, particularly around identifying eligible projects for the federal Enhanced Mobility of Seniors and Individuals with Disabilities Program (FTA Section 5310). Section 5310 remains the only federal funding program with coordinated planning requirements, and FTA recommends that input come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to):

- Area transportation planning agencies
- Transit riders and potential riders
- Public transportation providers
- Private transportation providers
- Non-profit transportation providers
- Human service agencies funding and/or supporting transportation services
- Other government agencies that administer programs for targeted populations
- Advocacy organizations and community-based organizations serving targeted populations
- Elected officials and tribal representatives

This CHSTP is intended both to capture those local community discussions and establish the framework for potential future transportation planning and coordination activities. Importantly, the CHSTP provides an opportunity for Kern COG to highlight strategies that can

be approached on a regional level yet have strong localized impacts and offers potential strategies and priorities for projects that target transportation-disadvantaged populations.

The CHSTP was developed concurrently with nine Transit Development Plans (TDPs) for Kern County transit agencies, providing the opportunity to combine and integrate outreach efforts. Where possible, the feedback from TDP community surveys pertaining to transportation options for older adults, people with disabilities, and people with low incomes was used to inform CHSTP strategies and recommendations.

Sustainability in the CHSTP

Kern COG was awarded a Climate Adaptation Planning grant under the California Department of Transportation (Caltrans) Sustainable Transportation Planning Grant Program to develop the CHSTP and associated TDPs with the aim of reducing the impacts of climate change and integrating climate adaptation into the capital improvement process. These goals are consistent with Kern COG's Regional Transportation Plan / Sustainable Communities Strategy (RTP/SCS), a long-term vision for a sustainable transportation system.

What are Required Elements of a CHSTP?

According to the FTA Circular 9070.1H reissued in 2024, the four required elements of a CHSTP are as follows:

1. "An assessment of available services that identifies current transportation providers (public, private, and nonprofit)"
2. "An assessment of transportation needs for individuals with disabilities, including those who use wheelchairs, and older adults"
3. "Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery"
4. "Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified"

Required elements are designated with a star (*) in the following section.

How is this Plan Organized?

The Kern COG CHSTP is organized in the following chapters:

- **Chapter 1: Introduction** introduces the purpose of a CHSTP and its required elements.

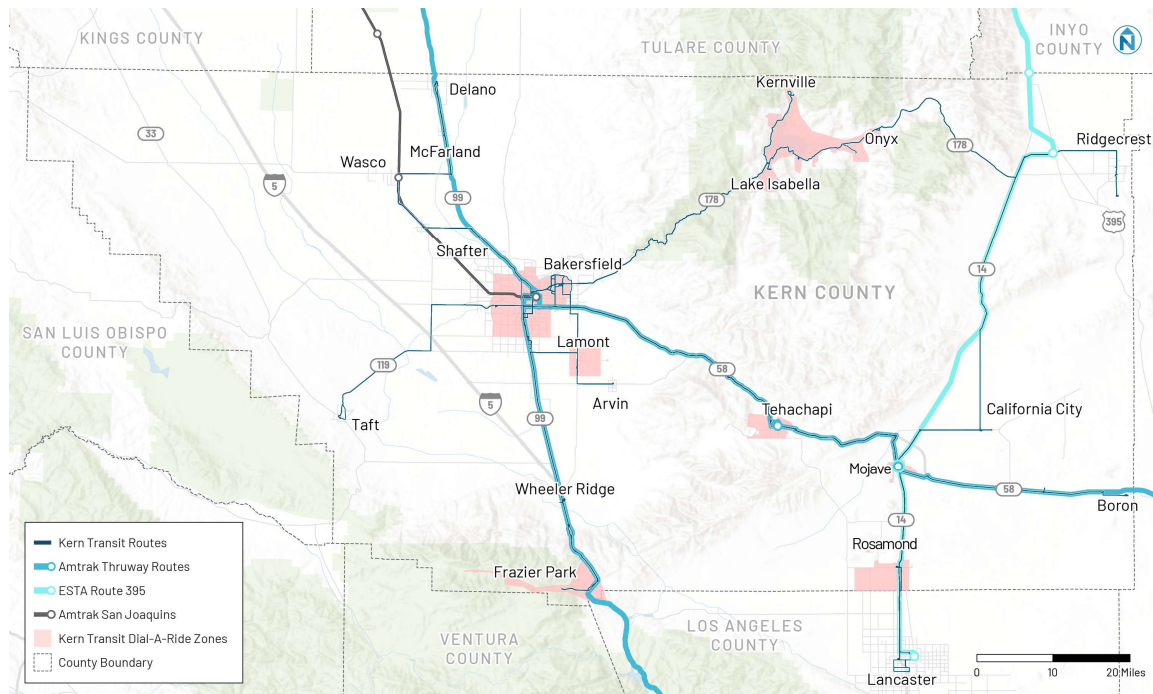
- **Chapter 2: Existing Conditions** provides a demographic profile of the Kern COG planning area, which was compiled as part of the parallel TDP production. This helps to document transportation needs for older adults, people with disabilities, and people with low incomes.
- **Chapter 3: Phase One Outreach Overview and Summary** summarizes engagement specifically for the CHSTP as well as any findings from the TDP survey that are relevant to transportation for older adults, people with disabilities, and people with low incomes.
- **Chapter 4: Needs** identifies the key transportation needs through engagement with stakeholder groups and from the demographic and market analysis.*
- **Chapter 5: Strategies** synthesizes the feedback received through the outreach process along with needs, demographics, and transportation resources to create a list of 14 strategies and recommendations to meet needs.*
- **Chapter 6: Phase Two Public Outreach Summary** summarizes findings from the second round of engagement, including how stakeholders prioritized the strategies presented in Chapter 5.
- **Chapter 7: Recommendation Phasing** lays out the next steps for Kern COG and partners to address transportation needs, after a thorough review of recommendations and actions. These recommendations are grouped by category and timeframe so Kern COG can encourage, facilitate, or implement strategies in order of priority and timeline. These implementation priorities are based on funding, feasibility, and time, among other criteria.*
- **Appendix A: Funding** is a summary of the most common sources of federal, state, and local funding available to assist transportation programs in Kern County.
- **Appendix B: Inventory of Transportation Resources** is a list of transportation services that exist in the Kern COG planning area to assist organizations in improving local mobility. These services include public transit options, human service transportation providers, and private transportation services.*

2 EXISTING CONDITIONS

OVERVIEW OF TRANSIT IN KERN COUNTY

Figure 1 shows the combined transit and Dial-A-Ride network in Kern County. Eleven operators which provide transit service in Kern County were reviewed as part of this process, consisting of 10 local operators and one county-wide operator.

Figure 1 Transit and Dial-A-Ride Network in Kern County



Local Operators

The **City of McFarland** operates a Dial-A-Ride service for all riders. The Dial-A-Ride service operates on weekdays from 8:00 a.m. to 4:15 p.m. The Dial-A-Ride service operates within city limits.

The **City of Wasco** operates a Dial-A-Ride service for all riders. The service operates on weekdays from 8:00 a.m. to 4:00 p.m., with a lunch break between 12:00 p.m. and 1:00 p.m. Reservations can be made 24 hours in advance to schedule both pick-up and return trips. Same day service may be possible but is not guaranteed. Passengers must provide exact fare. The Dial-A-Ride service operates within city limits.

The **City of Shafter** operates a Dial-A-Ride service for all riders in city limits. The service to the Mexican Colony / Smith's Corner and the North Kern Labor Camp is served at 9:00 a.m., 11:30 a.m., 1:30 p.m., and 3:30 p.m. on weekdays only. This service is branded as a fixed-route service but operates like a demand-response service with a fixed schedule. Service to Wonderful Industrial Park, Shafter Cemetery, and Gossamer Grove are served at 8:30 a.m., 10:30 a.m., 12:30 p.m., and 2:30 p.m. on weekdays only. Passengers must call in at least 30 minutes in advance to request pickup and drop-off along the route. The Dial-A-Ride service in city limits operates on weekdays from 7:30 a.m. to 4:15 p.m. and on Saturdays from 9:00 a.m. to 3:00 p.m.

Taft Area Transit operates one fixed-route and a Dial-A-Ride service for all riders. The fixed-route service operates between Maricopa and Taft on weekdays, with three trips per day. Dial-A-Ride operates on weekdays between 7:15 a.m. and 5:30 p.m. and Saturdays between 10:15 a.m. and 2:30 p.m. The Dial-A-Ride service operates within Taft city limits, as well as in unincorporated parts of Kern County adjacent to Taft, including Ford City, South Taft, and Taft Heights.

Arvin Transit operates four fixed-routes and a Dial-A-Ride service for seniors (age 60 years and older) and Americans with Disabilities Act (ADA) certified people with disabilities. The fixed-route service is available on weekdays from 7:00 a.m. to 4:30 p.m., with different headways depending on the route. Arvin Transit's Dial-A-Ride Program provides eligible riders with curb-to-curb service between locations of the rider's choice on weekdays between 8:00 a.m. and 3:00 p.m.

The **City of Tehachapi** has a Dial-A-Ride service which is operated by Kern Transit. The service is available on weekdays from 6:00 a.m. to 7:00 p.m. and on Saturdays from 7:30 a.m. to 5:30 p.m. Dial-A-Ride is available to all riders on a first-come, first-served basis and requires a reservation.

The **City of California City** operates a Dial-A-Ride service for all riders within the urbanized area of city limits. The service is available on weekdays from 7:00 a.m. to 3:30 p.m. Within the

Rancho Estates and Wonder Acres neighborhoods, the service operates between 9:00 a.m. and 2:30 p.m.

Ridgecrest Transit operates one deviated fixed-route and a Dial-A-Ride service for the general public. The Inyokern deviated fixed-route service travels between Inyokern and Ridgecrest three times daily on weekdays between 6:45 a.m. and 4:30 p.m. The vehicle will deviate off the fixed-route within the service area when a passenger makes an advance reservation. Ridgecrest Dial-A-Ride service is available on weekdays between 6:45 a.m. and 4:30 p.m. within city limits. Ridgecrest Transit also offers Dial-A-Ride service to the Randsburg/Johannesburg area on Fridays by reservation only. The service has two trips per day: one in the morning between 8:30 a.m. and 9:30 a.m. and one in the afternoon between 2:00 p.m. and 3:00 p.m.

Kern Transit provides fixed bus route and Dial-A-Ride service for the communities of Arvin, Bakersfield, 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 to Metrolink are available in Lancaster.

Kern Transit operates 12 fixed-routes and Dial-A-Ride service in Frazier, Kern River, Lamont, Mojave, Rosamond, Tehachapi. Four fixed-routes typically operate every day of the week. Depending on the route, there are between three to seven roundtrips daily.

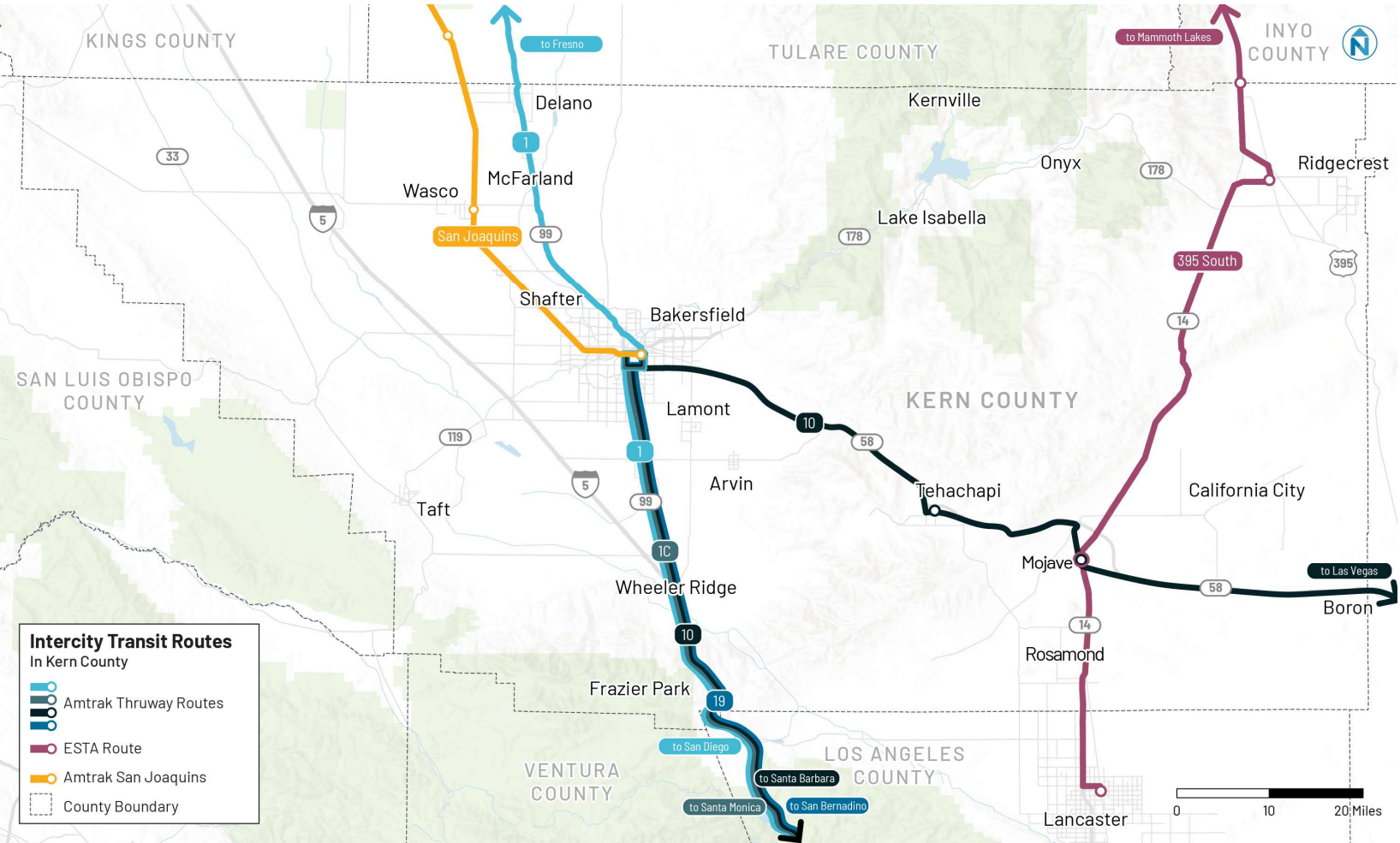
The **Delano Area Rapid Transit** operates five fixed-routes and a Dial-A-Ride service in Delano city limits. Fixed-route service operates Monday through Friday from 7:00 a.m. to 5:00 p.m., and on Saturdays from 8:30 a.m. to 4:30 p.m. Dial-A-Ride service is a door-to-door service that is open to people age 61 and older and people with disabilities. This operator was not part of the nine TDPs but was included in this summary for completeness.

Golden Empire Transit operates 15 fixed-routes and Get-A-Lift, a paratransit service for eligible riders with a disability. Fixed-route service operates in the City of Bakersfield, with varying service hours depending on the route. Get-A-Lift is a shared-ride, curb-to-curb service operating in the same service area as the fixed-route system. The service operates seven days a week, with trips as early as 6:30 a.m. and as late as 7:30 p.m. This operator was not part of the nine TDPs but was included in this summary for completeness.

Intercity Operators

Several intercity agencies operate in Kern County. Amtrak and Amtrak Thruway serve Bakersfield and other locations in Southern California with stops in Kern County. The Eastern Sierra Transit Authority (ESTA) also serves locations in Kern County. The routes and stops of these intercity services are shown in Figure 2.

Figure 2 Intercity Transit Routes in Kern County



EXISTING SPECIALIZED SERVICES AND PROGRAMS

This section presents an inventory of the current specialized transportation services and programs to enhance knowledge about the resources available in areas of Kern County receiving Section 5310 funding. Furthermore, this inventory can help identify any redundant services, ongoing coordination initiatives, and possibilities for further coordination.

Specialized transportation is a service designed for individuals which offers door-to-door or curb-to-curb transportation. Many specialized transportation services are available through non-profit organizations or private entities. Some, but not all, of these services exist to fulfill a legal mandate. Additionally, some, but not all, of these services are funded through Section 5310¹.

For eligible providers in Kern County to receive Section 5310 funding, they must apply through a call for projects administered by the California Department of Transportation (Caltrans). Caltrans is designated by the Governor to administer Section 5310 apportionments to Rural Areas (populations under 50,000), Small Urbanized Areas (populations under 199,000), as well as 13 Large Urbanized Area apportionments in California, including Bakersfield.

Specialized transportation seeks to meet the needs of older adults and people with disabilities (the focus population groups of the CHSTP) where fixed-route service cannot. As detailed in previous sections of the report, each municipality in Kern County has some sort of fixed-route or demand-response transit, but these services may have limitations and are not necessarily tailored to older adults or people with disabilities.

Human Service Transportation Providers Currently Funded with Section 5310

As of July 2025, the following entities serving Kern County communities receive Section 5310 funding. This list may not reflect updates resulting from the 2025 Call for Projects.

Bakersfield ARC

Bakersfield ARC is a non-profit that provides job training, employment services, and support services for adults with intellectual and developmental disabilities in Kern County. Bakersfield

¹ Enhanced Mobility of Seniors and Individuals with Disabilities Program is authorized by 49 United States Code (U.S.C.) 5310

ARC's Tailored Day Services program provides, among other things, mobility and travel training. Transportation programs offered include demand-response transportation for older adults and people with disabilities, non-emergency medical transportation (NEMT), and travel training. Transportation can be provided to employment with an authorization from the Kern Regional Center. To be eligible for this program, an individual must be a Kern Regional Center client. Bakersfield ARC also provides trips to and from jobsites. Clients receive free transportation, funded through a Section 5310 grant.

Delano Association for the Developmentally Disabled

The Delano Association for the Developmentally Disabled provides specialized morning pick-up and afternoon delivery service approximately for clients of the Department of Developmental Services and the regional center system. DADD also provides transportation throughout Delano and the San Joaquin Valley for employment, doctors' appointments, and other trips. DADD offers service approximately 250 days per year.

New Advances for People with Disabilities

New Advances for People with Disabilities (NAPD) provides services to adults with intellectual and developmental disabilities. NAPD provides daily transportation to outings for clients in Bakersfield, Delano, Wasco, Shafter, Buttonwillow, Taft, Lamont, Arvin, Tehachapi, and Bear Valley. Service is funded through 5310, state funding, and private grants.

Other Human Service Transportation Providers

There are several providers who do not currently receive 5310 funding but do provide specialized transportation services to communities in Kern County.

GET

The Golden Empire Transit District (GET) offers GET-A-LIFT paratransit and On-Demand Assist. GET also currently functions as Kern County's Consolidated Transportation Services Agency (CTSA) and has not applied for 5310 funding since taking on this role.

- GET-A-LIFT paratransit: Paratransit service is available for eligible riders who have a disability that prevents them from making some or all of their trips on fixed-route buses. GET-A-Lift offers a shared ride, curb-to-curb service which operates in the same areas and during the same days and hours as the fixed-route system. Paratransit trips are available for medical trips, shopping, and recreation. Paratransit service hours are seven days a week from 6:30 a.m. to 7:30 p.m.

- **On-Demand Assist:** On-Demand Assist is a low-cost transportation program for older adults over 60 and individuals with a disability. Riders who qualify for GET paratransit are directed to that, rather than On-Demand Assist. On-Demand Assist provides transportation to doctors appointments, senior activities, grocery shopping, and other essential trips. Trips can be scheduled up to 14 days in advance, but some same-day trips may be available depending on availability. On-Demand Assist is available from 7:00 a.m. to 7:00 p.m. On-Demand Assist was originally the CTSA's transportation service.

The ARC of Taft

The ARC of Taft has a transportation program that provides services to clients in Taft, Valley Acres, Derby Acres, Fellows, Cuyama, Maricopa, Buttonwillow, and other small communities. The ARC provides transportation to and from the Day Program and for various options like community-based trips, doctors' appointments in Bakersfield, Special Olympics, community-based employment, and social events on the weekends. The ARC has two 22-passenger wheelchair accessible buses, a six-passenger minivan, and a pick-up truck.

East Kern Family Resource Center

The previous CHSTP stated that the East Kern Family Resource Center was eligible for 5310 funding. The East Kern Family Resource Center is a regional center based in Mojave that provides service to Tehachapi and other eastern Kern communities. The center provides case management, emergency resources, and financial support to low-income families with children at risk of abuse and neglect, and families unprepared to enter kindergarten.

Kern Adult Program

Kern Adult Program offers adult day care services to provide support for older adults in Kern County. Kern Adult Program offers transportation services to and from their programming.

Kern Family Health Care

Kern Family Health Care center offers complimentary non-emergency medical transportation (NEMT) services and non-medical transportation services to KFHC members. KFHC classifies NEMT as round-trip transportation at no cost to and from a medical appointment for members who cannot use traditional transportation; and/or must be transported in a wheelchair; and/or need special safety equipment that a car or bus does not have. Healthcare providers must fill out a Physician Certification Statement form and fax it to KFHC for individuals to qualify for NEMT. To schedule a NEMT ride, members must call KFHC Monday-Friday between 7:00 a.m. and 6:00 p.m.

KFHC also offers non-medical transportation (NMT). KFHC classifies NMT as round-trip transportation to and from a Medi-Cal covered service for members who confirm that they have no other way to get to their medical appointment. Members must call the transportation department and explain why they do not have a way to get to their medical appointment. KFHC documents the reason and identifies transportation options, such as bus passes, rideshare, and mileage reimbursement.

Executive Medical Transportation

Executive Medical Transportation provides wheelchair-accessible or stretcher door-to-door van service throughout Kern County. This service can be used for hospital discharge, weekly recurring appointments like dialysis, doctor's appointments, facility transfers, social gatherings and events, and airport transport. Services are available 24 hours a day, seven days per week. Rides can be booked online through an online portal or by calling or texting.

Link Medical Transport

Link Medical Transport offers door-to-door NEMT transport to and from appointments such as dialysis, physical therapy, doctor appointments, and more. The vans are wheelchair accessible and can accommodate different types of wheelchairs and other mobility devices. Link offers 24-hour phone and email service to schedule appointments or make changes. Costs are covered by insurance or by the rider. For riders paying, veterans and seniors over 55 can receive a 15% discount on transportation. For riders paying for transportation, riders can schedule transportation to private events that are not medically related. These must be booked in advance and cannot be booked for same-day service.

Valley Medical Transport

Valley Medical Transport provides non-emergency medical transportation for wheelchair, ambulatory and gurney patients across Kern County between the hours of 8:30 a.m. and 5:00 p.m. every day. Valley Medical Transport is also available for transportation to private events. Services must be scheduled more than a day in advance. Valley Medical accepts Medi-Cal, Kern Family Health, letters of agreement, other insurances, and private payment methods. The majority of the service is funded through insurance contracts. Riders must call or email to schedule an appointment.

In Rhythm Non-Emergency Medical Transportation, Inc

In Rhythm NEMT offers ambulatory stretcher and wheelchair transportation throughout Bakersfield and Kern County. Trips must be scheduled on the phone, and riders must provide

contact information, reason for appointment, appointment date and time, pickup and drop-off address, and transportation mode preferred. Rides must be reserved in advance.

Universal Medical Transport Services

Universal Medical Transport Services provides a 24-hour, accessible, on-demand wheelchair, stretcher, and ambulatory services across Kern County, providing both short- and long-range trips. Payment options are available to users in several forms, and reservations must be booked over a day in advance.

CSE Medical Transportation

CSE Medical Transportation offers wheelchair transport, stretcher transport, basic life support, and bariatric transport options. CSE provides 24-hour scheduling services, but riders must schedule rides in advance. The service is funded through client fares.

Emerald Medical Transportation

Emerald Medical Transportation provides 24-hour, on-call ambulatory, wheelchair and gurney transport to medical appointments, dialysis centers, hospital admissions and discharges, adult daycare centers, chemotherapy, acute care facilities, pharmacies/medication pick up, outpatient physical therapy, and day trips. Rides must be scheduled by calling. This service is funded through passenger fares.

Pine Medical Transport

Pine Medical Transport provides wheelchair transportation, NEMT, and long-distance medical transportation in Kern County. The service operates seven days a week, 9:00 a.m. to 5:00 p.m., and takes various forms of payment, including MediCal, Kern Family Health, other insurances, and private payment. Rides can be booked online or by calling but must be booked at least 4 hours in advance. Earlier scheduling is preferred.

American Cancer Society Road to Recovery

American Cancer Society's Road to Recovery program provides free ground transportation to and from cancer-related medical appointments for people with cancer who do not have a ride to and from medical appointments. Potential riders must call to schedule services. If service is available, patients will be connected with a volunteer driver to drive them to their appointment.

101 NS Med Transport Services

101 NS Med Transport Services provides accessible NEMT transportation. Specific services include wheelchair transportation, gurney transportation, sporting event standby support, long distance ambulance transportation services, bariatric patient transport, stair chair services, and other medical transportation. Potential riders can contact 101 NS Med Transport Services online or can call. There is a free estimate on their website. Patients must pay for transport using a credit card. Rides must be scheduled in advance.

Adelante Health Transportation Systems LLC

Adelante Health Transportation Systems offers NEMT services to Bakersfield and Wasco County. The service operates on weekdays from 3:30 a.m. to 8:00 p.m. and Saturdays from 5:00 a.m. to 2:00 p.m. Rides must be arranged by calling or emailing.

NMT Transport

NMT Transport provides NEMT transportation throughout Kern County. This service provides transportation to medical appointments for people who do not have another transportation option. These rides are not wheelchair accessible. NMT Transport accepts insurance or personal payment. Rides must be scheduled at least a week in advance.

Summit Medical Transport

Summit Medical Transport provides NEMT and transportation to other appointments such as dialysis or hospital discharge. Riders must call or email to arrange transportation.

Hall Ambulance Service

Hall Ambulance Service serves as the 911 paramedic provider for 94% of Kern County. Hall Ambulance provides ambulance and emergency medical transport services throughout Kern County. They also provide critical care transport for patients transferring between hospitals.

Ridgecrest Medical Transportation

Ridgecrest Medical Transportation provides NEMT services in Ridgecrest and surrounding areas. Ridgecrest provides service for most medical/doctor appointments, as well as transportation to treatments like methadone clinics or blood transfusions. Vehicles are not wheelchair accessible. Rides must be booked at least a week in advance and are available on weekdays from 7:00 a.m. to 5:00 p.m. and Saturday from 10:00 a.m. to 5:00 p.m. Riders must call to book rides.

PLAN REVIEW

Kern COG CHSTP Update (2018)

The most recent CHSTP in effect for Kern County was approved in 2018, eight years prior to the current update. With a similar mandate to assess and improve transportation services for older adults, individuals with disabilities, and populations experiencing poverty, it is the starting point for providing initial context into previous planning efforts. The data, strategies, and identified needs from this plan can provide insight into possible persistent gaps and needs that are of consequence to specialized transportation in Kern County. Since this plan was produced prior to 2020, it may lack the context and consideration of impacts of the COVID-19 pandemic.

The 2018 Kern COG CHSTP builds on the 2013 update to the CHSTP. It also includes an Unmet Transit Needs Finding as required by the State Transportation Development Act (TDA)². The plan found that transit demand increased since 2013, especially in rural areas outside of Bakersfield. Despite these demographic findings, Kern COG's Social Service Transportation Advisory Committee (TPPC) voted in 2018 that there are "no unmet transit needs that are reasonable to meet in Kern County." Recommendations for changes and improvements to service in the 2018 CHSTP – along with their current status – are in Figure 3.

² The Unmet Transit Needs Finding resolution from 2025 is not in the scope of the 2026 CHSTP update.

Figure 3 Status of Recommendations from 2018 Kern Council of Governments Coordinated Human Services Transportation Plan

Recommendation	Implementation Status
Implement a volunteer driver program or van library.	Not implemented.
Review Golden Empire Transit's six-month RYDE microtransit pilot project results.	Implemented – this pilot was extended but became On-Demand Assist. The service is now only open to older adults and people with disabilities.
Host joint driver recruitment and training sessions for non-profits and social service organizations.	Unclear if implemented.
Host travel training sessions via Kern COG, CommuteKern, or GET. Educate persons with disabilities, older adults, and low-income individuals on how to use public transit safely and effectively.	Implemented – GET offered travel training but is not currently offering programs.
Provide grant writing training for social service providers and non-profits.	Unclear if implemented.
Promote Kern 511 as the all-in-one transportation information center for Kern County.	Not implemented – Kern 511 is focused on traffic and roadway conditions. Kern County does have the Kern County Aging and Disability Resource Connection (ADRC).
Use CalVans as a solution to transportation needs, especially employment-oriented transportation. California City to Edwards AFB could use CalVans.	Unclear if implemented.
Visit affordable, low-income, mobility-impaired, and senior housing facilities to inform residents of nearby stop locations and transportation services.	Unclear if implemented.
Assign a car share program to affordable housing centers.	Unclear if implemented – MioCar serves Tulare and Kern Counties but does not appear to have locations in Kern County.
Implement a bike share program to support first and last mile travel.	Implemented – Bakersfield launched a bike share program.
GET should promote commuter bus service to the Tejon Industrial Complex.	Unclear if promoted, but the route has been discontinued. Kern Transit Route 130 and Arvin Transit's Tejon route currently serves that area.

Recommendation	Implementation Status
Kern Transit should promote the future Route 130 service extension.	Unclear if promoted but service extension is operational.
Implement a transfer policy between Kern Transit and other providers.	Not implemented – there are no free transfers between Kern Transit and other providers.
Explore alternative funding sources beyond TDA and 5310.	Not implemented.
Review state funding on homelessness.	Not implemented.
Identify Congestion Mitigation and Air Quality Improvement Program funding to support fare-free transit rides on poor air quality days.	Unclear if implemented – GET has provided this service in the past, but unclear if funded using Congestion Mitigation and Air Quality funds.

Source: Kern Council of Governments Coordinated Human Services Transportation Plan Update, 2018

Master Plan for Aging (2021)

The statewide Master Plan for Aging is a 10-year blueprint to support Californians as they age, with five goals and 23 strategies to plan ahead for the aging population. Several strategies are particularly relevant to transportation for older adults and system resiliency, including:

- Transportation beyond cars by expanding transit access, transit education, transit affordability, and improved pedestrian networks
- Emergency preparedness and response
- Environmentally sustainable communities for older adults, including low-emissions transportation systems
- Inclusion and equity in aging by expanding opportunities for older adults and people with disabilities to be engaged with the community and the economy

Kern COG Regional Transportation Plan and Sustainable Communities Strategy Draft (2026)

The Regional Transportation Plan (RTP) provides a 20-year outlook on the multimodal vision for a sustainable transportation system in Kern County. Mobility is the plan's highest goal for the county's transportation system, followed by six other goals:

- Accessibility
- Reliability and safety
- Efficiency
- Livability and Quality of Life
- Sustainability
- Equity

The constrained Capital Improvement Program lists the priority projects for 2026 through 2049, which includes “Fix it First, Keep it Local” roadway maintenance projects and implementing safe and clean transportation through low- and zero-emissions infrastructure and advanced technology. Other RTP findings and measures that relate to transportation for older adults and people with disabilities include:

- Kern COG monitors the unmet transit needs of older adults and people with disabilities on an annual basis.
- Kern COG also schedules regular Social Services Transportation Advisory Committee meetings to support transportation systems that currently serve older adults and people with disabilities.
- Kern COG held Environmental and Social Equity Roundtable meetings as part of the community outreach process of the RTP. The Roundtable determined that people with low incomes, people with disabilities, and older adults were among the target populations for analyzing federal Title VI and environmental justice efforts.

EXISTING AND FUTURE DEMOGRAPHICS AND MARKET ANALYSIS

This section reviews key demographic, employment, and activity centers, including a discussion of transit propensity for the region. Unless otherwise noted, demographic and employment data are from the U.S. Census Bureau and reported for Kern County. Other notable data sources include California Department of Finance and Kern COG.

Demographics Analysis

Population Density

Figure 5 shows the population density in Kern County. Aside from Bakersfield, a large, urbanized area, Lamont, Arvin, Wasco, and Shafter have pockets of higher densities than other parts of the county. There are lower levels of population density in communities like

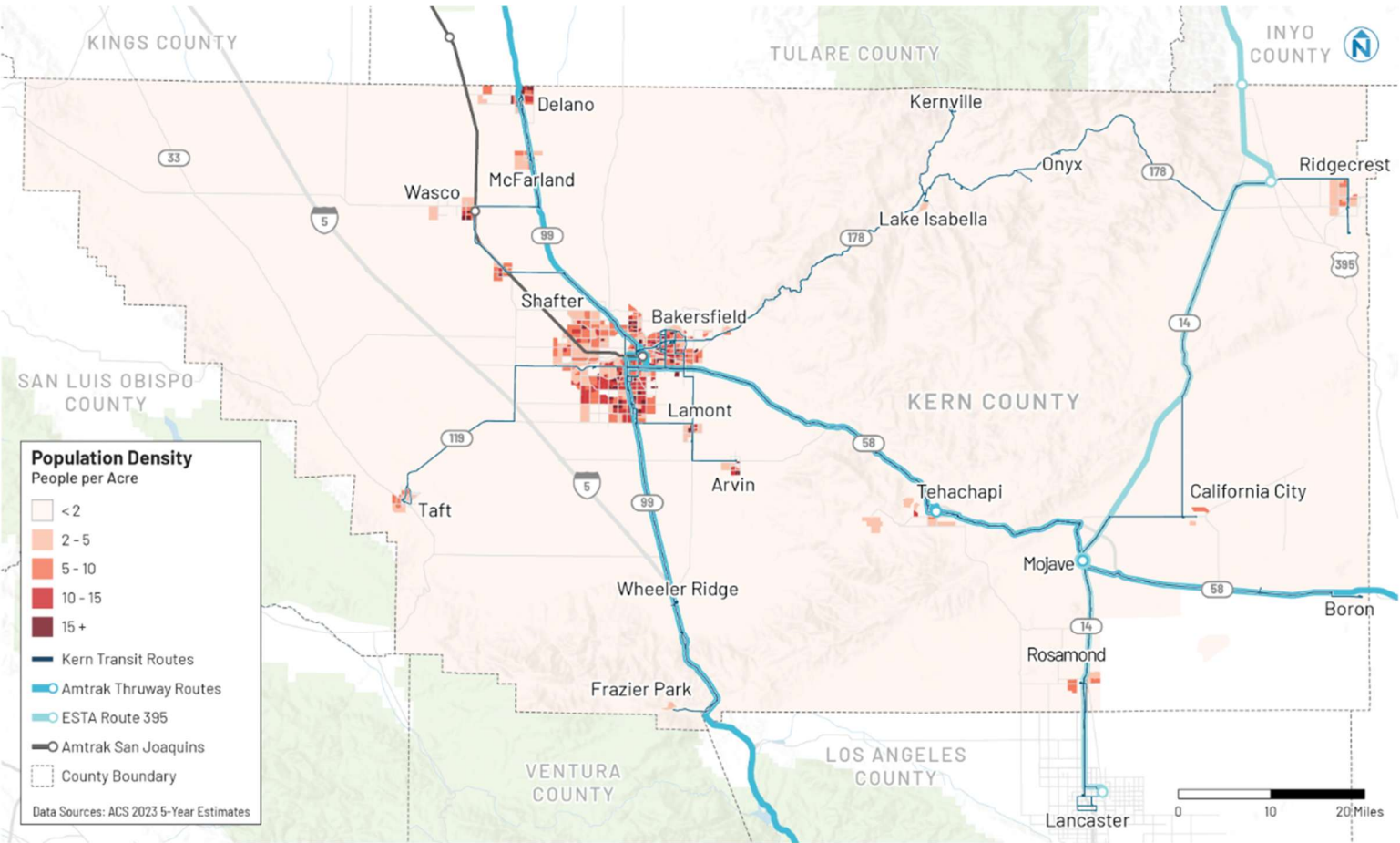
McFarland, Ridgecrest, California City, Taft, and Tehachapi. Outside of Kern County's cities and towns, population density is low.

Areas with higher population density are more likely to support transit because there are simply more people to use it. Population densities of over 15 people per acre are recommended for fixed-route transit, and densities between two and 15 people per acre are appropriate for on-demand transit, like Dial-A-Ride service. Densities below two people per acre are difficult to serve with any kind of transit and may be more appropriate for services like vanpool or carpool.

Figure 4 Appropriate Types of Transit for Land Use Types

Land use			Transit	
LAND USE TYPE	RESIDENTS PER ACRE	JOBS PER ACRE	APPROPRIATE TYPES OF TRANSIT	FREQUENCY OF SERVICE
 Downtowns and high density corridors	>45	>25	    Light Rail BRT Rapid bus Local bus	 10 minutes or better
 Urban mixed-use	30-45	5-25	   BRT Rapid bus Local bus	 10-15 minutes
 Neighborhood and suburban mixed-use	15-30	10-15	 Local bus	 15-30 minutes
 Mixed neighborhoods	10-15	5-10	  Local bus On-demand	 30-60 minutes
 Low density	2-10	2-5	  On-demand Volunteer driver program	 60 minutes or less
 Rural	<2	<2	 Volunteer driver program	 On demand

Figure 5 Kern County Population Density



Target Populations

The target populations for the CHSTP are older adults aged 65 and older, people with disabilities, and people with low incomes. This CHSTP considers people with low incomes to be people with incomes below 100% of the federal poverty line.

Kern County has a smaller percentage of older adults and people with disabilities compared to California and the United States as whole. However, 18.5% of Kern County's residents have low incomes below 100% of the FPL, a much higher share compared to the state and the nation.

Figure 6 CHSTP Target Population Factors

Demographic Group	Amount			Percent of Total Population		
	Kern County	California	USA	Kern County	California	USA
Total Population	910,433	39,242,785	340,110,990	100%	100%	100%
People Aged 65+	105,653	5,994,486	61,245,283	11.6%	15.3%	18.0%
People with Disabilities	55,010	4,364,431	45,838,484	6.0%	11.1%	13.5%
People with Low Incomes (100% FPL)	168,825	4,610,600	40,354,267	18.5%	11.7%	11.8%

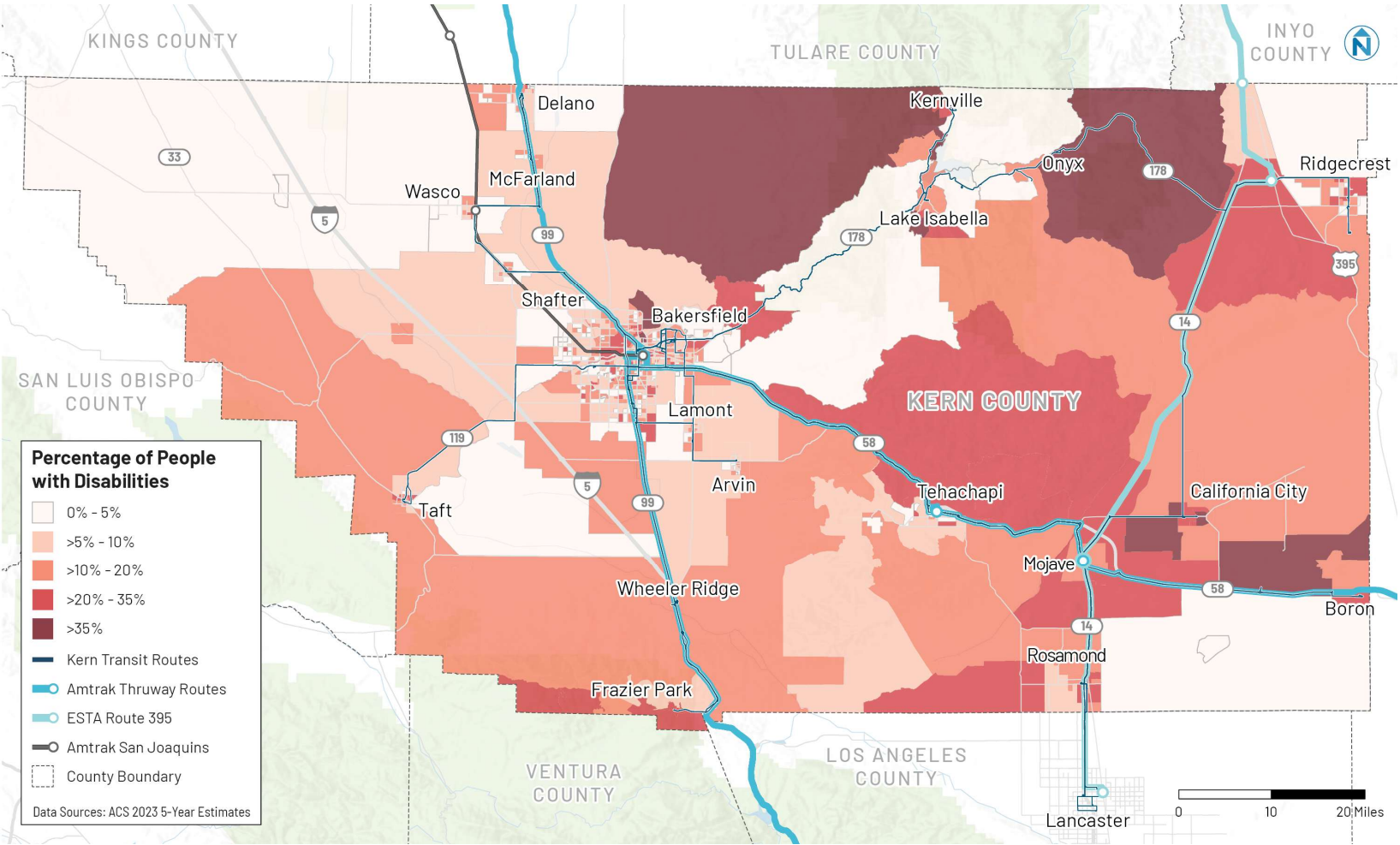
Source: ACS 2023 5-Year Estimates

People with Disabilities

People with disabilities may be more likely to rely on transit, paratransit, and human services transportation to meet their transportation needs and maintain an independent lifestyle.

Figure 7 shows the density of people with disabilities. People with disabilities live across the region, with some more dense clusters in northern and southeastern Kern County. While most people with disabilities have access to fixed-route, paratransit, or Dial-A-Ride service, many rural areas of the county are outside fixed-route or Dial-A-Ride service areas. These areas may be served by human service transportation providers, who provide access to medical appointments and trips to day programs. These transportation providers are typically only available to patients or customers, not for general travel needs.

Figure 7 Percentage of People with Disabilities in Kern County

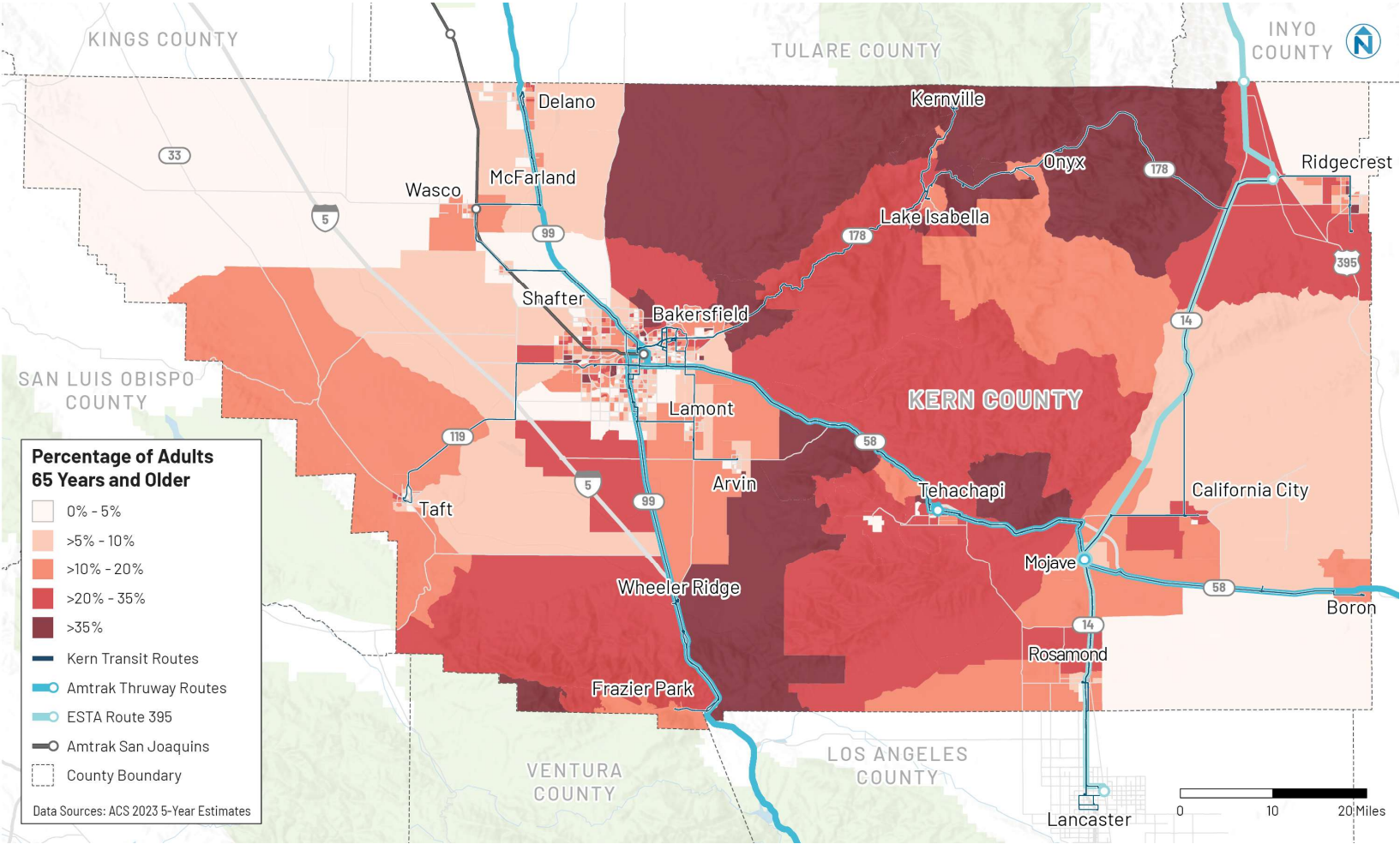


Source: ACS 2023 5-Year Estimates

Older Adult Population

Older adults (ages 65 and older) may no longer be comfortable driving or may not be able to drive. Transit, paratransit, and human service transportation options can allow them to live independently, access healthcare, and meet essential needs. Older adults live throughout Kern County, but are concentrated in Central Kern County, roughly between State Route 99 and State Route 14, as shown in Figure 8. Many of these areas fall outside fixed-route or Dial-A-Ride service areas. However, many areas are served by some form of human service transportation that older adults can use to access daily needs and medical appointments.

Figure 8 Percentage of Older Adults (65 Years and Older) in Kern County

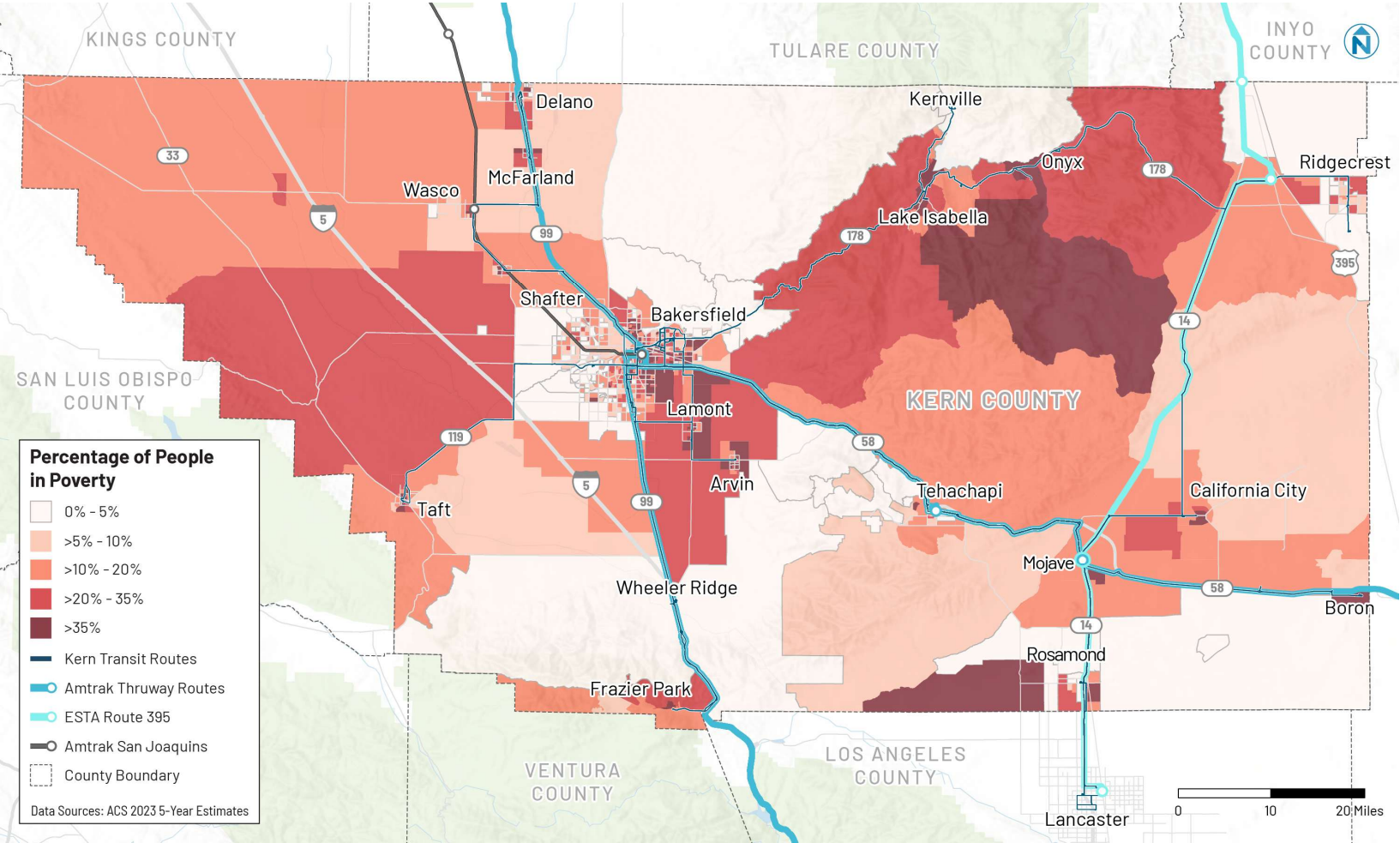


Source: ACS 2023 5-Year Estimates

People with Low Incomes

This CHSTP considers people with incomes below 100% of the federal poverty line to be people with low incomes. Poverty status is determined by the federal government. Based on Census data, people in poverty are more likely to take transit in Kern County. As shown in Figure 9, people in poverty live throughout Kern County but are typically closer to an established city or municipality. There are some areas with high concentrations in outlying areas that are outside fixed-route and Dial-A-Ride service areas.

Figure 9 Percentage of People with Low Incomes in Kern County

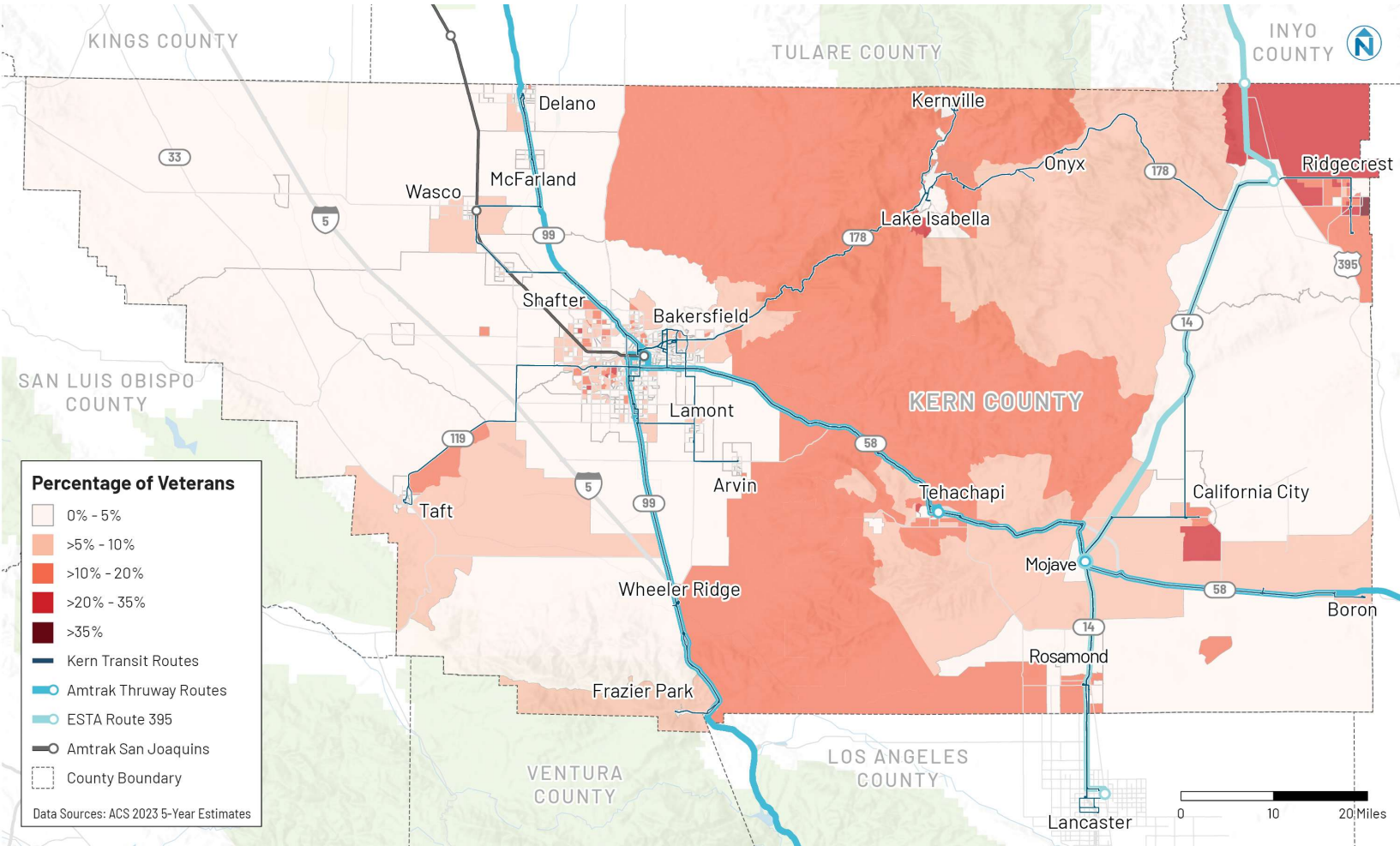


Source: ACS 2023 5-Year Estimates

Veterans

Transportation is critical for veterans to access medical care. Areas in Central Kern County and around Edwards Air Force Base in Ridgecrest and Naval Air Weapons Station China Lake have a higher concentration of veterans.

Figure 10 Percentage of Veterans in Kern County

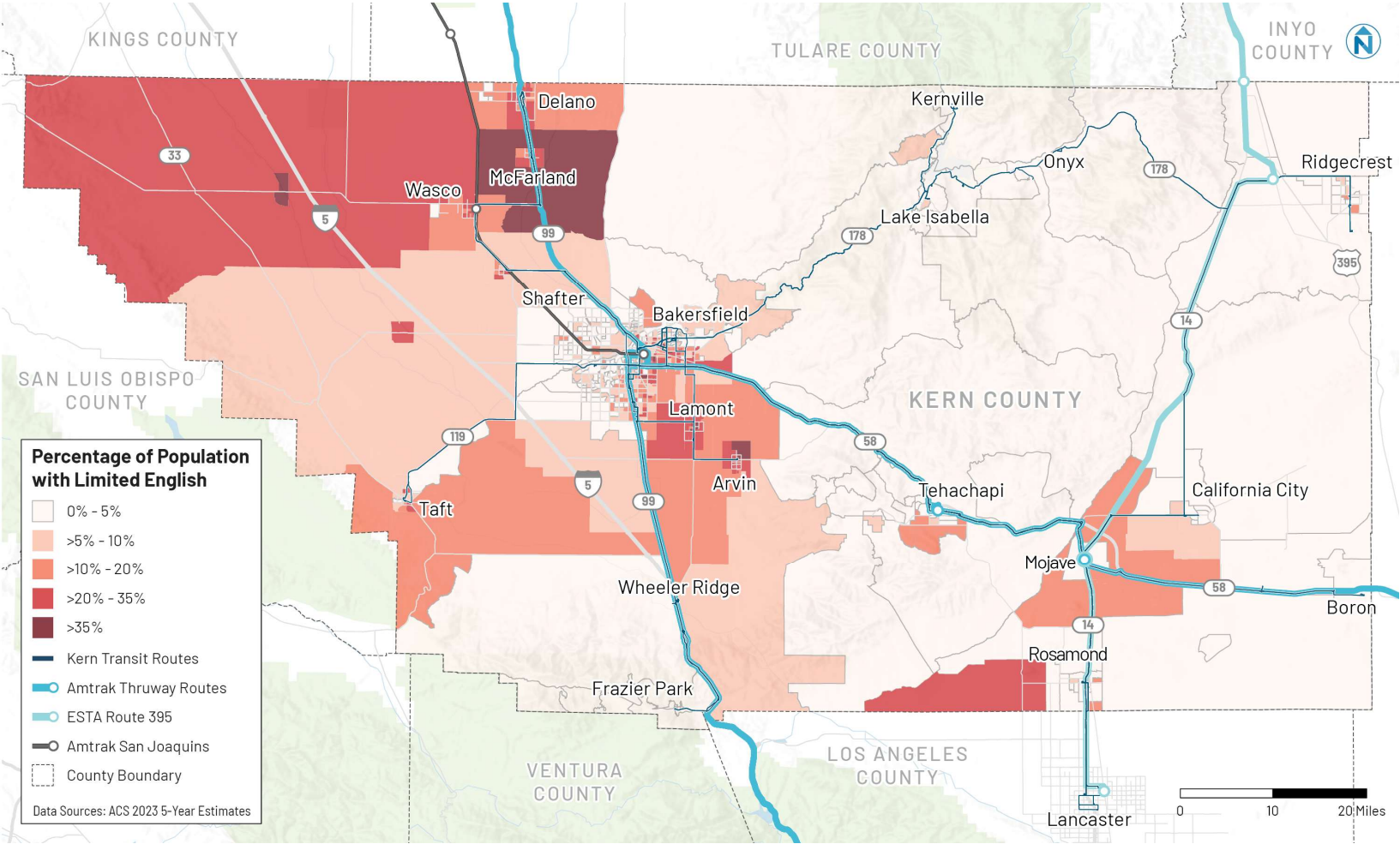


Source: ACS 2023 5-Year Estimates

Limited English Proficiency

People with limited English proficiency are a population group that overlaps with potential transit riders. As depicted in Figure 11, people with limited English proficiency are concentrated in the western part of Kern County, in areas such as around Metro Bakersfield, McFarland, Delano, Wasco, Arvin, and Lamont. There are also small pockets of people with limited English proficiency around Mojave and Rosamond. These are areas that typically have fixed-route or Dial-A-Ride services.

Figure 11 Percentage of Population with Limited English Proficiency in Kern County



Source: ACS 2023 5-Year Estimates

Population Projections

Kern County's population has steadily increased from 751,000 in 2005 to 924,000 in 2025, a 23% increase in population. A detailed breakdown of growth by community is shown in Figure 12. Some communities, such as Shafter and Bakersfield, have seen more growth than the county overall, with 62.3% and 40% increases, respectively, from 2005 to 2025. A few communities have seen the opposite phenomenon with population loss between 2005 and 2025. These include Taft (21.7% decrease), Maricopa (10.9% decrease), and Tehachapi (5.7% decrease). The population declines in Taft and Tehachapi can be attributed to the closure of prisons, and the subsequent relocation of incarcerated individuals from these communities.

Figure 12 Kern County Historical Population Growth 2005 to 2025

Kern County Community	Historical % Change in Population Growth 2005 to 2025	Change in Population Growth 2005 to 2025	2005	2010	2015	2020	2025
Arvin	24.2%	4,000	16,000	19,300	19,000	19,700	20,000
Bakersfield	40.0%	119,800	299,400	346,800	374,900	401,200	419,200
California City	20.0%	2,200	11,100	14,200	14,500	15,100	13,300
Delano	19.1%	8,400	44,400	53,100	51,400	51,800	52,800
Maricopa	-10.9%	-100	1,100	1,200	1,100	1,000	1,000
McFarland	22.4%	2,600	11,600	12,800	14,000	14,300	14,200
Ridgecrest	6.0%	1,600	26,800	27,500	27,700	27,800	28,400
Shafter	62.3%	9,000	14,500	16,900	17,600	19,800	23,500
Taft	-21.7%	-1,900	9,000	9,300	9,500	8,800	7,100
Tehachapi	-5.7%	-700	12,200	14,500	13,100	13,000	11,500
Wasco	10.9%	2,500	23,700	25,500	25,500	27,500	26,200
Balance Of County (Unincorporated)	9.1%	25,500	281,200	296,000	305,000	307,400	306,700
Incorporated Subtotal	31.4%	147,500	469,800	541,100	568,400	600,000	617,300
County Total	23.0%	173,000	751,000	837,100	873,500	907,400	924,000

Source: California Department of Finance, Population Estimates for Cities, Counties, and the State

Looking ahead, Kern County's population is expected to continue growing between 2024 and 2050. Figure 13 shows projected population growth by regional subarea in Kern County (see Figure 14 on how regional subareas were defined). On a percentage basis, the

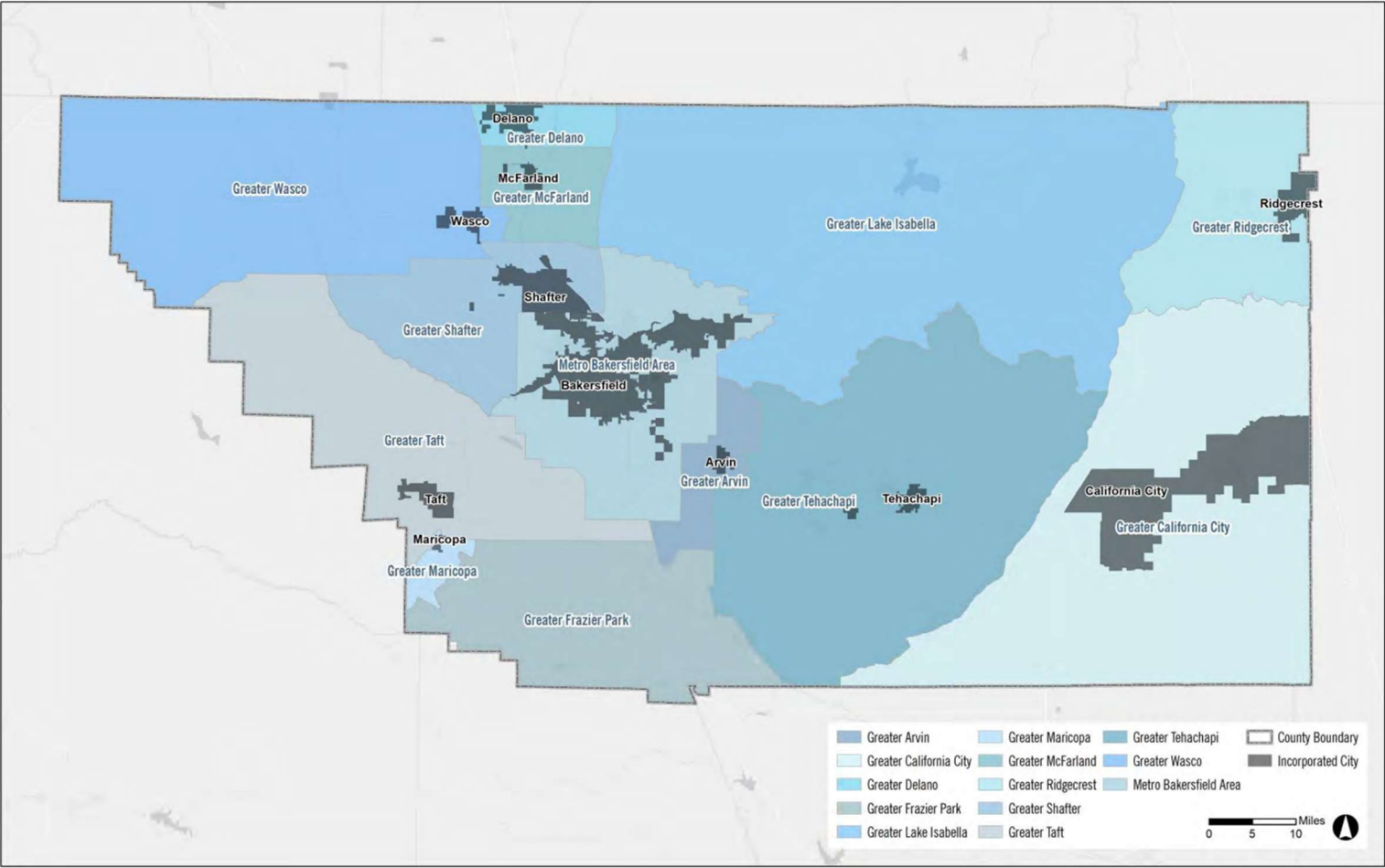
greater Frazier Park area is anticipated to experience the largest growth. Notably, recognizing the geographic boundaries may not align exactly with the historical data, Taft and Maricopa are projected to reverse historical population declines.

Figure 13 Population Forecast by Regional Subarea: 2024 to 2050

Regional Subarea	2024	2029	2050	Estimated Population Growth from 2024 to 2050	Estimated % Population Growth from 2024 to 2050
Greater Arvin	20,800	21,300	22,600	1,800	8.7%
Greater California City	46,300	47,000	48,600	2,300	5.0%
Greater Delano	46,000	46,100	46,500	500	1.1%
Greater Frazier Park	10,000	20,000	43,800	33,800	338.0%
Greater Lake Isabella	15,300	15,500	16,000	700	4.6%
Greater Maricopa	1,400	1,400	1,600	200	14.3%
Greater McFarland	14,700	16,000	19,000	4,300	29.3%
Greater Ridgecrest	35,000	35,500	36,700	1,700	4.9%
Greater Shafter	26,200	27,200	29,400	3,200	12.2%
Greater Taft	18,100	19,000	21,300	3,200	17.7%
Greater Tehachapi	32,100	32,100	32,400	300	0.9%
Greater Wasco	25,200	25,600	26,400	1,200	4.8%
Metro Bakersfield Area	599,500	615,500	654,100	54,600	9.1%
Countywide Total	890,500	922,200	998,300	107,800	12.1%

Source: Kern COG 2024 to 2050 Growth Forecast Update

Figure 14 Kern COG Regional Subareas Definitions



Population Projections by Age

Population projections show that the largest population increase will be among older adults, defined as those age 65 or older (Figure 15). The older adult population is projected to grow 1.9% between 2024 and 2050, a higher rate than other age brackets in Kern County. As shown in Figure 16, Kern County is expected to grow older over time, where older age brackets are a larger percentage of the population.

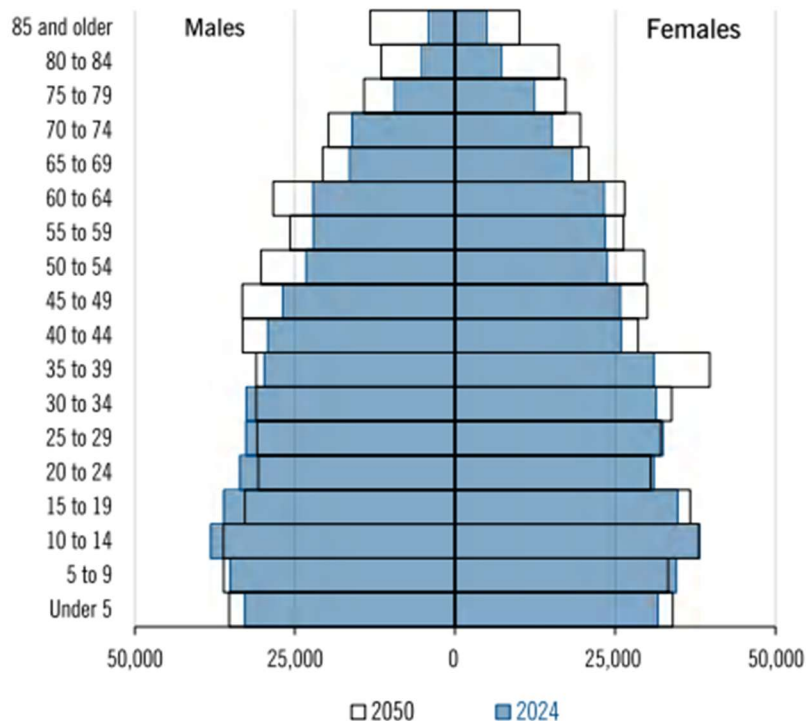
Figure 15 Total Population Forecast by Select Age Groups, Kern County, 2024 to 2050

	2024	2029	2034	2035	2039	2044	2049	2050	Change 2024 to 2035		Change 2024 to 2050	
Total	911,607	943,549	971,473	975,877	991,397	1,005,245	1,017,154	1,020,272	64,270	0.62%	108,665	0.4%
0-4 years	64,544	66,536	68,109	68,328	68,765	68,607	68,987	69,295	3,784	0.52%	4,752	0.3%
5-13 years	130,852	125,499	123,467	124,133	126,564	128,588	128,994	128,914	-6,719	-0.48%	-1,938	-0.1%
14-17 years	58,090	58,598	56,621	55,625	54,275	55,679	56,782	56,916	-2,466	-0.39%	-1,175	-0.1%
18-24 years	95,507	95,645	95,813	95,590	92,249	89,012	91,251	91,686	83	0.01%	-3,820	-0.2%
25-54 years	359,209	376,628	386,827	387,746	394,384	399,950	398,206	398,480	28,537	0.70%	39,271	0.4%
55-64 years	92,738	94,384	94,868	96,751	101,889	104,609	107,676	108,821	4,013	0.39%	16,082	0.6%
65-74 years	66,642	69,875	74,431	75,110	75,067	75,777	81,308	81,669	8,468	1.09%	15,027	0.8%
75 years and older	44,697	58,520	70,136	71,383	77,240	82,175	83,171	83,708	26,686	4.35%	39,011	2.4%

Source: PlaceWorks, 2024.

Source: Kern COG 2024 to 2050 Growth Forecast Update

Figure 16 Change in Age Structure by Population, Kern County, 2024 to 2050



Source: PlaceWorks, 2024.

Source: Kern COG 2024 to 2050 Growth Forecast Update

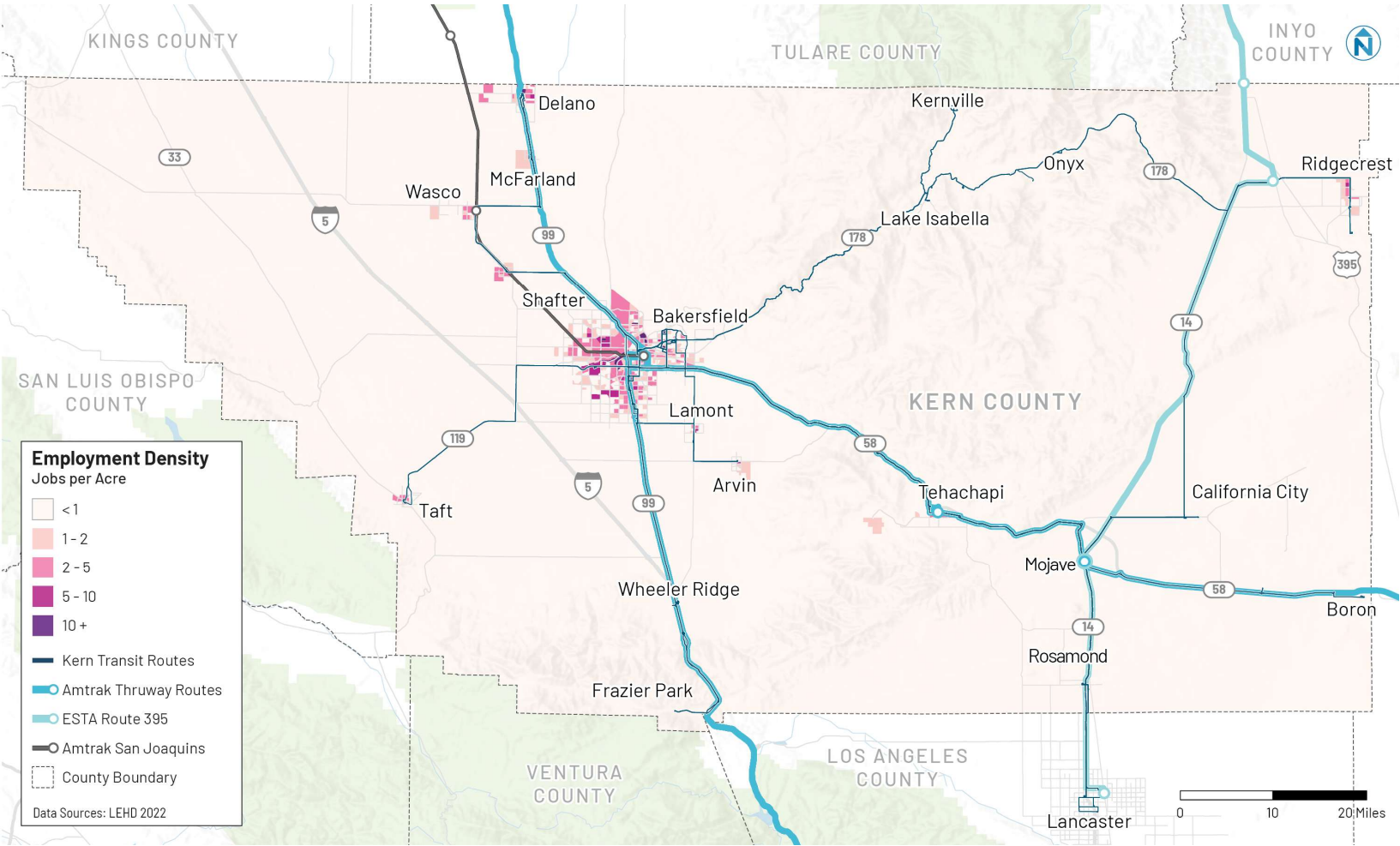
Employment

Employment Density

Employment density is a key indicator for where there is a market for transit, and the level of service that the market could support. It indicates demand based on employment and services provided. Similar to population density, the more jobs in an area, the greater potential demand for transit. Employment densities of over 10 people per acre are recommended for fixed-route transit, and densities between two and 10 people per acre are appropriate for on-demand transit, like Dial-A-Ride service. Densities below two people per acre are difficult to serve with any kind of transit and may be more appropriate for services like vanpool or carpool.

Areas with the highest employment density in Kern County are in the Metro Bakersfield region, with some small pockets of high employment density in areas such as Delano, Wasco, McFarland, Taft, and Arvin. Military employment is not included in Longitudinal Employer-Household Dynamics (LEHD) data from the U.S. Census Bureau. Jobs associated with military bases are captured in the Major Employers section of this report.

Figure 17 Employment Density in Kern County

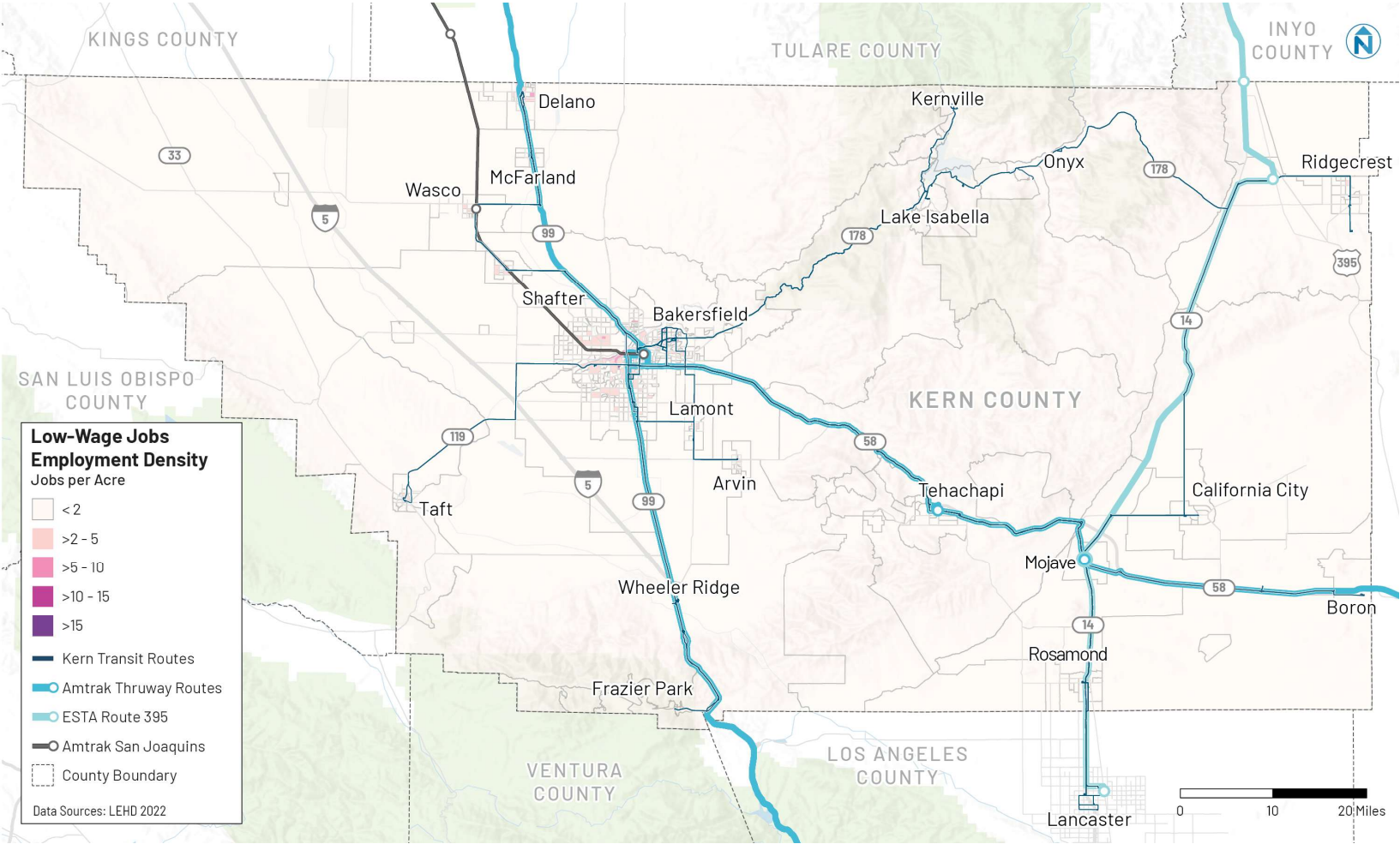


Source: LEHD 2022

Low-Wage Jobs Employment Density

People who work low-wage jobs are less likely to be able to afford to own/maintain a car and are more likely to rely on public transportation. Like employment density, a high number of low-wage jobs concentrated in one area demonstrates a potential market for transit. In general, low-wage job employment density is low in Kern County. Low-wage jobs have a similar pattern to overall employment density, with low-wage jobs primarily concentrated in Bakersfield and other incorporated areas. However, these jobs are at a much lower density, compared to overall employment density. There are only a few outliers outside of Metro Bakersfield, where low-wage jobs exceed five per acre. Those areas are located in Delano, McFarland, and Shafter.

Figure 18 Employment Density of Low-Wage Jobs in Kern County



Source: LEHD 2022

Projected Employment Growth

Like employment density and low-wage employment density, projected employment growth indicates areas of future transit demand. As of 2024, Greater Delano and Greater Shafter have the highest concentrations of employment outside Metro Bakersfield. The Greater Maricopa area has very low employment, compared to the rest of Kern County, which is not surprising given its small population. Employment is projected to grow throughout Kern County between 2024 and 2050, with a notable 205% increase in Greater Frazier Park.

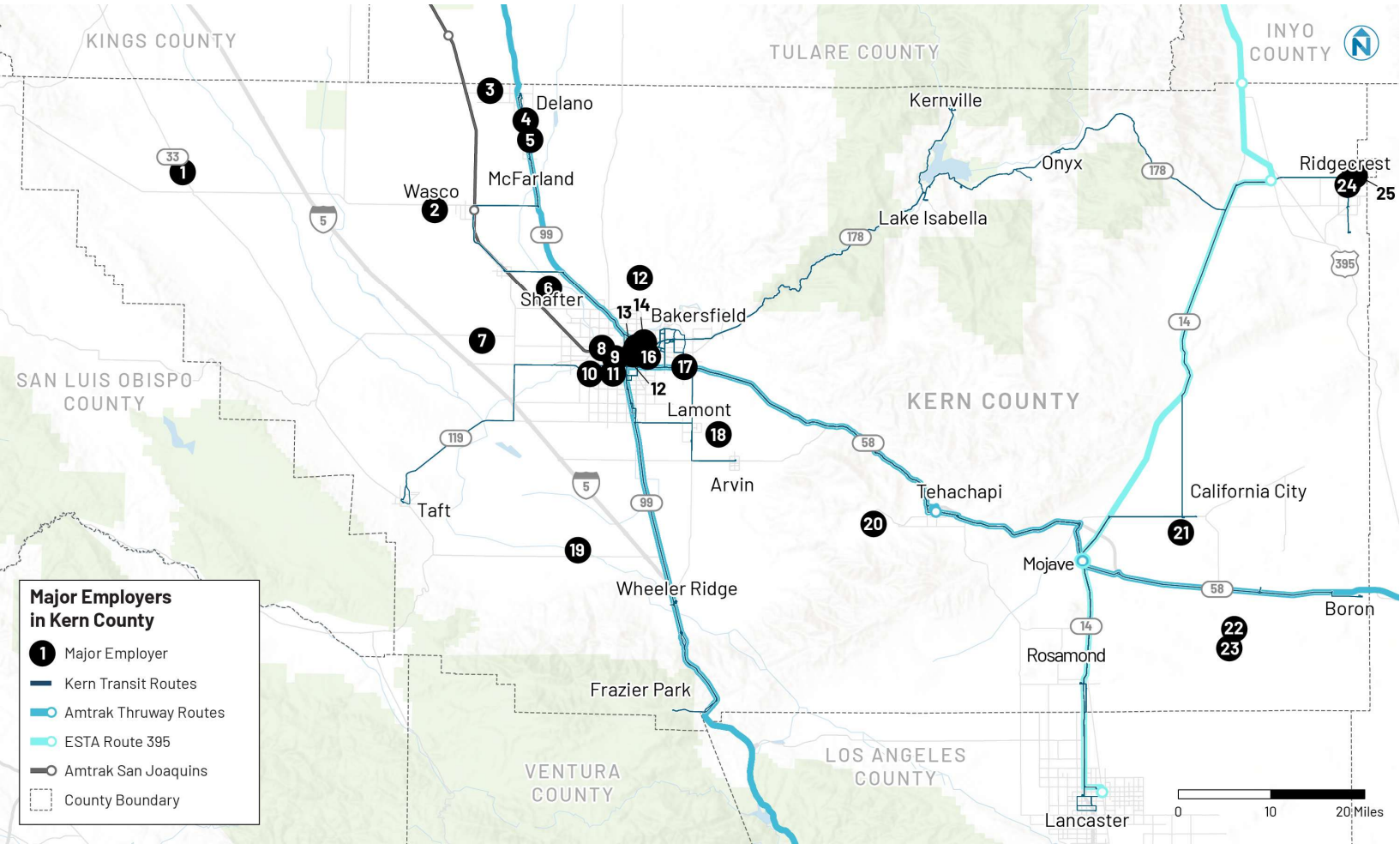
Regional Subarea	2024	2029	2050	Estimated Job Growth from 2024 to 2050	Estimated % Job Growth from 2024 to 2050
Greater Arvin	4,600	4,700	5200	600	13.0%
Greater California City	10,400	10,900	12900	2,500	24.0%
Greater Delano	20,100	20,300	21300	1,200	6.0%
Greater Frazier Park	7,800	10,800	23,800	16,000	205.1%
Greater Lake Isabella	3,100	3,100	3,200	100	3.2%
Greater Maricopa	200	200	300	100	50.0%
Greater McFarland	9,800	10,300	12,100	2,300	23.5%
Greater Ridgecrest	9,200	9,700	11,700	2,500	27.2%
Greater Shafter	24,900	27,600	39,200	14,300	57.4%
Greater Taft	6,400	6,500	7,000	600	9.4%
Greater Tehachapi	9,400	10,000	10,800	1,400	14.9%
Greater Wasco	11,600	11,800	12,700	1,100	9.5%
Metro Bakersfield Area	234,100	240,900	270,000	35,900	15.3%
Countywide Total	351,600	366,400	430,000	78,400	22.3%

Source: Kern COG 2024 to 2050 Growth Forecast Update

Major Employers

The location of major employers indicates demand based on employment and services provided. Major employers are more likely to have a large number of employees who need to get to work and can be served by transit. Major employers, as defined by California's Employment Development Department, are the 25 largest employers in Kern County. Many of Kern County's major employers are served by Kern Transit or local transit. Outside of Metro Bakersfield, major employers are typically located in incorporated areas, with the exception of federal and state military/correctional facilities.

Figure 19 Major Employers in Kern County



Source: State of California Employment Development Department, 2025

Figure 20 Major Employers in Kern County

Major Employer Identifier (See Figure 16)	Major Employer	Location	Number of Employees
1	Paramount Farms Huller 4	Lost Hills	500–999
2	Wasco State Prison Fire Department	Wasco	1,000–4,999
3	California Department Correctional Institution	Delano	1,000–4,999
4	Wonderful Citrus, LLC	Delano	500–999
5	Marko Zaninovich, Inc.	McFarland	1,000–4,999
6	Amazon Fulfillment Center - Shafter	Shafter	~1,000
7	Frito-Lay Incorporated	Bakersfield	500–999
8	Nabors Completion-Production	Bakersfield	1,000–4,999
9	Vasinda Investments, Inc.	Bakersfield	500–999
10	Chevron Corporation	Bakersfield	1,000–4,999
11	Kern High School District	Bakersfield	1,000–4,999
12	Community Action Partnership	Bakersfield	500–999
13	Adventist Health Bakersfield	Bakersfield	1,000–4,999
14	Dignity Health Memorial Hospital	Bakersfield	1,000–4,999
15	Amazon Fulfillment Center – Bakersfield	Bakersfield	~2,000
16	Foster Care Human Services	Bakersfield	1,000–4,999
17	Bolthouse Farms	Bakersfield	1,000–4,999
18	Grimmway Farms	Arvin	1,000–4,999
19	Sun Pacific	Bakersfield	500–999
20	California Correctional Institute	Tehachapi	1,000–4,999
21	Robertson's Ready Mix	California City	1,000–4,999
22	Edwards Air Force Base and Family Readiness Center	Edwards	10,000+

Major Employer Identifier (See Figure 16)	Major Employer	Location	Number of Employees
23	NASA/Armstrong Flight Research	Edwards	1,000–4,999
24	Ridgecrest Regional Hospital	Ridgecrest	500–999
25	Naval Air Weapons Station China Lake	Ridgecrest	5,000–9,999

Source: State of California Employment Development Department, 2025; 23ABC News, "[Amazon Fulfillment Center coming to Shafter, will create 1,000 new jobs](#)," 2021; 23ABC News, "[Amazon Fulfillment Center opens in Bakersfield](#)," 2020

Major Activity Generators

Major activity generators, such as hospitals and healthcare facilities, schools, and grocery stores can generate large numbers of both driving and transit trips and indicate where people might travel via transit. Providing transit services to these destinations can help to connect people in the community with access to essential services, employment, and education. Major activity generators in this report include:

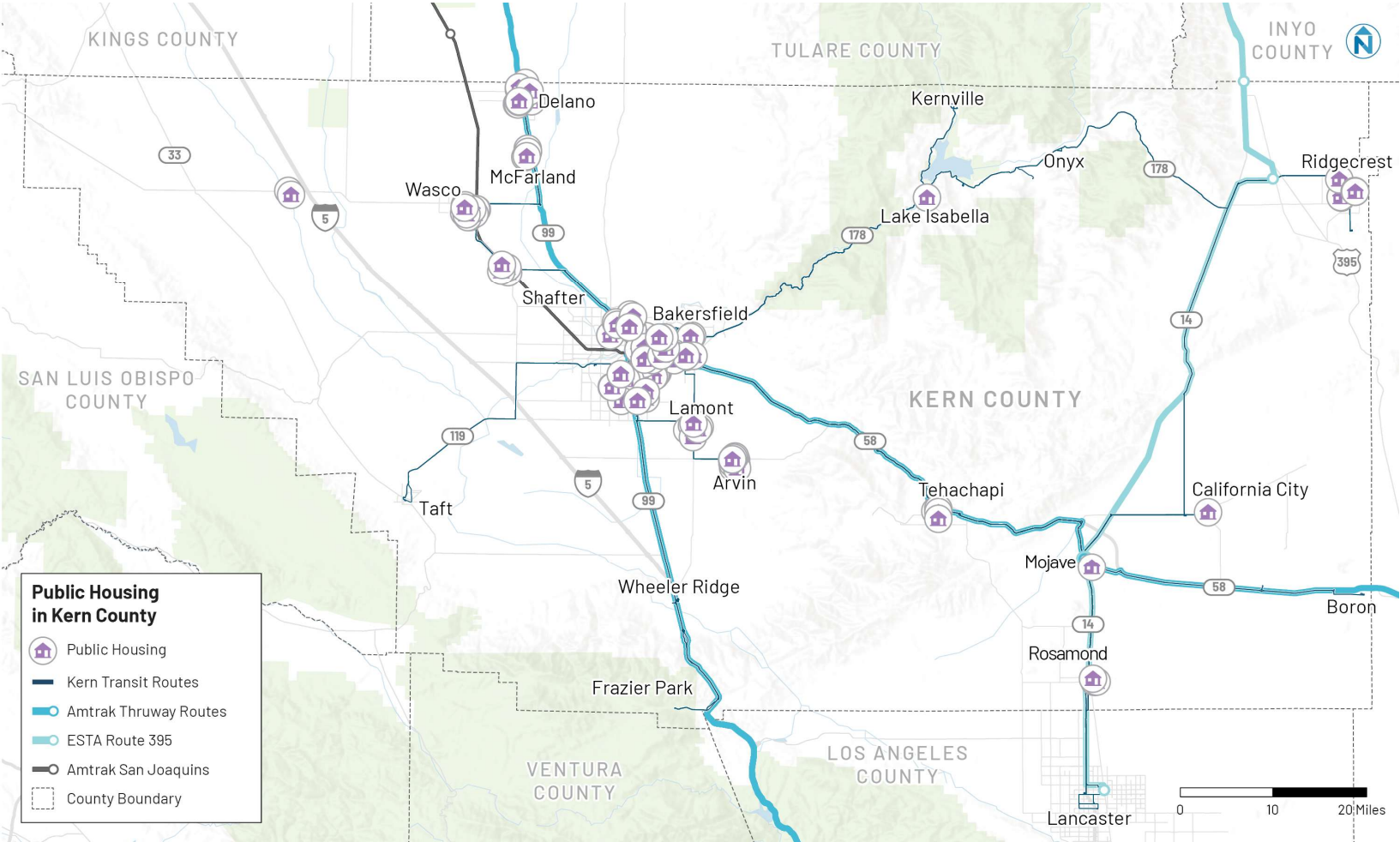
- Affordable, low-income, mobility-impaired, and senior housing
- Grocery stores
- Medical facilities
- Educational institutions
- Correctional institutions

Affordable, Low-Income, Mobility-Impaired, and Senior Housing

The Kern Housing Authority provided an inventory of affordable, low-income, mobility-impaired (defined as housing for people with disabilities), and senior housing (public housing) for the previous Coordinated Human Services Transportation Plan. Housing locations are shown in Figure 21.

Public housing options are concentrated in Metro Bakersfield and along Kern Transit and other regional transit routes. These housing developments may be more likely to have populations who are in poverty or do not have access to a vehicle.

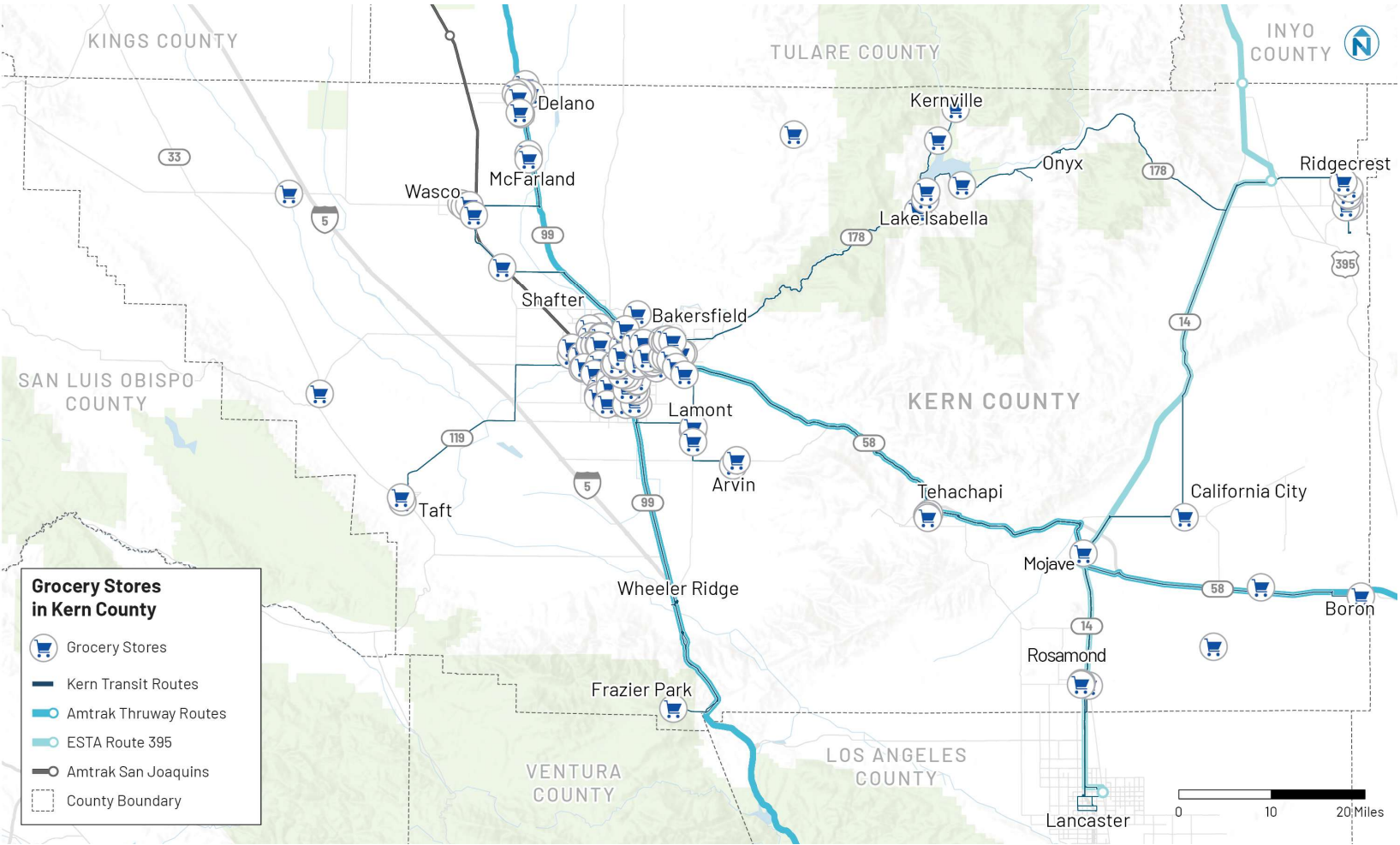
Figure 21 Public Housing in Kern County



Grocery Stores

Grocery stores and other fresh-food stores are located throughout Kern County in incorporated areas. People who live in unincorporated or rural areas may have to travel further to access these stores.

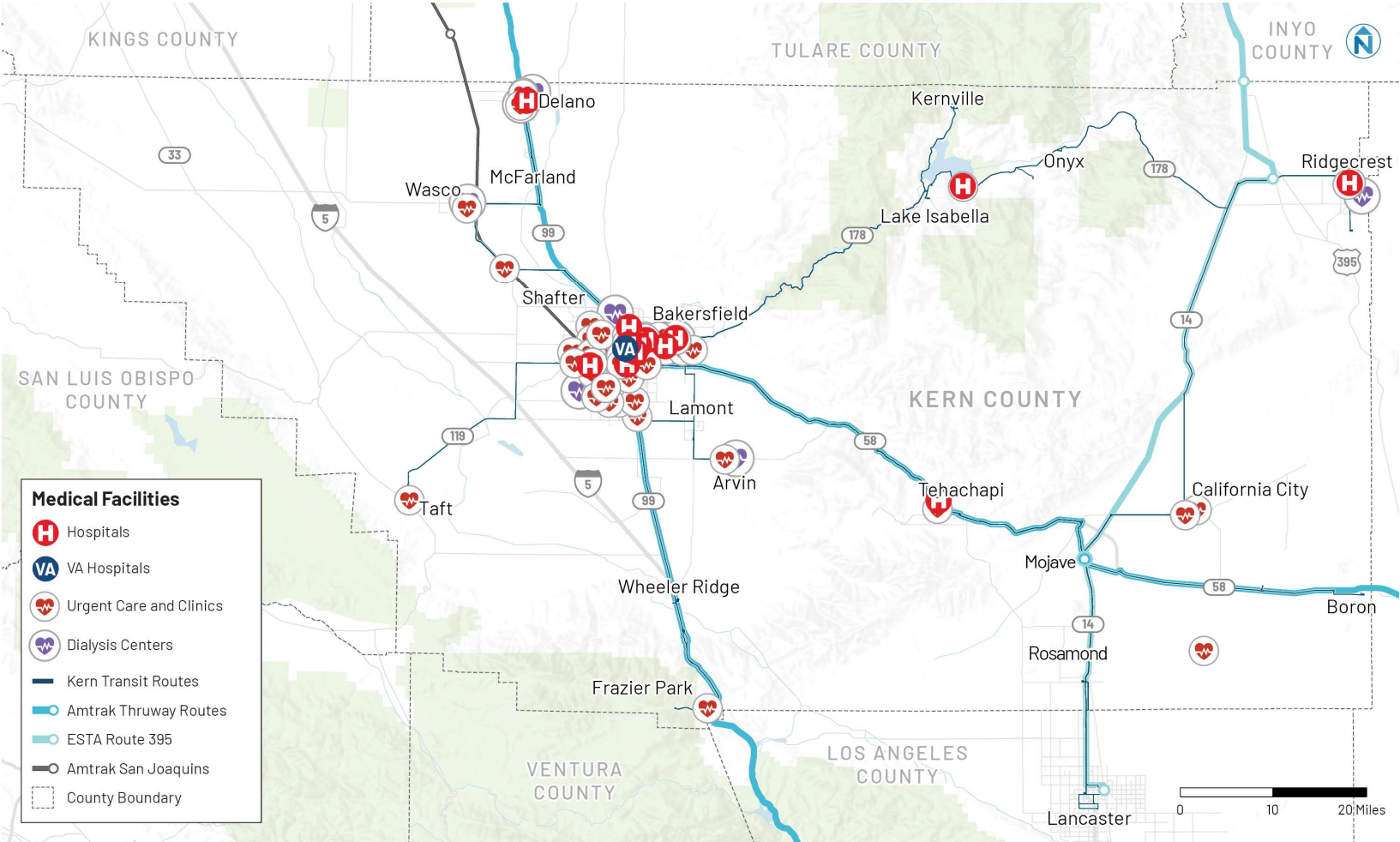
Figure 22 Grocery Stores in Kern County



Medical Facilities

Medical facilities include hospitals, dialysis centers, VA clinics and hospitals, urgent care facilities, and other medical facilities (medical plazas, clinics, and doctor's offices). These are common locations for human service and non-emergency medical transportation providers. The majority of medical facilities are located in Metro Bakersfield. Most incorporated areas have at least one urgent care or other clinic and dialysis centers.

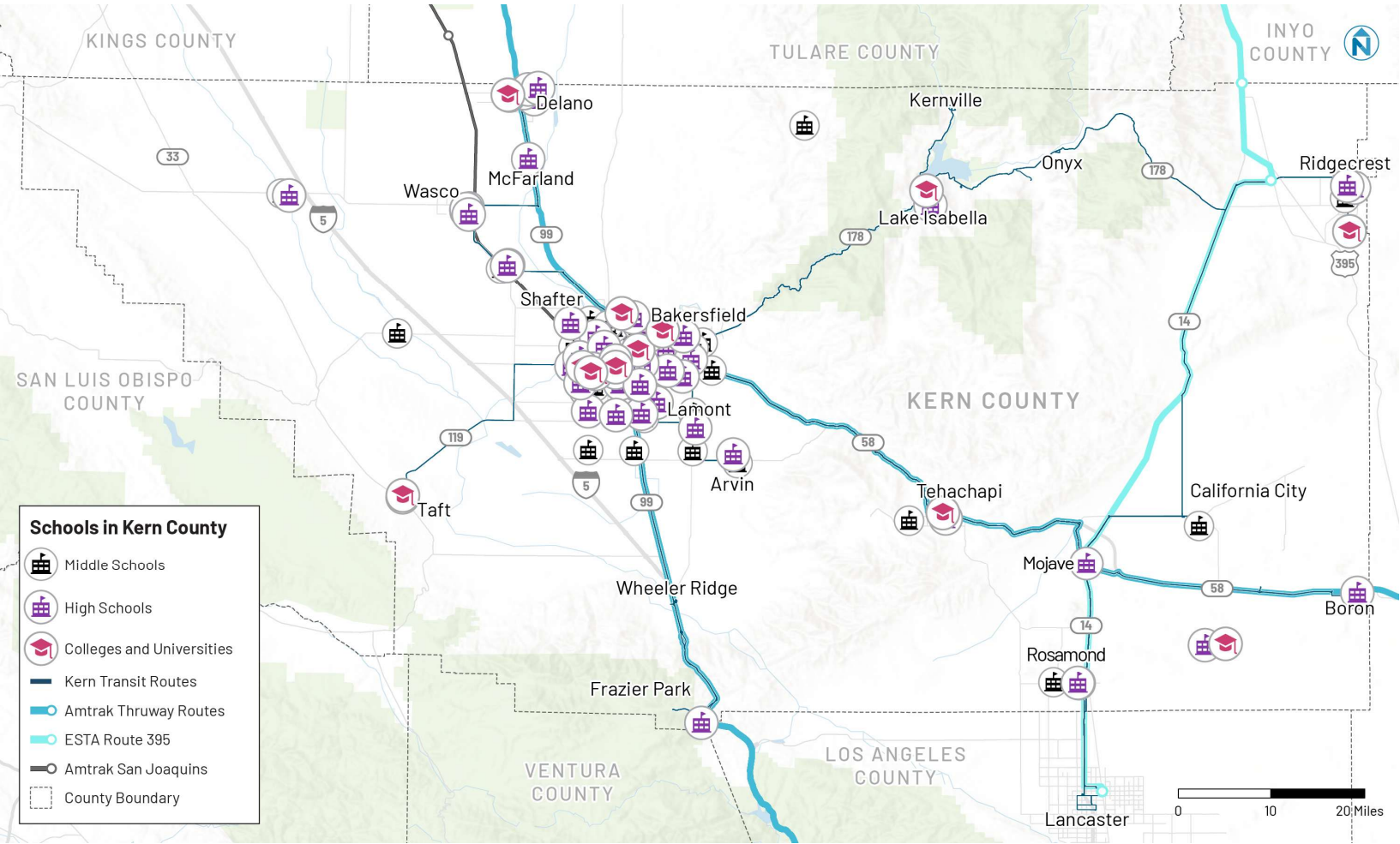
Figure 23 Medical Facilities in Kern County



Educational Institutions

Educational institutions include middle schools and high schools as well as colleges, universities, and community colleges. Middle schools and high schools are scattered throughout Kern County. Every incorporated jurisdiction generally has at least one middle school and high school. Metro Bakersfield has a concentration of colleges and universities, but other incorporated areas like Taft, Delano, Lake Isabella, and Tehachapi have a community college campus or other small college campus.

Figure 24 Schools in Kern County



KEY TAKEAWAYS

- **Kern County is growing.** Population of the county is expected to **increase by 12% between 2024 and 2050**. Growth will likely increase demand for transportation, stressing already tight transportation budgets.
- **Kern County is also adding more jobs.** Between 2024 and 2050, the county is expected to **add over 78,000 new jobs, an increase of 22%**. This will provide more economic opportunities for residents. However, it also necessitates planning to ensure people can access those jobs if they do not have a car or cannot drive.
- **Kern County is aging. The older adult (age 65+) population is growing faster than other age brackets.** Older adults may not be able to drive or ride regular fixed-route transportation. This will require additional paratransit service and human service transportation service.
- Kern County medical care and higher education facilities may require longer-distance travel as those services are not prevalent in every community. Similarly, some major employers draw employees from beyond the municipality in which they are based. This also generates longer-distance travel outside of one's community. These are **opportunities to coordinate transit services and ensure transit serves these major activity centers**.
- **Areas outside of Metro Bakersfield or without access to a Kern Transit or GET route have shorter transit service hours.** People living in these areas may have **difficulty getting to employment or to major activity generators** outside of transit hours.
- The majority of services for older adults, outside of paratransit programs, is for medical trips or trips to adult day services. **Older adults who need to make a trip outside of those options and outside of a dial-a-ride service area may struggle to get to their destination.**

3 PHASE ONE OUTREACH OVERVIEW AND SUMMARY

The project team engaged in outreach with the community throughout this project to ensure the CHSTP reflects the input and priorities of Kern County older adults and people with disabilities. Where possible, the team combined CHSTP outreach efforts with the TDPs to maximize the breadth of community feedback. This chapter summarizes the project team's work with Kern COG staff to conduct outreach, gathering input from stakeholders for inclusion in the plan.

There were two phases of community outreach:

- **Phase One (July – October 2025):** Listen and learn about the community's challenges and aspirations for human service transportation in Kern County. This phase of outreach involved a series of virtual small group meetings.
- **Phase Two (May – June 2026):** Present potential human service and accessible transportation recommendations for feedback and gather input on recommendation priorities. This phase of outreach involved a virtual survey to gather feedback from stakeholders about potential recommendations.

This chapter summarizes Phase One of public outreach, whereas the results of Phase Two are presented in Chapter 6.

PHASE ONE PUBLIC OUTREACH SUMMARY

Phase One outreach included a survey that was combined with the TDPs, and small group meetings specifically for the CHSTP. The goals of Phase One outreach were to introduce the TDP and accompanying CHSTP planning processes to the public and collect feedback to inform draft recommendations for each transit agency. A countywide survey that involved all nine agencies in Kern County updating their TDPs was conducted to gather feedback on transportation needs and challenges. Additionally, human service transportation stakeholders attended three small group meetings to gather input on accessible transportation needs and challenges.

CHSTP Small Group Meetings

Three virtual small group meetings were held in September 2025 to better understand the challenges and opportunities of transportation services in the region and to ensure that the CHSTP reflects the mobility and accessibility needs of older adults, people with disabilities, veterans, and other residents throughout Kern County. The feedback from stakeholders informed the needs assessment described in Chapter 4. The following organizations were represented in the small group meetings:

- Alzheimer’s Disease Association of Kern County (ADAKC)
- Bakersfield College
- Cerro Coso Community College
- City of Wasco
- Greater Bakersfield Chamber
- Kern County Aging and Adult Services
- Kern County Department of Human Services
- Kern County Network for Children
- Kern County Planning and Natural Resources Department
- OASIS Family Resource Center
- Valley Caregiver Resource Center

TDP Public Survey

As part of Phase One outreach, 250 responses were gathered through a countywide survey from June to July 2025, which solicited feedback on community members’ concerns using public transit and suggested improvements. Many of the respondents belonged to the target populations for the CHSTP:

- There were 77 respondents who answered that they are 65 years or older.
- There were 112 respondents who have household incomes fewer than \$50,000, which was the lowest income category option in the survey.
- There were 35 respondents who fell into both categories (older adults with low incomes).
- There were 14 respondents who answered that they have a disability or health condition that makes riding transit difficult. All but one respondent was either an older adult or had a household income fewer than \$50,000. That respondent did not provide further open-ended responses.

Open-ended responses from the 35 respondents who are older adults and have low incomes included:

- A desire for transportation dedicated to older adult use only (1 response)
- More drivers and vehicles for Shafter Dial-A-Ride (1 response)
- Greater availability of rideshare or taxis to bridge the last mile of their commute (1 response)
- Sunday service for Taft Area Transit (1 response)

Open-ended responses from the 42 respondents who are older adults but do not have low incomes (or did not provide their income) included:

- A desire for transportation dedicated to older adult use only (2 responses)
- Add weekend service (4 responses)
- Increased frequency (2 responses)
- Praise for the Wasco Dial-A-Ride, which takes them to the doctor (1 response)
- Extended Wasco Dial-A-Ride hours (1 response)
- Transportation to senior centers (1 response)

Open-ended responses from the 77 respondents who have low incomes but are younger than 65 years old (or did not provide their age) included:

- Add weekend service (10 responses)
- Extended hours, both in the morning and in the evening (6 response)
- A desire for transportation dedicated to older adult use only (1 response)
- Lack of awareness for senior discount tickets (1 response)
- More capacity for Dial-A-Ride buses as bookings fill up quickly early in the morning (1 response)
- More transportation to doctors and clinics (1 response)

4 NEEDS

The population of older adults in Kern County is growing. Countywide forecasts project that people aged 75 or older will experience the largest percentage growth by age group between 2024 and 2050. This projected demographic shift underscores the need to provide necessary transportation services for this sizeable community. The seven transportation needs described below helped the project team identify opportunities to improve mobility for older adults, people with disabilities, and people who are low-income. In summary, the needs are:

- Reliable transportation options
- Extended service hours
- Expanded service zone
- Reduced user costs of transportation
- Fewer regulatory and grant limitations
- Partnerships with other entities
- Greater awareness of options

Each need will be elaborated and then described in greater supportive detail based on accounts from the stakeholder meetings.

RELIABLE TRANSPORTATION OPTIONS

Need: Transit services have irregular schedules and experience frequent delays, forcing passengers to turn to other options.

Stakeholders expressed concerns that older adults and people with disabilities may find that transit does not meet their needs, especially for medical appointments, due to irregular transit schedules, delays, and the time it takes to ride transit from one destination to another. Waiting for delayed transit during the summer months, when temperatures regularly exceed 100 degrees Fahrenheit, also poses serious health risks to older adults

and people with dementia or Alzheimer's, who cannot regulate their own body temperature well.

One stakeholder suggested that introducing express buses at park-and-ride stations that follow prompt schedules could mitigate this issue. People also praised the free Ridgecrest Dial-A-Ride (DAR) service as a great concept and encouraged the expansion of similar on-demand, one-seat services that would be simpler for older adults to navigate.

EXTENDED SERVICE HOURS

Need: Transportation services end too early, especially for people who work afternoon or night shift jobs.

Stakeholders indicated a need for extended service hours beyond the existing available spans of transportation service. For instance, the Ridgecrest DAR only operates on weekdays and ends at 4:30 p.m., so people who work later hours, particularly at fast food restaurants, cannot use DAR service to get to work. Another stakeholder shared that young adults who are transit-dependent have difficulty maintaining warehouse jobs because transit services are not available at the times they go to and from work.

EXPANDED SERVICE ZONE

Need: Transportation services do not serve enough locations in Kern County.

Stakeholders from all parts of Kern County expressed the desire for an expanded service zone for transportation services. For instance, stakeholders in Ridgecrest felt that the free DAR zone should be expanded to at least Inyokern, but covering a 25- to 30-mile radius would be preferred. Another stakeholder shared that transportation services will only service areas that have paved rights-of-way, but many roads are unpaved near Rosamond in southern Kern County among other rural areas.

Within Bakersfield, one stakeholder noted that northwest Bakersfield is not well-served by transit; however, [prior analyses](#) found that transit need was relatively lower in this area than other parts of the city. From Bakersfield, it is difficult to find transportation that will take passengers through the canyon near Lake Isabella. And lastly, one stakeholder shared that they transport seniors to the Kern County Fair in Bakersfield every year, but they would like to be able to take their seniors to a wider variety of places if funding was available.

REDUCED USER COSTS OF TRANSPORTATION

Need: The costs of transportation can be prohibitive for older adults, people with disabilities, and people with low incomes.

Kern County's In-Home Supportive Services program covers the distance cost of taking seniors to and from their medical appointments. However, clients are responsible for gasoline costs, and some providers charge exorbitantly, knowing that clients do not have many other options. Similarly, GET-A-LIFT paratransit is available in Bakersfield for eligible riders with disabilities, but one stakeholder shared that they recently raised fares from \$3 to \$5, an increase that can be difficult for seniors to afford.

Stakeholders provided several suggestions to mitigate costs, such as extending the Golden Empire Transit (GET) bus fee waiver for students to older adults. Others suggested that their organizations partner with transit agencies to get passes for free or at a discount, which they could then distribute to people with low incomes who need transportation to the Social Security office or other locations.

FEWER REGULATORY AND GRANT LIMITATIONS

Need: Non-profits and academic institutions are limited in providing transportation to people with disabilities due to complex regulatory and grant requirements.

ADAKC previously had their own transportation program for their clients, but they had to shut down the service because they could not afford the required \$5-million-per-year liability coverage. Additionally, the non-profit is limited by "ratio compliance": a certain number of staff per client need to be present at the facility, which makes it difficult for staff members to leave to pick up or drop off clients.

Community college stakeholders indicated that transportation spending is usually not allowed under grants for students with disabilities, unless the existing public transit vehicles do not have accessible features. Basic Needs and Extended Opportunity Programs and Services (EOPS) grants are based on financial need and do allow community colleges to give out bus passes to students with low incomes, but stakeholders expressed that transportation issues for students with disabilities and *without* financial need may be going unaddressed.

PARTNERSHIPS WITH OTHER ENTITIES

Need: If other entities re-establish transportation services, organizations serving older adults, people with disabilities, and people with low incomes can rely on those groups as more fiscally responsible options.

Community organizations have explored broader solutions to address transportation barriers. The non-profit United Way previously offered Lyft passes for a round trip valued at up to \$50 and is in the process of bringing the program back. However, other transportation options have dwindled in Kern County. One stakeholder shared that the American Cancer Society no longer transports Kern County clients to and from their medical appointments in the greater Los Angeles area. In the greater Bakersfield area, ADAKC currently partners with GET-A-LIFT paratransit to help transport their clients, but GET-A-LIFT only accepts up to 30 clients and ADAKC has a greater need than what GET-A-LIFT can provide at this time.

GREATER AWARENESS OF OPTIONS

Need: More outreach is needed to help residents be more aware of their transportation options.

Another organization that partners with GET is the Greater Bakersfield Chamber, which puts on a Leadership Bakersfield program. For many people in the 30-person cohort, it is their first time riding the GET bus when they go on field trips for the program. Transportation agencies should consider strengthening communication and marketing efforts to raise awareness.

5 STRATEGIES

The seven transportation needs described in Chapter 4 present real barriers for older adults, people with disabilities, and people with low incomes. They often turn to family members or friends to get a ride to where they need to go, but if their social networks are not available, folks are often out of luck. These transportation issues will not go away as the population continues to age.

The planning process developed 12 strategies to meet these transportation needs, as presented in Figure 25. Over the process of developing the CHSTP, several larger overarching strategy categories emerged, so each strategy was placed into one of these three categories:

- **Administration:** Administration strategies are focused on improving access to information, awareness of transportation resources and opportunities, and bringing more voices into the conversation around transportation.
- **Programming:** Coordination strategies are focused on joint efforts to make transportation easier for older adults, people with disabilities, veterans, and low-income residents. These include partnerships with non-profits, other entities, and transportation providers.
- **Service:** Service strategies are focused on expanding transportation options for planning area residents and visitors and bringing services to outlying areas to meet people where they are.

Each strategy includes the category, strategy name and description, rationale, types of lead and partner organizations, examples, needs met, and alignment with sustainability and resilience objectives that were set as part of the Caltrans Sustainable Transportation Planning Grant Program³.

³ Per [Caltrans](#), the objectives of the Sustainable Transportation Planning Grant that was awarded to Kern COG include sustainability, preservation, accessibility, safety, innovation, economy, health, and social equity (p. 5).

Resiliency: An Overarching Consideration

Resiliency [noun]:
An ability to recover from or adjust easily to adversity or change.

The strategies developed in this CHSTP consider elements of system resiliency. Resiliency is a key consideration in transportation planning because it ensures transportation systems can continue operating or quickly recover from disruptions such as climate hazards,⁴ natural disasters, equipment failures, or economic hardship (e.g., funding challenges). A resilient transit system should be able to plan for and adapt to changing conditions, whether that means rerouting service during wildfires or floods, maintaining service during power outages, or responding to changes in travel from the community.

Resiliency is an overarching consideration within the framework of the CHSTP. By incorporating resiliency into the CHSTP, agencies can protect rider safety, maintain access to essential destinations, and minimize service interruptions. Ultimately, investing in resiliency helps create a more reliable, sustainable, and equitable transit network that can withstand future uncertainties. Resiliency recommendations include improving infrastructure, expanding fleet and personnel capacities, and enhancing customer-facing information.

From Nelson\Nygaard's perspective, resiliency can be categorized into one of six buckets:

- Resiliency of fleet
- Resiliency of facilities
- Financial sustainability/resiliency
- Emergency preparedness resiliency
- Staffing resiliency
- Resiliency in operations (community mobility)

⁴ Per the [Kern Area Regional Goods-Movement Operations \(KARGO\) study](#), climate hazards specifically identified for Kern County include "increased incidences of extreme heat events, prolonged drought, and associated increases in the risk of wildfires [... and] with longer dry spells combined with increased precipitation from singular storm events, the risk of flooding to the region also increases."

Aside from emergency preparedness, the recommendations developed in this CHSTP directly address these five elements of system resiliency. More information on emergency preparedness is included in the callout box below.

What is emergency preparedness?

Emergency preparedness is the process of ensuring a transit agency can prevent, respond to, and recover from emergencies that affect riders, employees, and service.

Emergencies may include natural disasters (earthquakes, floods, wildfires), severe weather, major accidents, hazardous materials incidents, cyber disruptions, or security threats. The goal is to protect life and safety, minimize service disruption, and restore operations as quickly and safely as possible.

Emergency preparedness is a multi-dimensional issue that requires extensive planning and coordination both within and between various City departments, as well as externally with neighboring jurisdictions and Kern County.

How can cities prepare for an emergency?

Cities should develop an emergency preparedness plan if one is not already developed. This should include considerations for transit, including identifying key risks, defining staff roles and decision-making authority, and establishing clear procedures for communication, service changes, and coordination with first responders.

Consideration should be given to transit's role in evacuations (especially during high wind events which can make it challenging to use the lifts on Dial-A-Ride vehicles), resource sharing (e.g., what happens if the City's transit facility burns down or the fleet is lost due to a fire), and regional coordination in the event an emergency extends beyond the City. Regular training, drills, and updates help ensure plans remain effective and staff are prepared to respond if an emergency occurs.

Figure 25 Recommended Strategies to Meet Needs

Category	Proposed Strategies	Rationale	Types of Lead and Partner Organizations	Examples	Needs Met	Alignment with Caltrans Sustainability Objectives
Administration	Convene a mobility management summit with all actively interested stakeholders, and then set up a regular cadence for subsequent recurring meetings.	With an absence of resources and leadership around human services transit coordination in the County, it is important to get back to basics and 1) convince organizations how much this matters 2) develop specific action plans and 3) hold recurring meetings to share knowledge and update one another on actions.	- LEAD: Kern COG - PARTNERS: Transit agencies; Community organizations and human service providers; Municipalities	Following the approval of its CHSTP in 2020, the Regional Transportation Commission (RTC) of Southern Nevada began hosting recurring meetings for human services stakeholders on the progress of implementing the plan. Small victories, such as setting up affordable produce markets for low-income communities at transit centers, were able to be achieved through the regular communication and accountability built into these recurring meetings.	- Greater awareness of options - Partnerships with other entities	This strategy supports the accessibility and social equity objectives to help improve transportation solutions for underserved communities.
Administration	Partner with community colleges and other educational institutions to expand and improve the transit workforce pipeline.	- Stakeholders in the 2025 CHSTP education affinity group meeting expressed interest in pursuing a workforce program for transit-related jobs (bus drivers, maintenance operators, and mechanics). - Transit agencies throughout Kern County have also mentioned shortages in operational staff during outreach for the 2025-2026 Transit Development Plan (TDP) updates. - This proposed strategy complements two recommendations in the 2025-2026 TDPs to establish a countywide driver training program and to explore opportunities to share zero-emission vehicle maintenance expertise.	- LEAD: Colleges; Transit agencies - PARTNER: Kern COG	- The Orange County Transportation Authority (OCTA) partners with Saddleback and Santa Ana Colleges to offer an eight-week bus operator course. Participants who complete the program are given priority for scheduling an interview with OCTA. - Los Angeles Trade-Technical College (LATTC) offers an Advanced Transportation & Manufacturing Pathway program to build careers in the transportation and manufacturing sectors. Programs include rail vehicle maintenance; hybrid and electric vehicle technology; and heavy truck, transit, and equipment technology.	Partnerships with other entities	This strategy supports the economy objective by taking a new approach to expand the workforce for transit-related jobs.
Administration	- Become a Local Access Fund Administrator (LAFA) to administer TNC Access for All funds to organizations in Kern County. Note: Kern COG was approved to become a LAFA during the 2026 application cycle.	The existing conditions report indicated that Kern County had approximately \$532,931 in estimated available funds from the TNC Access for All Act for 2024-2025, but Kern COG was not an Access Fund Administrator at the time.	- LEAD: Kern COG - PARTNER: Transit agencies	Contra Costa Transportation Authority (CCTA) serves as the LAFA for Contra Costa County. Funds have been distributed by CCTA to Tri Delta Transit, purchased four new paratransit shuttles and supported an on-demand shared wheelchair accessible shuttle service that provides rides with designated service areas. CCTA also uses a portion of their funds for administration of the funds and staff time.	Fewer regulatory and grant limitations	This strategy supports the accessibility and social equity objectives through pursuing new funding avenues that could allow for more vehicles or services that prioritize the needs of underserved communities.

Category	Proposed Strategies	Rationale	Types of Lead and Partner Organizations	Examples	Needs Met	Alignment with Caltrans Sustainability Objectives
Administration	Provide and promote technical assistance for grant writing and grant management as part of a Countywide grant resource program.	- The existing conditions report determined that Kern County has several agencies eligible for 5310 funding but have not applied to receive funds. - One of the recommendations from the 2018 CHSTP was “provide grant writing training for social service providers and non-profits.” The existing conditions report noted that it is unclear if this recommendation was implemented.	- LEAD: Kern COG - PARTNER: Caltrans, municipalities	LA Metro offers grant writing assistance to communities through the Transit Oriented Communities Grant Writing Assistance Program. LA Metro grant writing staff support communities in applying for federal, state, or other local funding. The community identifies the grant they want to go after and outlines a draft scope, before a Metro grant writer drafts application deliverables. For Kern County, Kern COG staff could offer grant writing support to communities or non-profit organizations who need assistance applying to paratransit and other accessible transportation funding options.	- Fewer regulatory and grant limitations - Partnerships with other entities	This strategy supports the accessibility and social equity objectives through pursuing new funding avenues that could allow for more vehicles or services that prioritize the needs of underserved communities.
Programming	Recommend employers partner with CommuteKern to promote and encourage use of the Guaranteed Ride Home service.	Stakeholders in the 2025 CHSTP group meetings indicated that some low-income youth are unable to maintain their jobs due to a lack of reliable transportation options.	- LEAD: CommuteKern, Employers - PARTNERS: Kern COG; Hospital systems; Municipalities	ABQ Ride in New Mexico provides up to 5 guaranteed rides home per year for commuters who use transit, bike, or walk to work/school at least 3 times a week. Commuters need a Guaranteed Ride Home ID card before scheduling a ride. ACHD Commuteride in Idaho provides emergency ride home services for employees who log their commutes on the Share the Ride Idaho system and walked, biked, took transit, carpooled, or vanpooled to work on the day they needed a ride. Eligible commuters can use the service up to six times or \$300 per calendar year, whichever comes first.	Reliable transportation options	This strategy supports the economy objective by providing commuters reliable transportation options while pursuing economic opportunities.
Programming	Subsidize or eliminate fares for specific user groups (e.g., older adults, people with disabilities, and/or low-income households) to remove the cost barriers for specific trips and/or services.	Stakeholders in the 2025 CHSTP group meetings observed that high transportation costs can be a burden for older adults, people with disabilities, and people with low incomes.	LEAD: Transit agencies	- The Stanislaus Regional Transit Authority has tested offering free fares funded through the California Low Carbon Transit Operation Program (LCTOP) during specific campaigns across the county. A few agencies in Kern County, such as Ridgecrest, Shafter, and McFarland, also use LCTOP to fund free fares. - The City of Chula Vista offers free on-demand service for seniors and \$2 service for riders under 55 with the Chula Vista Shuttle funded through the Clean Mobility Options Program.	Reduced user costs of transportation	This strategy supports the accessibility and social equity objectives by eliminating financial barriers for underserved communities.

Category	Proposed Strategies	Rationale	Types of Lead and Partner Organizations	Examples	Needs Met	Alignment with Caltrans Sustainability Objectives
Programming	Expand travel training for prospective transit riders. This can include identifying opportunities to coordinate group trips for older adults and people with disabilities around special events.	- The existing conditions report noted that GET previously offered travel training but is not currently offering programs. - This proposed strategy complements a recommendation in the 2025-2026 TDPs. As part of TDP outreach in Tehachapi, many adults shared they were unfamiliar with how to use transit.	- LEAD: Kern COG; Transit agencies - PARNTERS: Community organizations and human service providers; Major employers	- The Center for Independent Living in Berkeley, CA and Oakland, CA offers individual and group travel training for people with disabilities and people with diverse travel needs. Travel trainers aim to help people feel confident using public transit in the Bay Area. Key partners for the travel training program include Caltrans, Metropolitan Transportation Commission, and the Alameda County Transportation Commission. Boulder County in Colorado creatively informed Spanish-speaking community members about available transportation options by organizing an education game night at local businesses in the style of Lotería, a popular game.	Greater awareness of options	This strategy supports the sustainability objective through the promotion of sustainable transportation options like transit, which can help the State meet their GHG emission reduction goals.
Programming	Promote the Kern County Aging and Disability Resource Connection (KC-ADRC) as a "no wrong door" information resource and set the foundation for incrementally developing a One-Call One-Click center.	- Stakeholders in the 2025 CHSTP group meetings indicated that many community members do not know what services are available to them and that local service departments have a hard time getting information to the people who need it most. - One of the recommendations from the 2018 CHSTP was to promote Kern 511 as the all-in-one transportation information center for Kern County. However, the existing conditions report indicated that this was not implemented because Kern 511 is focused on traffic and roadway conditions and noted the existence of KC-ADRC.	- LEAD: Kern COG - PARTNERS: Transit agencies; Community organizations and human service providers; Major employers; Municipalities	- The North Front Range MPO of Fort Collins, Colorado set up RideNoCo, an information and awareness call center and website. RideNoCo provides information to callers about the services they are eligible for based on their location and trip purpose. Callers would then schedule their trips with the providers themselves. The center does not currently directly perform ride scheduling, as providers have had concerns about managing existing client relationships and potentially adopting new scheduling software. Several Bay Area counties have ADRCs to connect people with resources, including Alameda, Marin, San Francisco, San Mateo, Solano, and Sonoma counties.	- Greater awareness of options - Partnerships with other entities	This strategy supports the accessibility and social equity objectives by simplifying access to the transportation system for people with disabilities or older adults.

Category	Proposed Strategies	Rationale	Types of Lead and Partner Organizations	Examples	Needs Met	Alignment with Caltrans Sustainability Objectives
Service	Partner with hospitals, health clinics, and public health agencies to co-fund transportation for medical patients either through a subsidy program, medical transit/vanpool service, or dedicated non-emergency medical transit (NEMT).	- Stakeholders in the 2025 CHSTP group meetings noted that clients do make medical appointments in the Los Angeles area, but that using public transit can be too indirect to get to their appointments. The American Cancer Society no longer transports Kern County clients to and from their medical appointments in the greater Los Angeles area. - At least one nonprofit representative in the 2025 CHSTP group meetings shared that their company used to have their own transport program, but it was too difficult to maintain due to insurance and liability costs. A shared service across multiple entities could help mitigate costs. - This can also exist as a Medi-Cal NEMT or NMT provider, but a good faith commitment must be made to help meet a standard of service and direct callers to other options if necessary.	- LEAD: Kern COG; Hospitals, health clinics, and public health agencies - PARTNERS: Transit agencies; Community organizations and human service providers	- Plumas Transit (Plumas County) contracts with the local community health clinic to provide transportation for patients. Blythe Wellness Express is a bus that provides service from Blythe, CA to Coachella Valley medical facilities over 100 miles away. It began as an 18-month pilot funded through the FTA's Rides to Wellness demonstration grant program. The BWE continues to run Mondays, Wednesdays, and every other Friday through a partnership between the Riverside County Transportation Commission and Palo Verde Valley Transit Agency. - The National Rural Transportation Assistance Program (RTAP) Community Rides Grant, which required multiple organizations to participate, supports programs designed to expand capacity for mobility projects. The Eastern Sierra Transit Authority has previously funded a service extension through funding from the program.	- Expanded service zone - Fewer regulatory and grant limitations - Partnerships with other entities	This strategy supports the accessibility and social equity objectives by helping older adults and people with disabilities get to their medical appointments.
Service	Start a Volunteer Driver Program that trains, incentivizes, equips, and protects volunteer drivers who help reduce transportation gaps for the most isolated communities throughout the County. Additionally, raise awareness of existing vanpool and carpool matching programs for riders with recurring or commuting needs.	One of the recommendations from the 2018 CHSTP was "implement a volunteer driver program or van library" The existing conditions report noted that this was not implemented.	- LEAD: Kern COG - PARTNERS: Community organizations and human service providers; Hospitals, health clinics, and public health agencies	- Napa Valley Transportation Authority (NVTa) offers a shared vehicle program specifically for non-profit organizations serving older adults and people with disabilities. - OmniTrans in San Bernardino County has the Transportation Reimbursement Escort Program. Qualified participants identify someone willing to be their driver (friends, neighbors, etc), keep track of their trips and miles per month, then receive funds to reimburse their volunteer driver. - Irvine in Orange County launched WeRide, a same-day, on-demand transportation service powered by volunteer drivers in 2026. City staff visited three senior centers for seven sessions to help seniors register.	- Expanded service hours - Expanded service zone - Partnerships with other entities - Reliable transportation options	This strategy supports the innovation objective by promoting unique alternatives that bolster the transportation system.
Service	Partner with Uber, Lyft, and taxi companies to "extend" transit service hours by subsidizing on-demand service outside of fixed-route and paratransit service hours. LAFA funds could be used to fund these trips. Alternatively, support transit agencies expanding weekday service and weekend service.	Stakeholders in the 2025 CHSTP group meetings indicated that some transit and Dial-A-Ride services stop running in the early evening or do not run service on certain days.	- LEAD: Kern COG - PARTNERS: Transit agencies; Uber, Lyft, taxi companies	Older adults and people with disabilities in San Bernardino County can register for a Ride Program option. Registered clients can either get a \$15 subsidy per Uber trip or get credits for taxi rides, with a set maximum limit per month. To control costs, the program ensures a set maximum monthly limit of usage.	- Extended service hours - Partnerships with other entities - Reduced user costs of transportation - Reliable transportation options	This strategy supports the innovation objective by promoting unique alternatives that complement existing transportation services.

Category	Proposed Strategies	Rationale	Types of Lead and Partner Organizations	Examples	Needs Met	Alignment with Caltrans Sustainability Objectives
Service	▪ Pilot a one-seat ride program, which could include cross-jurisdictional service for transit or local specialized and NEMT providers.	▪ Stakeholders in the 2025 CHSTP group meetings shared that clients could wait up to two hours between bus transfers, which makes trips very lengthy and cumbersome.	▪ LEAD: Transit agencies	▪ Contra Costa County has a One-Seat Regional Ride Pilot with four transit agencies participating. It aims to eliminate transfers for paratransit riders who make trips that cross multiple transit jurisdictions. It provides about 700 one-way trips per month. ▪ Access for All funds in Ventura County subsidize the transportation fares for people who use wheelchairs and are accessing a location outside of their local paratransit service area. The service is operated by an experienced NEMT provider with a pre-existing fleet, insurance, and dispatch system.	▪ Expanded service zone ▪ Partnerships with other entities ▪ Reliable transportation options	▪ This strategy supports the accessibility and social equity objectives by simplifying transportation journeys for people in underserved communities.

6 PHASE TWO PUBLIC OUTREACH SUMMARY

This chapter summarizes Phase Two outreach, which took place between May 2026 and June 2026. Phase Two outreach involved multi-format surveys for the TDPs and an online survey for the CHSTP. Similar to Phase One outreach, the feedback from the TDP surveys supplemented the CHSTP outreach efforts and helped inform and refine community priorities. The goals of Phase Two outreach were to provide an update on the CHSTP and to present the proposed recommendations and strategies to stakeholders for feedback. The feedback received was used to refine the recommendations and help inform phasing of recommendations.

PHASE TWO TDP SURVEYS

A transit rider preference survey was administered during Phase Two engagement, garnering 341 responses across both online and paper survey formats. The survey also collected demographic information, including age, household income, and disability status, which helped inform the CHSTP. The number and percentages of survey respondents in these target populations are in Figure 26. Among the target populations, people with low incomes (below \$50,000 was the lowest income category option in the survey) had the greatest number of respondents, followed by older adults.

Figure 26 Survey Respondents in Target Populations

	Number of Responses	Percentage of Total Survey Respondents
People Aged 65+	66	19.4%
People who Use Mobility Devices	28	8.2%
People with Household Incomes Below \$50,000	178	52.2%

One of the survey questions asked respondents about their preferences for receiving information about their transportation options (Figure 27). **Among all three target populations, the most common preference was to look up information online and navigate it themselves.**

The second highest preference differed among the target populations. For older adults and for people with low incomes, it was to text message with a professional coordinator/broker who handles the issue. For people who use mobility devices, the preference was to have a phone call with a professional coordinator/broker who handles the issue.

Figure 27 Transportation Information Preferences Amongst Target Populations

How would you like to find information about your transportation options?	People Aged 65+	People who Use Mobility Devices	People with Household Incomes Below \$50,000	Combined Target Population Responses
Have a friend or caretaker handle the issue	1 (1.6%)	0 (0%)	6 (3.8%)	11 (4.3%)
Look up information online and navigate it myself	24 (39.3%)	15 (57.7%)	99 (62.7%)	151 (58.5%)
Online chat with a professional coordinator/broker who handles the issue	8 (13.1%)	0 (0%)	18 (11.4%)	34 (13.2%)
Phone call with a professional coordinator/broker who handles the issue	13 (21.3%)	8 (30.8%)	14 (8.9%)	24 (9.3%)
Text messaging with a professional coordinator/broker who handles the issue	15 (24.6%)	3 (11.5%)	21 (13.3%)	38 (14.7%)
Total	61	26	158	258

Several open-ended insights from older adults 65 years and older, people in households with low incomes under \$50,000, and people with disabilities were pertinent to the CHSTP:

- Request for weekend and holiday service, especially to get to work (8 responses)
- Request for extended hours early in the morning and late at night (3 responses)
- Request for more Dial-A-Ride availability as it is difficult to secure a ride even when calling early in the morning (1 response)
- Desire for transportation to doctors in Bakersfield (1 response)

PHASE TWO CHSTP SURVEY

A virtual survey administered as part of Phase Two outreach was open for one month in May and June 2026, receiving 15 responses. Kern COG and Nelson\Nygaard reached out to previous stakeholder meeting attendees and a longer list of transportation providers and stakeholders. The intent was to receive feedback on the draft strategies and how they could be prioritized.

Stakeholders were asked to select five top priority strategies from the draft list of 12 strategies (Figure 28). The strategy marked as a priority by the most surveyed stakeholders was: **Partner with hospitals, health clinics, and public health agencies to co-fund transportation for medical patients either through a subsidy program, medical transit/vanpool service, or dedicated non-emergency medical transit (NEMT).**

Strategy Prioritization

Figure 28 Strategies Receiving a “Top Five” Priority Vote by Surveyed Stakeholders

Strategy	Number of Responses
Partner with hospitals, health clinics, and public health agencies to co-fund transportation for medical patients either through a subsidy program, medical transit/vanpool service, or dedicated non-emergency medical transit (NEMT).	13
Partner with Uber, Lyft, and taxi companies to “extend” transit service hours by subsidizing on-demand service beyond fixed-route and paratransit service hours.	12
Subsidize or eliminate fares for specific user groups (e.g., older adults, people with disabilities, and/or low-income households) to remove the cost barriers for specific trips and/or services.	11
Start a Volunteer Driver Program that trains, incentivizes, equips, and protects volunteer drivers who help reduce transportation gaps for the most isolated communities throughout the County.	7
Recommend employers to partner with CommuteKern to promote and encourage use of the Guaranteed Ride Home service.	6
Promote the Kern County Aging and Disability Resource Connection (KC-ADRC) as a “no wrong door” information resource and set the foundation for incrementally developing a One-Call One-Click center.	6
Become a Local Access Fund Administrator (LAFA) to administer TNC Access for All funds to organizations in Kern County. Kern COG is considered an entity conditionally accepted as an LAFA. Note: Kern COG applied to become a LAFA during the 2026 application cycle.	5
Expand travel training for prospective transit riders.	5
Partner with community colleges and other educational institutions to expand and improve the transit workforce pipeline.	3
Convene a mobility management summit with all actively interested stakeholders, and then set up a regular cadence for subsequent recurring meetings.	3

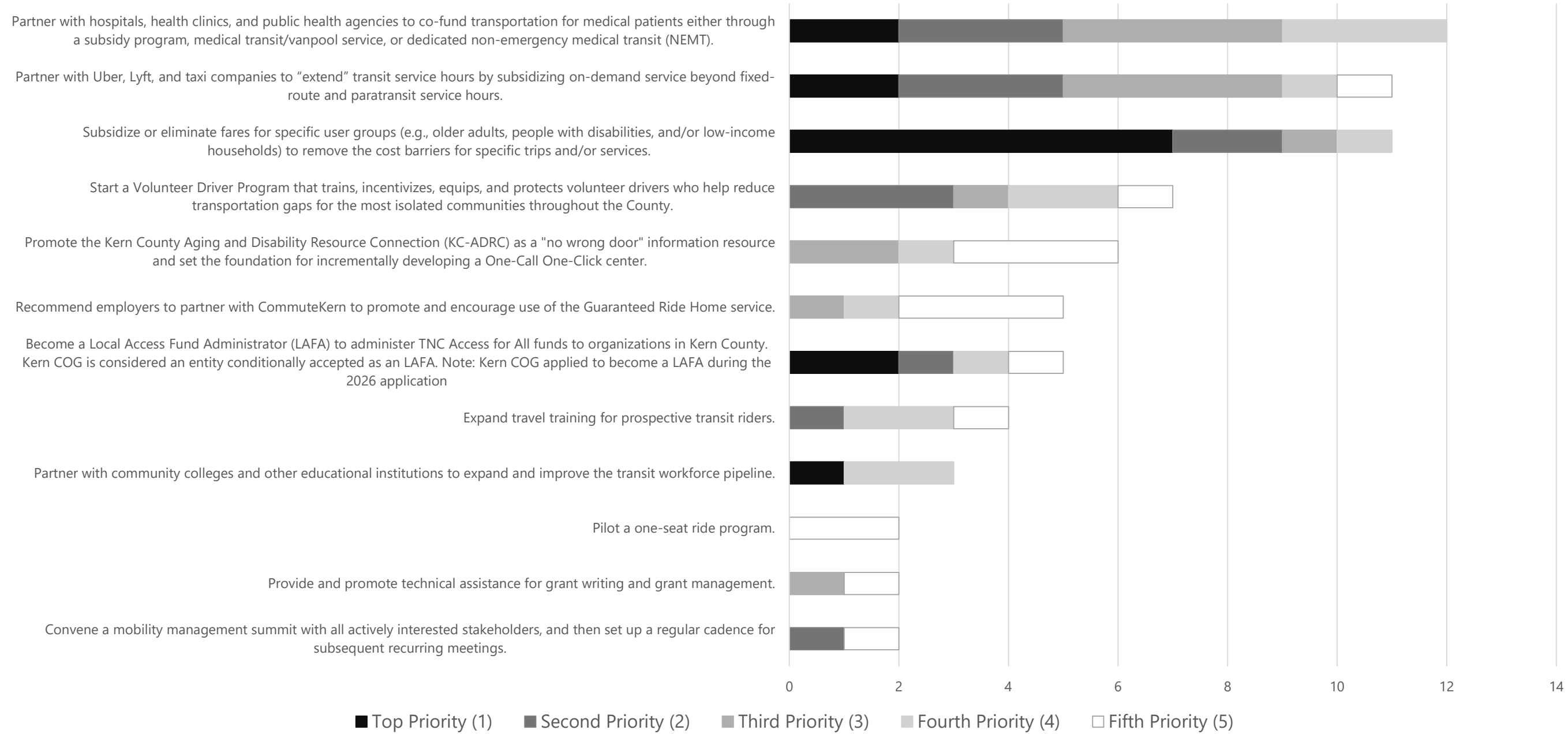
Strategy	Number of Responses
Provide and promote technical assistance for grant writing and grant management.	2
Pilot a one-seat ride program.	2

After selecting five priority strategies, respondents were asked to order their choices from 1 to 5, where 1 was the highest priority and 5 was the lowest priority of the strategies they had indicated were priority strategies. Five strategies received at least one selection as a top priority:

1. **Seven selections as top priority:** Subsidize or eliminate fares for specific user groups (e.g., older adults, people with disabilities, and/or low-income households) to remove the cost barriers for specific trips and/or services
2. **Two selections as top priority:** Become a Local Access Fund Administrator (LAFA) to administer TNC Access for All funds to organizations in Kern County
3. **Two selections as top priority:** Partner with hospitals, health clinics, and public health agencies to co-fund transportation for medical patients either through a subsidy program, medical transit/vanpool service, or dedicated non-emergency medical transit (NEMT)
4. **Two selections as top priority:** Partner with Uber, Lyft, and taxi companies to “extend” transit service hours by subsidizing on-demand service beyond fixed-route and paratransit service hours
5. **One selection as top priority:** Partner with community colleges and other educational institutions to expand and improve the transit workforce pipeline

Figure 29 contains full profile of strategy prioritization results from the Phase Two CHSTP Survey.

Figure 29 Strategy Prioritization Results



7 STRATEGY IMPLEMENTATION

This chapter outlines how Nelson\Nygaard believes the strategies detailed in Chapter 5 should be implemented by Kern COG and partners. The CHSTP is intended to be a five-year plan effective up to Fiscal Year 2031. The phasing matrix in Figure 30 is set up to organize how each strategy should be implemented over the course of a five-year timeline. Recommendations can be implemented sooner or later depending on resourcing and viability.

Figure 30 Five-Year Implementation Phasing of Strategies

Category	Strategy	Responsibility	Year One	Year Two	Year Three	Year Four	Year Five
Programming	Subsidize or eliminate fares for specific user groups (e.g., older adults, people with disabilities, and/or low-income households) to remove the cost barriers for specific trips and/or services.	Transit agencies, Kern COG	- Identify potential costs for subsidized service - Identify funding sources for subsidized service	- Develop a pilot outline for one agency or a limited number of participants - Pilot a free-fare program for low-income older adults and people with disabilities	- Evaluate program - If successful, extend program	Continue program evaluation	Continue program evaluation
Administration	Become a Local Access Fund Administrator (LAFA) to administer TNC Access for All funds to organizations in Kern County. Note: Kern COG applied to become a LAFA during the 2026 application cycle and was conditionally accepted as a LAFA.	Kern COG	- Become a LAFA - Establish evaluation metrics and a program outline - Submit quarterly progress reports to the California Public Utilities Commission (CPUC), including consolidated Access Provider reports - Attend monthly LAFA meetings	- Host a call for projects and select Access Providers by July 1 - Submit an email to CPUC confirming continuation as a LAFA (suffices as application for next funding cycle)	- Submit an email to CPUC confirming continuation as a LAFA (suffices as application for next funding cycle) - Continue to operate AFA program	- Submit an email to CPUC confirming continuation as a LAFA (suffices as application for next funding cycle) - Continue to operate AFA program	- Submit an email to CPUC confirming continuation as a LAFA (suffices as application for next funding cycle) - Continue to operate AFA program
Service	Partner with hospitals, health clinics, and public health agencies to co-fund transportation for medical patients either through a subsidy program, medical transit/vanpool service, or dedicated non-emergency medical transit (NEMT).	Kern COG, hospitals	- Discuss transportation needs and funding with hospitals and clinics - Understand potential Caltrans and Medi-Cal funding and assistance options	- Identify a funding source for co-funding transportation - Develop agreements with hospitals and healthcare providers	Begin co-funding service	Evaluate service usage and rider satisfaction	Evaluate service usage and rider satisfaction
Service	Partner with Uber, Lyft, and taxi companies to “extend” transit service hours by subsidizing on-demand service beyond fixed-route and paratransit service hours. Alternatively, support transit agencies expanding weekday service and weekend service.	Kern COG	Using estimates from AFA data for Kern County and local customer testimonials, assess existing usage, satisfaction, and viability of expanding currently available on-demand services	- Identify potential costs and feasibility for extended service - Coordinate with transit agencies or other partners to develop a short pilot with caps on usage to maintain maximum program costs - Advertise and conduct pilot	If extended service is successful, secure funding to make permanent	Evaluate service usage and rider satisfaction	Evaluate service usage and rider satisfaction
Administration	Partner with community colleges and other educational institutions to expand and improve the transit workforce pipeline.	Colleges and transit agencies	Evaluate current programs available at colleges in Kern County	Develop a curriculum statement of purpose for colleges, identifying locally-supportive partners and resources	- Begin to develop a CDL program at a local college - Coordinate with transit agencies to support pipelines to employment for graduates	Continue development of program	Finalize and roll out program
Administration	Convene a mobility management summit with all actively interested stakeholders and then set up a regular cadence for subsequent recurring meetings.	Kern COG	Convene a mobility management summit, in which goals are established, responsibilities are assigned and a follow-up summit is scheduled.	Convene and schedule a follow-up summit	Convene and schedule a follow-up summit	Convene and schedule a follow-up summit	Convene and schedule a follow-up summit
Administration	Provide and promote technical assistance for grant writing and grant management as part of a Countywide grant resource program.	Kern COG, transit agencies	Confirm specific technical assistance needs at future mobility management summits and co	- Begin discussions with interested transit agencies - Support task force to formally evaluate and build out a grant resource program	Finalize and roll out program	Evaluate program usage and participant satisfaction	Evaluate program usage and participant satisfaction

Category	Strategy	Responsibility	Year One	Year Two	Year Three	Year Four	Year Five
Programming	Recommend employers partner with CommuteKern to promote and encourage use of the Guaranteed Ride Home service.	CommuteKern	Develop materials and brochures showing transit options and guaranteed ride home options available in Kern County	Begin discussions with major employees to raise awareness of guaranteed ride home programs	Evaluate program usage and participant satisfaction	Evaluate program usage and participant satisfaction	Evaluate program usage and participant satisfaction
Programming	Expand travel training for prospective transit riders.	Kern COG, transit agencies	▪ Review existing travel training materials ▪ Understand need from transit agencies and riders	Develop updated travel training resources	Begin offering re-vamped travel training	Evaluate program usage and participant satisfaction	Evaluate program usage and participant satisfaction
Programming	Promote the Kern County Aging and Disability Resource Connection (KC-ADRC) as a "no wrong door" information resource and set the foundation for incrementally developing a One-Call One-Click center.	Kern COG	KC-ADRC develops promotional materials	▪ Share KC-ADRC materials with transit agencies, senior centers, community centers, hospitals, etc ▪ Set up an online transportation resource guide	▪ Update transportation resource guide ▪ Coordinate with transit agencies to add updated phone numbers or scheduling procedures	▪ Update transportation resource guide ▪ Outline a one-call/one-click program model	▪ Update transportation resource guide ▪ Identify funding and begin to develop a one-call/one-click program
Service	Start a Volunteer Driver Program that trains, incentivizes, equips, and protects volunteer drivers who help reduce transportation gaps for the most isolated communities throughout the County.	Kern COG	Partner with community-based organizations to identify a lead agency to develop a volunteer driver program	Identify potential funding to support a volunteer driver program	Begin a volunteer driver program pilot	If pilot evaluation shows promise and signs of success, secure funding for continuing the program	Evaluate program usage and driver satisfaction
Service	Pilot a one-seat ride program.	Kern COG, transit agencies	▪ Review transfer policies between transit agencies ▪ Assess demand for a one-seat ride	Outline a one-seat ride pilot in coordination with transit agencies	Create an RFP for a one-seat ride service operator	Evaluate service usage and rider satisfaction	If pilot evaluation shows promise and signs of success, secure funding for continuing the program

APPENDIX A: FUNDING

Various federal, state, and local programs are available to assist transportation programs in Kern County. A summary of the most common sources of funding is included below.

FEDERAL FUNDING

5310 Enhanced Mobility of Seniors and Individuals with Disabilities

The FTA Section 5310 program allocates funds for both capital and operating expenses to states and other designated recipients. These funds are intended to improve transportation options and meet the needs of individuals with disabilities and seniors. Although services funded by 5310 funds can be used by the public on an occasional basis, projects receiving these funds are required to cater to the needs of seniors and people with disabilities. In California, the Department of Transportation (Caltrans) administers 5310 funding in rural communities (under 50,000 people), small urban communities (50,000 to 199,999 people), and certain large urban areas, including Bakersfield. In the past, Kern COG and Caltrans have created an MOU that allows Kern COG to assist Caltrans in the administration of FTA 5310 funds to local agencies that are eligible to receive funds. All 5310 funded projects must be included in a locally developed coordinated public transit human services transportation plan.

5311 Rural Area Formula Program

The 5311 program offers planning, capital, and operating assistance to states to aid transit in rural areas with populations under 50,000. Recipients of 5311 funds can be recognized Indian tribes, local governments, public transit operators, and nonprofits. In 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) established a new Tribal Transit Program as a takedown from Section 5311 which CCAM also considers. In rural areas, 83.15% of funds are distributed based on land area and population and 6.85% of funds are distributed based on land area, revenue-vehicle

miles, and low-income individuals. Nationally in FY20, 5311 Formula Grants for Rural Areas provided \$605 million, and the Tribal Program sub-program provided \$35 million.

5307 Urbanized Area Formula Grants

The 5307 funding program makes federal funds available to assist with operating and capital assistance for transit and for planning related to transportation in urban areas with more than 50,000 people. Kern COG is the designated fund recipient for 5307 funding.

Competitive FTA Grants

The FTA offers various competitive grants that could support mobility for Human Service plan focus populations in the Kern County region. Those include, but are not limited to, the following:

- **Mobility on Demand (MOD) Sandbox Demonstration Program:** Supports projects promoting inventive business models to provide equitable, high quality transportation choices for everyone.
- **Innovative Coordinated Access and Mobility Grants:** Funding supporting innovative projects improving coordination of services.
- **Integrated Mobility Innovation:** Funding for projects demonstrating effective and innovative practices, technologies and partnerships enhancing the effectiveness of transit, improving efficiency, improving quality, fostering safety, and upgrading the experiences of travelers.
- **Enhancing Mobility Innovation:** Aims to promote projects that focus on the passenger experience and encourage individuals to use transportation services.
- **Better Utilizing Investments to Leverage Development (BUILD) Transportation Discretionary Grants:** Funding for transportation infrastructure (including public transportation).

STATE FUNDING RESOURCES

Transportation Development Act (TDA) and State Transit Assistance (STA)

In 1971, the California Legislature passed the Mills-Alquist-Deddeh Act (SB 325) to enhance the state's current public transportation options and promote regional transportation cooperation. The Transportation Development Act (TDA) allocates funding for both transit-

related and non-transit-related goals that follow regional transportation plans. The Local Transportation Fund (LTF) and the State Transit Assistance (STA) fund were both established by TDA as funding sources. Counties with a population of less than 500,000 may also use the LTF for local street and road building and maintenance. STA funding is only permitted for mass transit and transportation planning. The Local Transportation Fund (LTF) is made up of a ¼ cent of the general sales tax collected statewide. The general sales tax revenues are provided to each county's LTF by the State Board of Equalization based on the amount of sales tax collected in each county. The LTF funds are then distributed among the counties based on population. After appropriation from the state legislature, the State Controller's Office (SCO) is granted the STA funding for distribution. The SCO uses a formula to allocate STA funding to planning agencies and other chosen agencies. According to state law, half of STA funds must be distributed based on population, while the other half must be distributed based on transit operator revenue from the previous fiscal year.

SB 1376: TNC Access for All Act

Approved in 2018, Senate Bill No. 1376: Transportation Networking Company (TNC) Access For All Act required the California Public Utilities Commission (CPUC) to establish a program related to accessibility for people with disabilities as part of its regulation of ride hailing companies like Uber and Lyft. 27 Beginning in July 2019, the CPUC mandated ride hailing companies to collect a \$0.10 fee on each completed trip. The fees are to be used to support the development and expansion of on-demand wheelchair accessible service. Fees not used for this purpose are remitted to the CPUC and will be distributed on a competitive basis to establish on-demand transportation programs or partnerships to meet the needs of people with disabilities.

Metropolitan Planning Organizations, like Kern COG, and county transportation authorities were invited to act as Local Access Fund Administrators (LAFAs). The CPUC is expected to appoint a Statewide Access Fund Administrator to administer the fund in areas where no party has accepted the role, but as of 2026, Kern COG has accepted the LAFA role for Kern County. Kern County had approximately \$532,931 in estimated available funds for 2024-2025 from the Access Fund, indicating that this is a sizable funding resource for future use.

ADDITIONAL TRANSIT PROGRAMS AND PARTNERSHIPS

California Senior Information and Referral Program

The California Department of Aging administers Information and Referral services funded by the federal Older Americans Act and California general fund dollars through a network of Area Agencies on Aging. The Senior Information and Referral Program provides information about programs and referrals to those programs, assistance filling out eligibility forms, and reduced cost licenses. Kern County's program is operated in partnership with the Kern Area Agency on Aging.

Kern County Aging and Disability Resource Connection

Kern County's Aging and Disability Resource Connection (KC-ADRC) provides support and resources to anyone in Kern County who is aging, disabled, or a family member or caregiver of an older adult or person with a disability. KC-ADRC provides a "no wrong door" system, where anyone who calls can be directed to the correct resource.

APPENDIX B: INVENTORY OF TRANSPORTATION RESOURCES

The following inventory of services was compiled and verified from December 2025 to February 2026.

The availability of services, along with fares and operating hours, are subject to change based on a variety of factors (such as: when grants are fully expended by an agency, the availability of drivers, and others).

Program Name/Operator	Service Type	Description	Service Area	Eligibility
California City Dial-A-Ride	Demand-response transportation	The City of California City operates a Dial-A-Ride service for all riders within the urbanized area of city limits. Hours: Weekdays 7:00 a.m. – 3:30 p.m., Within Rancho Estates and Wonder Acres: 9:00 a.m. – 2:30 p.m. Fares: ▪ General public: \$1.70 ▪ Senior (60+)/ADA/people with disabilities/Senior Desert Jade: \$1.00 ▪ 10-ride general public: \$17.00 ▪ 10-ride senior/ADA/people with disabilities: \$10.00	California City, Rancho Estates, Wonder Acres	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Arvin Transit	Fixed route	Arvin Transit operates four fixed routes on weekdays only. A new fixed-route service from Arvin to Hard Rock Hotel and Casino Tejon is anticipated soon. Hours and Fares: <i>Arvin Local</i> ▪ 7:00 a.m. – 4:30 p.m., weekdays ▪ General public: \$1.50 ▪ ADA certified passenger: \$1.25 ▪ ADA attendant: free ▪ ADA second attendant: \$1.50 ▪ Senior (60+): \$1.25 <i>Arvin to Lamont</i> ▪ Round trips at 7:00 a.m., 9:00 a.m., 11:00 a.m., 12:00 p.m., 2:00 p.m., 3:00 p.m., weekdays ▪ General public: \$2.00 ▪ ADA certified passenger: \$1.50 ▪ ADA attendant: free ▪ ADA second attendant: \$2.00 ▪ Seniors (60+): \$1.50 <i>Arvin to Tejon</i> ▪ Round trips at 4:10 a.m. and 1:05 p.m., weekdays ▪ All riders: \$3.00 ▪ Monthly pass: \$50.00 <i>Arvin to Bakersfield</i> ▪ Round trips at 8:00 a.m. and 11:30 a.m., weekdays ▪ General public: \$3.00 ▪ ADA certified passenger: \$2.00 ▪ ADA attendant: free ▪ ADA second attendant: \$3.00 ▪ Seniors (60+): \$2.00 ▪ Senior and ADA monthly pass: \$40.00	Arvin, Lamont, Tejon Industrial Complex, Bakersfield	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Arvin Dial-A-Ride	ADA complementary paratransit	Arvin Transit’s Dial-A-Ride Program provides seniors (ages 60 years and older) and people with disabilities with curb-to-curb service within Arvin city limits on weekdays. Hours: 8:00 a.m. – 3:00 p.m., weekdays Fares: ▪ ADA certified passengers: \$1.50 ▪ ADA attendant: free ▪ ADA second attendant: \$1.50 ▪ Children under 5 (with fare paying adult): free ▪ Seniors (60+): \$1.50	Within Arvin city limits	Seniors (60+) and ADA-certified persons
Delano Area Rapid Transit	Fixed route	The Delano Area Rapid Transit operates five fixed routes. Hours: 7:00 a.m. – 5:00 p.m. on weekdays; 8:30 a.m. – 4:30 p.m. on Saturdays Fares: ▪ General (age 6-60): \$1.50 ▪ Seniors (61+): \$0.75 ▪ ADA certified passengers: \$0.75 ▪ Children under 5 (with fare paying adult): free for the first child, and \$0.50 for each additional child	City of Delano and nearby areas	General public
Delano Area Dial-A-Ride	ADA complementary paratransit	Delano Area Rapid Transit’s Dial-A-Ride is a door-to-door service open to people age 61 and older and people with disabilities. The general public is also eligible for Delano Area Dial-A-Ride service for rides to and from an area outside the DART bus service area within the city limits of Delano or into the surrounding unincorporated areas. Hours: 7:00 a.m. – 5:00 p.m. on weekdays; 8:30 a.m. – 4:30 p.m. on Saturdays Fares: ▪ Adults (6-60) within city limits outside of DART service area: \$4.00 ▪ Medicare, seniors (61+), persons with disabilities, and ADA eligible users: \$3.00	City of Delano and nearby areas	Seniors (61+) and persons with disabilities; general public living within Delano city limits outside DART service area
McFarland Dial-A-Ride	Demand-response transportation	The City of McFarland operates Dial-A-Ride service for all riders. The Dial-A-Ride service can be reserved through phone bookings with the City of McFarland on the day of desired trip at the time of desired pick-up. Hours: 8:00 a.m. – 4:15 p.m., weekdays Fares: Free	City of McFarland	General public
Ridgecrest Transit	Fixed route	Ridgecrest Transit operates one deviated fixed-route for the general public by reservation. The Inyokern deviated fixed-route service travels between Inyokern and Ridgecrest and will deviate off the fixed-route within the service area when a passenger makes an advance reservation. Hours: 6:45 a.m. – 4:30 p.m., weekdays Fares: Free	Ridgecrest, Inyokern, Crest, Randsburg, Johannesburg	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Ridgecrest Transit	Dial-A-Ride	Ridgecrest Transit operates Dial-A-Ride service for the general public by reservation. Hours: ▪ Dial-A-Ride in Ridgecrest: 6:45 a.m. – 4:30 p.m., weekdays ▪ Dial-A-Ride in Randsburg/Johannesburg: 8:30 a.m. – 2:00 p.m., Fridays only Fares: Free	Ridgecrest, Inyokern, Crest, Randsburg, Johannesburg	General public
Shafter Dial-A-Ride	Demand-response transportation	The City of Shafter operates a Dial-A-Ride service for all riders in city limits. The City of Shafter also offers outer city pickup locations for Gossamer Grove, Wonderful Industrial Park, and Shafter Cemetery. The outer city service to Wonderful Industrial Park, Gossamer Grove, and Shafter Cemetery is also branded as a fixed-route service but operates like a demand-response service. Hours: ▪ City Limits: 7:30 a.m. – 4:15 p.m. on weekdays; 9:00 a.m. – 3:00 p.m. on Saturdays ▪ Mexican Colony, Smith’s Corner, and North Kern Labor Camp: 9:00 a.m. – 4:00 p.m. on weekdays ▪ Outer city: 8:30 a.m. – 2:30 p.m. on weekdays Fares: <i>Within City Limits and Outer City Destinations:</i> ▪ General public: \$1.50 ▪ People with disabilities: \$1.25 ▪ Seniors (62+): \$1.25 ▪ Outer City: \$4.25 <i>Between Mexican Colony, Smith’s Corner, and Shafter Labor Camp:</i> ▪ General public: \$1.75 ▪ People with disabilities: \$1.50 ▪ Seniors (62+): \$1.50	City of Shafter	General public
Taft Area Transit	Fixed Route	Taft Area Transit operates one fixed route between Maricopa and Taft on weekdays, with three trips per day. Hours: 7:12 a.m. – 6:05 p.m., weekdays Fares: ▪ General public: \$3.00 ▪ Senior (60+): \$3.00 ▪ ADA certified: \$3.00 ▪ ADA attendant: free	Taft, Maricopa	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Taft Dial-A-Ride	Demand-response transportation	Taft Area Transit operates Dial-A-Ride service for all riders. Hours: 7:15 a.m. – 5:30 p.m. on weekdays; 10:15 a.m. – 2:30 p.m. on Saturdays Fares: ▪ General public: \$3.00 ▪ Senior (60+): \$2.00 ▪ ADA certified: \$2.00 ▪ ADA attendant: free ▪ 12-trip senior / ADA pass: \$20	City of Taft and adjoining unincorporated areas (including Ford City, South Taft, and Taft Heights)	General public
Wasco Dial-A-Ride	Demand-response transportation	The City of Wasco operates Dial-A-Ride service for all riders. Hours: 8:00 a.m. – 4:00 p.m., weekdays (lunch break from 12:00 p.m. – 1:00 p.m.) Fares: ▪ Adult (to state prison): \$2.00 ▪ Adult (within Wasco): \$1.75 ▪ Seniors (62+): \$1.00 ▪ People with disabilities: \$1.00 ▪ 11-ride pass for seniors and people with disabilities: \$10.00	City of Wasco	General public
GET Bus	Fixed route	GET operates 15 fixed routes in and around Bakersfield. Hours: 6:30 a.m. – 10:45 p.m. on weekdays; 6:30 a.m. – 7:00 p.m. on weekends Fares: ▪ Seniors (65+) and people with disabilities single trip: \$0.80 ▪ Seniors (65+) and people with disabilities day pass: \$1.70 ▪ Seniors (65+) and people with disabilities 15 day reduced fare pass: \$19.00 ▪ Seniors (65+) and people with disabilities 31 day pass: \$28.00	Metro Bakersfield	General public
GET-A-Lift	ADA complementary paratransit	GET-A-Lift offers a shared ride, curb-to-curb service which operates in the same areas and during the same days and hours as the fixed-route system. Paratransit trips are available for medical trips, shopping, and recreation. Hours: 6:30 a.m. – 7:30 p.m., daily Fares: ▪ Eligible passengers: \$3.00 one-way	Metro Bakersfield	ADA-eligible individuals with disabilities

Program Name/Operator	Service Type	Description	Service Area	Eligibility
GET On-Demand Assist	Low-cost transportation for older adults and individuals with a disability	On-Demand Assist provides transportation to medical appointments, senior activities, grocery shopping, and other essential trips. Trips can be scheduled up to 14 days in advance, but some same-day trips may be available depending on availability. Hours: 7 a.m. to 7 p.m., daily Fares: ▪ 1-3 miles: \$2 ▪ 3-5 miles: \$3 ▪ 5-7 miles: \$4 ▪ 7+ miles: \$5	Metro Bakersfield	Seniors (60+) and individuals with a disability
Kern River Valley Dial-A-Ride	Demand-response transportation	Kern River Valley Dial-A-Ride is operated by Kern Transit and open to all riders. Hours: 5:10 a.m. – 6:30 p.m., weekdays and 7:45 a.m. – 6:30 p.m. Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fares (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Onyx, Riverkern/Kernville North, Kelso Valley, Hillview Acres, Southlake, Mountain Mesa, Bodfish, Lake Isabella, Wofford Heights	General public
Rosamond Dial-A-Ride	Demand-response transportation	Rosamond Dial-A-Ride is operated by Kern Transit and open to all riders. Hours: 6:45 a.m. – 5:30 p.m., weekdays and Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fares (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Rosamond	General public
Tehachapi Dial-A-Ride	Demand-response transportation	The City of Tehachapi has a Dial-A-Ride service which is operated by Kern Transit. Dial-A-Ride is available to all riders on a first-come, first-served basis and requires a reservation. Hours: 6:00 a.m. – 7:00 p.m. on weekdays; 7:30 a.m. – 5:30 p.m. on Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fares (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Tehachapi	General public
Mojave Dial-A-Ride	Demand-response transportation	Mojave Dial-A-Ride is operated by Kern Transit and open to all riders. Hours: 6:30 a.m. – 6:00 p.m., weekdays and Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fares (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Mojave	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Lamont Dial-A-Ride	Demand-response transportation	Lamont Dial-A-Ride is operated by Kern Transit and open to all riders. Hours: 4:30 a.m. – 7:00 p.m. on weekdays; 5:30 a.m. – 7:00 p.m. on Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fare (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Lamont	General public
Frazier Park Dial-A-Ride	Demand-response transportation	Frazier Park Dial-A-Ride is operated by Kern Transit and open to all riders. Hours: 7:30 a.m. – 5:15 p.m., weekdays and Saturdays Fares: ▪ General fare: \$2.00 ▪ Reduced single-trip fare (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Reduced 31-day pass: \$22.50	Cuddy Valley, Pinon Pines, Gorman, Lake of the Woods, Lebec, Frazier Park	General public
Kern Transit	Fixed route	Kern Transit provides fixed-route intercity/regional transit service and Dial-A-Ride service. Kern Transit operates 12 fixed-route intercity services and six Dial-A-Ride services. Hours: Hours vary by route, Monday-Saturday Fares: ▪ Local Routes and Dial-A-Ride General Fare: \$2.00 ▪ Local Routes and Dial-A-Ride Reduced Fare (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.00 ▪ Intercommunity Routes General Fare: \$3.00 ▪ Intercommunity Routes Reduced Fare (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$1.50 ▪ Cross-County Routes General Fare: \$5.00 ▪ Cross-County Routes Reduced Fare (seniors 62+, people with disabilities with a Kern Transit Reduced Fare Card, and youth): \$2.50	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, Wofford Heights (connections with Metrolink in Lancaster)	General public
Bakersfield ARC	Demand-response transportation, Healthcare transportation, Travel training	Bakersfield ARC is a non-profit whose transportation programs include demand-response transportation for older adults and people with disabilities, non-emergency medical transportation, and travel training. Transportation can be provided to employment with an authorization from the Kern Regional Center. Bakersfield ARC also provides trips to and from jobsites. Hours: Services available Monday-Friday during program hours Fares: Free (funded through a Caltrans 5310 grant)	Kern County	Individual must be a Kern Regional Center client
Delano Association for the Developmentally Disabled	Demand-response transportation	The Delano Association for the Developmentally Disabled provides specialized morning pick-up and afternoon delivery service approximately. DADD also provides transportation throughout Delano and the San Joaquin Valley for employment, doctors appointments, and other trips. The service is funded through FTA 5310 funds. <i>Fares and service hours not publicly available.</i>	San Joaquin Valley	Clients of the Department of Developmental Services and the regional center system for people with developmental disabilities

Program Name/Operator	Service Type	Description	Service Area	Eligibility
New Advances for People with Disabilities (NAPD)	Transportation to and from programming	NAPD provides services to adults with intellectual and developmental disabilities, including daily transportation to outings for clients in the service area. <i>Fares and service hours not publicly available.</i>	Bakersfield, Delano, Wasco, Shafter, Buttonwillow, Taft, Lamont, Arvin, Tehachapi, and Bear Valley	Clients in service area
The ARC of Taft	Demand-response transportation, Healthcare transportation	The ARC provides transportation to and from the Day Program and for various options like community-based trips, doctors' appointments in Bakersfield, Special Olympics, community-based employment, and social events on the weekends. The ARC has two 22-passenger wheelchair accessible buses, a six-passenger minivan, and a pick-up truck. <i>Fares and service hours not publicly available.</i>	Taft, Valley Acres, Derby Acres, Fellows, Cuyama, Maricopa, Buttonwillow, and other small communities	Clients in service area
East Kern Family Resource Center	Transportation to and from programming	The East Kern Family Resource Center is a regional center based in Mojave that provides service to Tehachapi and other eastern Kern communities. The center provides case management, emergency resources, and financial support to low-income families with children at risk of abuse and neglect, and families unprepared to enter kindergarten. <i>Fares and service hours not publicly available.</i>	Eastern Kern County, Mojave, Tehachapi	Families must be referred
Kern Adult Program	Transportation to and from programming	Kern Adult Program offers adult day care services to provide support for older adults in Kern County. Kern Adult Program offers transportation service to and from their programming. <i>Fares and service hours not publicly available.</i>	Kern County	Older adults (59+)
Kern Family Health Care	Healthcare transportation	Kern Family Health Care center offers complimentary non-emergency medical transportation (NEMT) services and non-medical transportation services to KFHC members. Hours: Monday-Friday 7:00 a.m. – 6:00 p.m. Fares: Free	Countywide subject to eligibility	Kern Family Health Care members who cannot use traditional transportation; and/or must be transported in a wheelchair; and/or need special safety equipment that a car or bus does not have
Executive Medical Transportation	Healthcare transportation and demand-response transportation	Executive Medical Transportation provides wheelchair-accessible or stretcher door-to-door van service throughout Kern County. This service can be used for hospital discharge, weekly recurring appointments like dialysis, doctor's appointments, facility transfers, social gatherings and events, and airport transport. Hours: 24-hours, daily Fares: Varies based on distance	Countywide and regional subject to service availability	General public
Link Medical Transport	Healthcare transportation	Link Medical Transport offers door-to-door NEMT transport to and from appointments such as dialysis, physical therapy, doctor appointments, and more. Costs are covered by insurance or by the rider. For riders paying, veterans and seniors over 55 can receive a 15% discount on transportation. For riders paying for transportation, riders can schedule transportation to private events that are not medically related. <i>Fares and service hours not publicly available.</i>	Countywide, subject to service availability	General public, specialization in wheelchair-accessible transportation

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Valley Medical Transport	Healthcare transportation	Valley Medical Transport provides non-emergency medical transportation for wheelchair, ambulatory and gurney patients across Kern County. Valley Medical Transport is also available for transportation to private events. Hours: 8:30 a.m. – 5 p.m., daily Fares: Varies based on trip	Kern County	General public, specialization in wheelchair-accessible transportation
In Rhythm Non-Emergency Medical Transportation, Inc	Healthcare transportation	In Rhythm NEMT offers ambulatory stretcher and wheelchair transportation throughout Bakersfield and Kern County. <i>Fares and service hours not publicly available.</i>	Kern County	General public
CSE Medical Transportation	Healthcare transportation	CSE Medical Transportation offers wheelchair transport, stretcher transport, basic life support, and bariatric transport options. <i>Fares and service hours not publicly available.</i>	Kern County	General public
Emerald Medical Transportation	Healthcare transportation	Emerald Medical Transportation provides 24-hour, on-call ambulatory, wheelchair and gurney transport to medical appointments, dialysis centers, hospital admissions and discharges, adult daycare centers, chemotherapy, acute care facilities, pharmacies/medication pick up, outpatient physical therapy, and day trips. <i>Fares and service hours not publicly available.</i>	Kern County	General public
Pine Medical Transport	Healthcare transportation	Pine Medical Transport provides wheelchair transportation, NEMT, and long-distance medical transportation in Kern County. Hours: 9:00 a.m. – 5:00 p.m., daily Fares: Varies	Kern County	General public
American Cancer Society Road to Recovery	Healthcare transportation	American Cancer Society’s Road to Recovery program provides free ground transportation to and from cancer-related medical appointments for people with cancer who do not have a ride to and from medical appointments. <i>Hours based on availability.</i>	Kern County	For people with cancer who do not have a ride to and from medical appointments
101 NS Med Transport Services	Healthcare transportation	101 NS Med Transport Services provides accessible NEMT transportation. Specific services include wheelchair transportation, gurney transportation, sporting event standby support, long distance ambulance transportation services, bariatric patient transport, stair chair services, and other medical transportation. <i>Fares and service hours not publicly available.</i>	Kern County	General public
Adelante Health Transportation Systems LLC	Healthcare transportation	Adelante Health Transportation Systems offers NEMT services to Bakersfield and Wasco. Hours: 3:30 a.m. – 8:00 p.m. on weekdays; 5:00 a.m. – 2:00 p.m. on Saturdays Fares: Varies	Bakersfield and Wasco	General public
NMT Transport	Healthcare transportation	NMT Transport provides NEMT transportation throughout Kern County. This service provides transportation to medical appointments for people who do not have another transportation option. These rides are not wheelchair accessible. <i>Fares and service hours not publicly available.</i>	Bakersfield	General public

Program Name/Operator	Service Type	Description	Service Area	Eligibility
Ridgecrest Medical Transportation	Healthcare transportation	Ridgecrest Medical Transportation provides NEMT services in Ridgecrest and surrounding areas. Ridgecrest provides service for most medical/doctor appointments, as well as transportation to treatments like methadone clinics or blood transfusions. Vehicles are not wheelchair accessible. Hours: 7:00 a.m. – 5:00 p.m. on weekdays; 10:00 a.m. – 5:00 p.m. on Saturdays Fares: Varies	Ridgecrest	General public