

# Coordinated Human Services Transportation Plan

## Final Plan



**Nelson|Nygaard**  
consulting associates

in association with:





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## Chapter 1. Introduction/Background

On August 10, 2005, President Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, commonly referred to as SAFETEA-LU. SAFETEA-LU authorized the provision of \$286.4 billion in guaranteed funding for federal surface transportation programs through Fiscal Year 2009, including \$52.6 billion for federal transit programs.

Starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU—the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310)—are required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a “unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”<sup>1</sup>

The three funding programs focus on the needs of transportation disadvantaged persons, or those with special transportation needs that cannot be met through traditional services (access to automobile or public transportation, such as fixed-route buses). This Coordinated Human Services Transportation Plan has been developed under the auspices of the Kern Council of Governments (Kern COG), which serves all of Kern County, including incorporated and unincorporated areas. Each of the County’s public transit providers and numerous human service agencies have participated in the development of the plan.

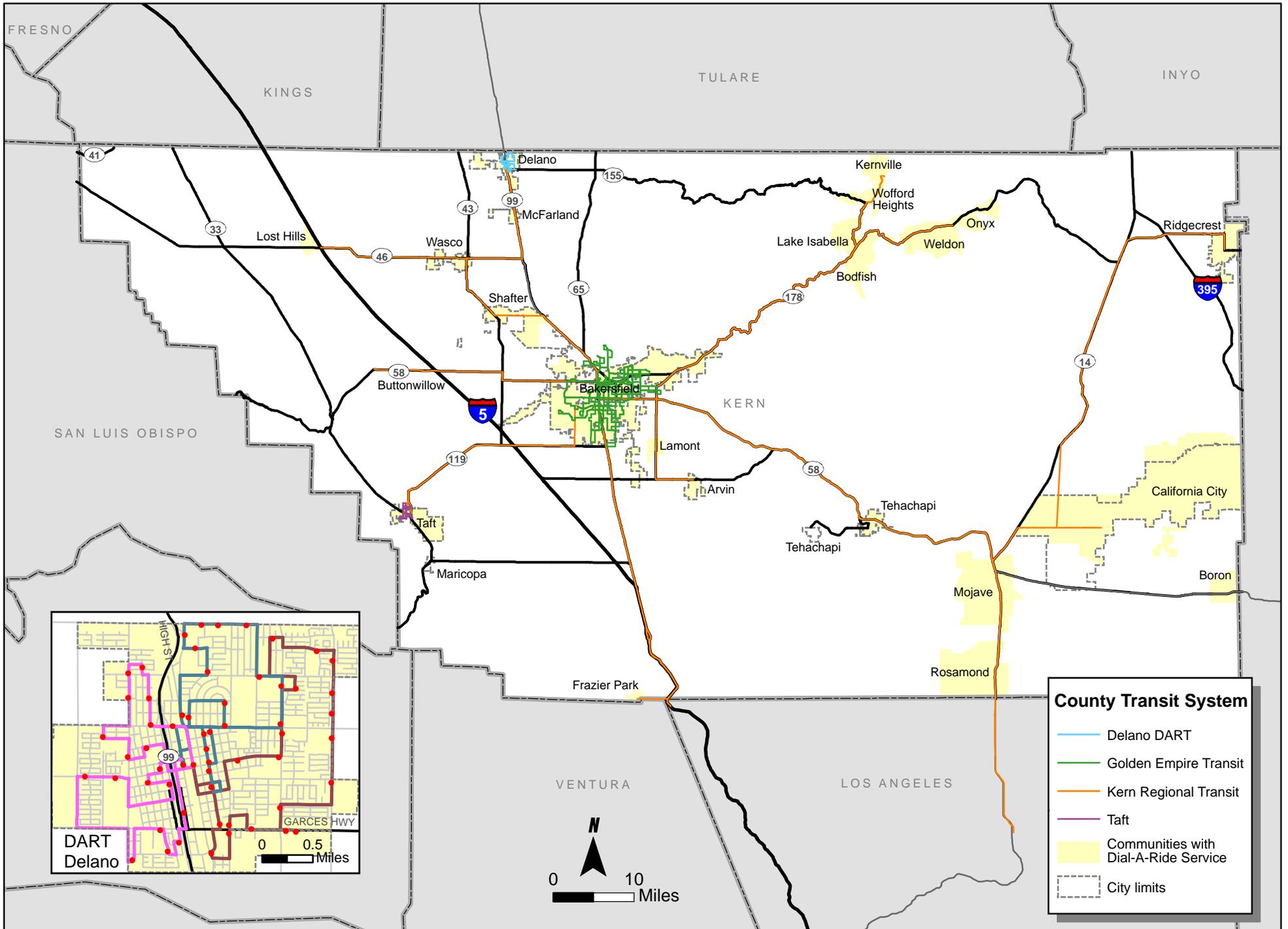
Figure 1-1 is a map of the region, showing cities, highway and public transit routes.

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1 Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)

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**Figure 1-1 Kern County, California**





## Project Goals

The overarching goal of this planning effort is to respond to the requirements of SAFETEA-LU for the completion of a locally developed, coordinated public transit-human services transportation plan.

An additional goal is to provide an opportunity for a diverse range of stakeholders with a common interest in human services transportation to collaborate and optimize delivery of transportation services to these targeted populations. Specifically, the stakeholders have been called upon to identify service gaps and/or barriers, identify solutions most appropriate to meet transportation needs based on local circumstances, and prioritize these solutions for inclusion in the plan.

Stakeholder outreach and participation has made a fundamental contribution to this plan, as required by federal guidance issued by FTA. Input was provided by stakeholders through a comprehensive outreach process and has been incorporated into the plan as described in Chapter 6: Stakeholder Participation and Public Outreach.

## Federal and State Roles in Promoting Human Service Transportation Coordination

The requirements of SAFETEA-LU build on previous federal initiatives intended to enhance social service transportation coordination. Among these are:

**Presidential Executive Order:** In February 2004, President Bush signed Executive Order 13330 establishing an Interagency Transportation Coordinating Council on Access and Mobility. The purpose of the Council is to coordinate 62 different Federal programs across nine federal departments that provide funding to be used in support of human services transportation. Specifically, the Executive Order required the participating departments to develop a report to the President that identifies the most useful federal, state, tribal and local practices in coordinating transportation service; identifies the substantive and procedural requirements of duplicative federal laws and regulations, or restrict efficient transportation operation; and provides individual departmental reports on the progress being made in simplifying access to transportation, producing cost effective service within existing resources, and reducing duplication. Executive Order 13330 may be found at [www.whitehouse.gov/news/releases/2004/02/20040224-9.html](http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html)

**A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on the United We Ride's website: [http://www.unitedweride.gov/1\\_81\\_ENG\\_HTML.htm](http://www.unitedweride.gov/1_81_ENG_HTML.htm)

## Medicaid Transportation Initiatives

**Transit Passes:** Federal regulations require that Medicaid-eligible persons who need transportation for non-emergency medical care be provided transportation. For many people, the most cost-effective way to provide this transportation is with public transit. Medicaid rules now provide for the purchase of a monthly bus pass as an allowable Medicaid program expense.

**Medicaid brokerages:** Some states provide transportation services for Medicaid eligible persons through a brokerage arrangement. Typically, the broker will confirm the passenger's eligibility status, arrange for the trip through an appropriate vendor, and manage the fiscal oversight for the program.

**Previous research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.<sup>2</sup> Incentives to coordinate human services transportation programs are defined and elaborated upon in these documents. Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies.

## Key Findings

Following is a summary of key findings from the existing conditions analysis and needs assessment.

### Transportation Services – Public Transit and Social Service Providers

Kern County has a wealth of transportation services, especially given the diverse geography and rural nature of most of the county. Many of the fundamental needs for local and regional transportation appear to be accommodated well, through a combination of services provided by both public transit agencies and social service providers.

The City of Bakersfield has a comprehensive public transit system supplemented by a variety of specialized transportation services provided by various social service organizations. Smaller cities and communities have a range of local public transit services, also supplemented by transportation services provided by social service organizations. Fares for public transit are generally quite low, with discounts available for seniors, people with disabilities, and youth.

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<sup>2</sup> Examples include United States General Accounting Office (GAO) reports to Congress titled, *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist* (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information* (August 2004).

Kern Regional Transit (KRT) provides intercity public transit connecting most communities of Kern County, as well as connecting to inter-regional transit services such as Amtrak and Greyhound. Transfers between KRT and local systems appear to be accommodated well in most circumstances, for passengers to be able to reach their final destination.

A thorough review of transportation services available in Kern County is provided as Chapters 4 and 5 in this report. Chapter 4 is a review of public transit services and Chapter 5 is a review of transportation services offered by social service organizations.

## **Key Destinations and Origins**

Bakersfield is a primary destination for many people traveling in Kern County, with residents coming in most often from smaller communities and rural areas for services and amenities available in central Bakersfield. Eastern Kern is significantly isolated from Bakersfield, however, with Ridgecrest being a primary local destination, as well as cities in Los Angeles County to the south, for residents of southeastern Kern County.

Locally, many residents live in lower-density outlying areas and need to travel toward the center of cities for medical services, work, school, shopping or to run errands. Some trips are made daily, whereas others are made weekly or less often.

## **Gaps and Unmet Needs**

Though Kern County overall has a well developed network of transportation services provided by public agencies and social service organizations, stakeholders identified several key gaps and unmet needs, especially for people who are dependent on transportation services. A thorough review of Gaps and Unmet Needs is included in Chapter 8 of this report.

- The low densities of both rural and newer urban development are very difficult to support with transportation services, with increased travel distance and time, increased distances between stops, and limited frequencies of service. The location of certain key destinations, such as medical facilities and shopping centers in outlying areas, makes them particularly difficult to reach via public transit or other transportation services. Newly established senior residential communities are especially difficult to serve with transit, because they are often gated, very low-density, and located particularly far from important destinations for seniors. Many rural roads remain unpaved, with transit vehicles either unable to travel on them or experiencing increased maintenance costs because of the wear-and-tear caused by driving on these roads.
- Service hours and days for some public transit services, as well as scheduling of rides, are often not well coordinated with the scheduling of medical appointments and classes at schools and colleges. Though funding to expand service is limited, instances where it is now provided earlier or later in the day, or on weekends, have proved popular with riders.

- The policies for dial-a-ride services vary between communities, with some not offering subscription or other reservation services, and others not able to support unanticipated last-minute travel needs. Some smaller communities struggle with severe funding limitations, being forced to deny a significant number of trips. Some days they are not able to provide any service because of staffing shortages.
- Though KRT provides a robust regional transit service, and generally is able to coordinate transfers with local systems, the overall network of services in Kern County can be difficult to understand and navigate. Each public transit provider has its own fare structure and eligibility policies for discounted fares. The fare structure and eligibility policies vary between some KRT routes, even.
- KRT and some other agencies have individual websites and information lines, but no centralized phone number or other source of information exists to comprehensively provide information about all public transit services in Kern County.<sup>3</sup> Availability of information in Spanish is especially limited, though it should be noted that KRT and some other agencies do have telephone operators available who speak Spanish.
- Quite a few social service providers in Kern County provide some form of transportation to their clients. Many of these services are targeted toward people with specific needs, but some appear to provide services that may overlap with services offered by other social service providers, as well as public transit agencies. Given the limited resources of all these organizations, opportunities may exist to reduce the costs they incur to provide transportation services, while still maintaining or even improving overall quality of service.

## Action Plan – Solutions and Strategies

Realistic and feasible opportunities exist to improve transportation services in Kern County. In addition to potential additional Federal and State funding sources directed towards seniors, people with disabilities, and low-income populations, other strategies promise to improve and potentially expand services by increasing the effectiveness of existing funding. The following solutions and strategies are discussed in detail in Chapter 9 of this plan:

1. Increased and more frequent communication and collaboration between public agencies, human service providers, and representatives of key trip destinations (medical centers, schools, community and shopping centers, etc.);
2. Increased provision of information about transportation services, available from a centralized source and in multiple media formats and languages; marketing strategies to increase the visibility and attractiveness of the variety of transportation services available in Kern County;
3. Increased cost efficiencies for operations, administration, and capital expenditures for transportation services;

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<sup>3</sup> Notably, KRT's telephone information service can provide a significant amount of information about other public transit services in Kern County.

4. Identification and elimination of duplications in service, to ensure specialized services are dedicated to the most needy individuals and populations;
5. Identification and pursuit of new funding sources, including increased Federal and State funding, as well as alternative funding sources;
6. Integration of transportation and land use planning to re-create cities as communities more accessible for pedestrians and better supported by transit.



## Chapter 2. Project Methodology

The Kern County Coordinated Human Services Transportation Plan represents collaboration between Kern COG, local and regional transit agencies and a diverse group of human service providers located throughout the County. It includes an analysis of existing conditions, an assessment of transportation needs in Kern County, and examination of potential solutions and strategies to improve transportation services, including barriers to implementation and opportunities to overcome them.

This chapter summarizes the work plan and methodologies used to prepare the Plan. Figure 2-1 provides a flowchart and timeline of the plan process.

### Existing Conditions Analysis and Needs Assessment

The initial step in this planning effort was an analysis of existing conditions in Kern County, including a demographic analysis and a detailed review of public transit and other transportation services. Recent planning and coordination efforts were also reviewed.

This step established a framework to better understand the local characteristics of the study area, with a focus on three population groups who are most dependent on human services transportation: low income populations, persons with disabilities, and older adults.

An assessment of the transportation needs in these communities is presented in Chapter 8 of this report, along with a description of the services that are currently available to meet those needs. Chapter 8 concludes with a review of “gaps” where existing services do not fully meet mobility needs in the County. This analysis was informed by a comprehensive stakeholder interview and public outreach process, described below.

### Public Outreach

Communication and collaboration with local stakeholders is critical to the development of an effective coordination plan. Public outreach is also a specific requirement under SAFETEA-LU enabling legislation. Public outreach for the development of this plan included face-to-face meetings with key stakeholders, as well as conversations via telephone and email, to gather information and feedback and to explore opportunities for coordination.

Stakeholders were asked about the transportation needs of their clients, the extent to which existing services meet these needs, and strategies they thought could address unmet needs. Opportunities for collaboration and coordination between transportation and human service providers were a primary focus of discussion during outreach activities.

Chapter 7 provides a detailed description of the public outreach process. It includes a list of key stakeholders and a summary of their input, including priority issues and potential solutions that they identified. The questionnaire used as a guide for stakeholder interviews is included in Appendix B. Stakeholder outreach, in combination with the existing conditions analysis, is the foundation for the Needs Assessment provided in Chapter 8 and the solutions and strategies for improvement provided in Chapter 9.

## Inventory

A comprehensive inventory of transportation providers has been developed for this plan, including public transit services and transportation services provided by human service providers. The inventory is divided into two sections – primary transportation providers, and human service providers who also provide transportation services.

The inventory includes each agency's or organization's name, address and contact information; the services they provide; the clientele they serve; and how many people they serve. Specific information is also provided regarding their transportation services, including eligibility requirements for the service, how clients use or make reservations to use the service, fees or fares charged for the service, eligibility for transportation funding sources and whether they receive funds from these sources. Further information is then provided regarding their vehicle fleet, employee or volunteer staff dedicated to transportation, and any significant changes to these services anticipated in the near future.

The inventory of transportation services in Kern County includes all major and most minor transportation services, but it should be noted that particularly small-scale operations, such as vans operated by smaller churches, were not all able to be identified for inclusion in the inventory. Furthermore, some data for the inventory was not available or able to be obtained from all providers.

## Opportunities for Coordination

Through the outreach and inventory process, the consultant team worked with stakeholders to identify opportunities for coordination of transportation services, including an assessment of costs and benefits, funding needs, and near- and long-term viability. The study also identified barriers to implementation and identified ways these barriers could be overcome.

The final coordination plan was developed based on the existing conditions analysis, needs assessment, public outreach, and analysis of opportunities for coordination. The plan focuses on strategies that provide solutions to high-priority transportation needs of targeted populations. It identifies strategies that are expected to be competitive for funding and realistically able to be implemented. Strategies included in the plan that can be more readily implemented in the near-term will help build momentum toward other included strategies that may take longer, or require more effort, to implement.

## Chapter 3. Demographic Profile

### Study Area Description and Demographic Summary

Kern County is located in the southern Central Valley of California, approximately 110 miles north of Los Angeles. At 8,200 square miles, Kern County is the third largest county in California. Western Kern County is located in the San Joaquin Valley with its prime agricultural land. The western edge of the County includes the eastern slopes of the Temblor Range, part of the Coastal Ranges. To the south, the county extends over the ridge of the Tehachapi Mountains. To the east, Kern County extends beyond the southern reach of the Eastern Sierra Nevada range into the Mojave Desert. Within this extremely varied topography are a wide variety of commercial activities, including oil and gas production, mining, agriculture, and two military installations.

#### **Population**

As of the 2000 Census, Kern County has a recorded population of over 660,000, with eleven incorporated cities and a significant proportion of the population living in unincorporated communities and rural areas. The largest city is Bakersfield, with a population of over 250,000 people comprising 37% of the County's population. Other cities have much smaller populations: the second largest city, Delano, comprises just 6% of the population and the third largest city, Ridgecrest, comprises 4% of the population.

As of the 2000 Census, about 9% of Kern County residents were seniors over age 65, less than the statewide average. Kern County had a somewhat higher proportion of people with disabilities and residents living below the federal poverty level than statewide averages. Figure 3-1 shows the basic population characteristics for Kern County, its four largest cities and the State of California.

In 2005, a limited number of population characteristics were updated through the 2005 American Community Survey (2005 ACS). The relevant information derived from that survey is shown in Figure 3-2. The ACS shows a substantial increase in population over the five years since the completion of the Census. The updated data appears to show reduction in the percent of the population with a disability. This is primarily attributable to a change in the methodology used by the U.S. Bureau of the Census to determine disability. Though the newer methodology is expected to be more accurate, sufficient data has not yet been collected to examine disability rates except at the county level or for larger cities such as Bakersfield.

**Figure 3-1 Basic Population Characteristics (2000)**

Area	Total Population	Percent of County Population	Percent Aged 65+	Percent with Disability*	Percent below poverty level
California	33,871,648	n/a	12%	19%	14%
Kern County	661,645	n/a	9%	23%	21%
Bakersfield	247,057	37%	9%	20%	18%
Delano	38,824	6%	8%	24%	28%
Ridgecrest	24,927	4%	11%	20%	12%
Wasco	21,263	3%	5%	22%	28%

\* Disability data does not include institutionalized population

Source: U.S. Census 2000

**Figure 3-2 Basic Population Characteristics (2005)**

Area	Total Population	Percent Aged 65+	Percent with Disability*	Percent with Disability, 65+*	Percent below poverty level
California	35,278,768	10%	13%	5%	13%
Kern County	724,206	9%	15%	5%	21%
Bakersfield	286,316	9%	15%	5%	18%

\* Disability data does not include institutionalized population

Sources: U.S. Census Bureau; 2005 American Community Survey

Although Kern County currently accounts for only 2% of the total population of California, it is one of California’s fastest-growing counties, with 18% growth between 2000 and 2006.<sup>1</sup> Housing growth in Kern County has been concentrated in metropolitan Bakersfield, which grew 26% during that same time period. Delano and Wasco experienced extraordinary population growth between 1990 and 2000, but this is primarily because of prison construction. (The decrease in population in Ridgecrest during the 1990s was caused by a cutback in employment at the China Lake Naval Weapons Center).

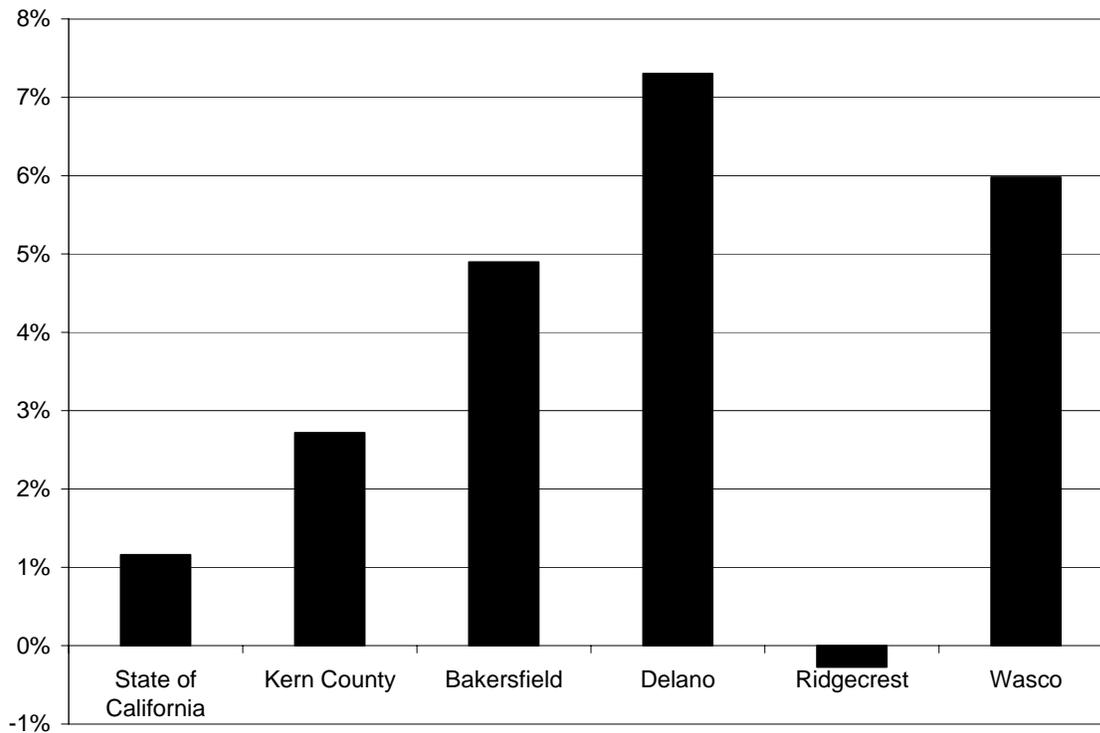
<sup>1</sup> Kern Council of Governments, Destination 2030 Regional Transportation Plan (2004)

**Figure 3-3 Population growth, 1990 to 2006**

Location	1990	% Change	2000	% Change	2006
California	29,760,021	14%	33,871,648	4%	35,278,768
Kern County	543,477	22%	661,645	18%	779,869
Bakersfield	174,820	41%	247,057	26%	311,824
Delano	22,762	71%	38,824	4%	49,359
Ridgecrest	27,725	-10%	24,927	1%	26,515
Wasco	12,412	71%	21,263	1%	24,288

Sources: U.S. Census 2000; 2006 estimate from California State Department of Finance

**Figure 3-4 Percent Population Growth, Kern County and Largest Cities, 1990 - 2006**



Sources: U.S. Census 2000; 2006 estimate from California State Department of Finance

As the map on page 3-12 (Figure 3-13) shows, most of Kern County is sparsely populated, with concentrations in several communities and especially the City of Bakersfield.

## Projected Future Growth

The population is expected to grow steadily in Kern County through 2030. In addition to the projected growth indicated on Figure 3-5, Ridgecrest is expected to gain approximately 2500 new jobs and 3,000 – 4,000 new residents by 2010, because of Base Realignment and Closure (BRAC) plans.<sup>2</sup>

**Figure 3-5 Projected Growth For Kern County, 2006 to 2030**

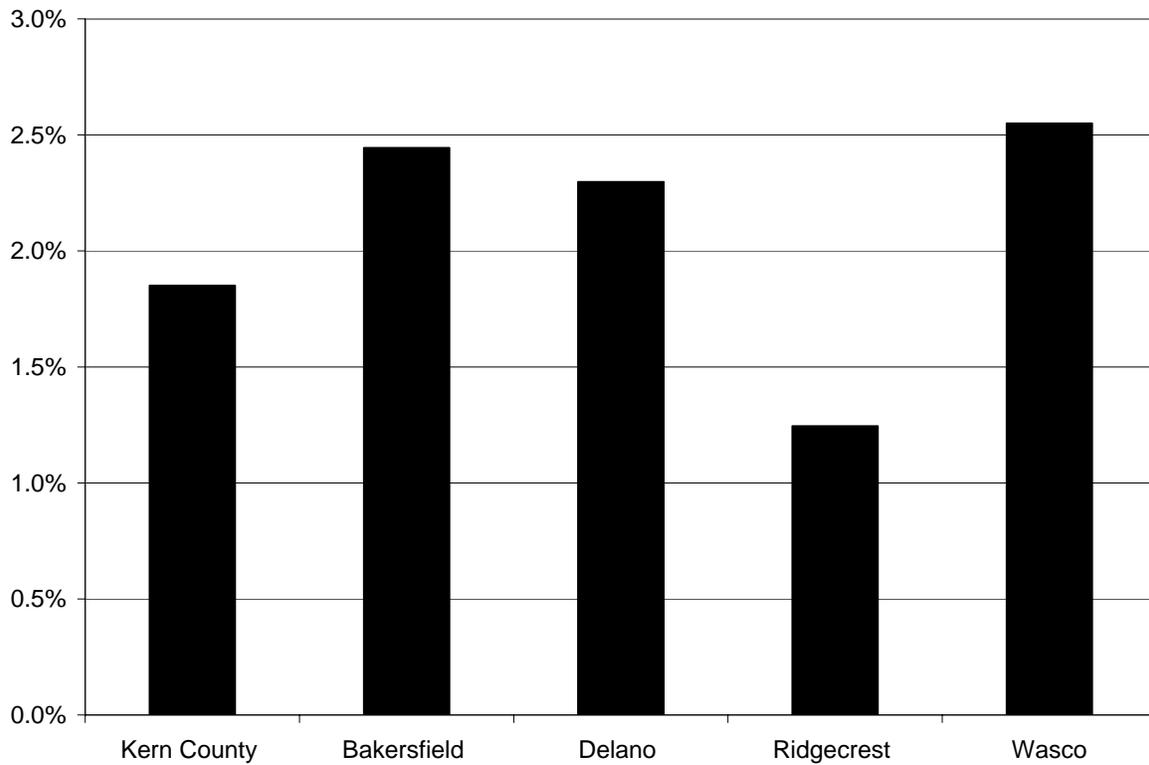
	2006	Percent Change 2006 - 2010	2010	Percent Change 2010 - 2020	2020	Percent Change 2020 - 2030	2030
<b>Kern County</b>	<b>779,869</b>	<b>8%</b>	<b>845,600</b>	<b>20%</b>	<b>1,010,800</b>	<b>20%</b>	<b>1,208,200</b>
Bakersfield	311,824	10%	342,700	27%	433,800	27%	549,100
Delano	49,359	9%	54,000	25%	67,500	25%	84,300
Ridgecrest	26,515	5%	27,900	14%	31,800	14%	36,200
Wasco	24,288	10%	26,800	28%	34,200	27%	43,600

Sources: 2006 estimate from California State Department of Finance; 2010-2030 estimate based on Kern Council of Governments' April 2005 Adopted Regional Growth Forecast by Regional Statistical Area (RSA); City trends subject to periodic annexation and de-annexation activity.

As shown on Figure 3-6, trends for population growth are expected to continue, especially in Wasco, Delano and south of Bakersfield along Route 5. Some increase in population density is expected southwest of Tehachapi city limits.

<sup>2</sup> Source: [www.defenselink.mil/brac/](http://www.defenselink.mil/brac/)

**Figure 3-6 Annual Projected Population Growth, Kern County (2006)**



Sources: 2006 estimate from California State Department of Finance; 2010-2030 estimate based on Kern Council of Governments' April 2005 Adopted Regional Growth Forecast by Regional Statistical Area (RSA); City trends subject to periodic annexation and de-annexation activity.

## Prison Population in Kern County

Kern County is home to a significant prison population, which can affect demographic analysis. The 2000 Census reports an institutionalized population of close to 30,000 in Kern County.<sup>3</sup> This represents 4.5% of the total population of Kern County. However, as shown on Figure 3-7, the prison population comprises a much higher proportion of the population in several communities in Kern County. Though inmates do not have transportation needs themselves, prisons do create significant transportation demand for employees and visitors to incarcerated individuals. This demand can be difficult to serve with public transit, however – prisons are often located in outlying areas and have work shifts outside of regular business hours.

**Figure 3-7 State and Federal Prison Population in Kern County**

Prison	Address	Total Inmates	Percent of total town population
Kern Valley State Prison	3000 West Cecil Ave, Delano	4,791	10%
North Kern State Prison	2737 West Cecil Ave, Delano	5,403	11%
Wasco State Prison & Reception Center	701 Scofield Avenue, Wasco	6,195	26%
California Correctional Institution	24900 Highway 202, Tehachapi	5,907	16%
Total State Prison Population in Kern County		22,296	n/a
Seven Community Corrections Facilities, with up to 500 state prisoners each.		up to 3,500	n/a
Taft Federal Correctional Institution	1500 Cadet Road, Taft	2000-2500	31% - 39%

Source: California Department of Corrections and Rehabilitation; The Geo Group Inc.

The US Census counts prison populations as “group quarters”; group quarters also include nursing homes, college dormitories, convents, and similar places. Data for this population is included in some statistics, but not others, as described below:

- The group quarters population is counted in the general population numbers, which affects the population figure, percentage of county population per city, and population of those over 65.
- Disability: disability data do not include the group quarter population.
- Some statistics for people over 65 years of age do not include the group quarters population. However, fewer than 700 inmates in Kern County are over 65, making this population insignificant for purposes of determining the senior population.
- Income: The group quarters population is not included in household income, family income, or non-family income statistics, but is included in estimates of per capita income.

<sup>3</sup> **Institutionalized population** - People under formally authorized, supervised care or custody in institutions at the time of enumeration. Generally, restricted to the institution, under the care or supervision of trained staff, and classified as "patients" or "inmates." (Source: US Bureau of the Census).

## Employment, Industry and Economy

### Employment

The employment base in Kern County is primarily in military, government, agriculture, and energy-based industries. The largest employer in Kern County is Edwards Air Force Base, with approximately 11,500 employees, followed by the County of Kern, with over 7,000 employees.

The unemployment rate in Kern County was 8.8 percent in February 2007, and has remained relatively constant over the past year. This is somewhat higher than the reported February 2007 unemployment rate of 5.2 percent for California and 4.9 percent for the United States, but lower than recent employment rates of over 10% in Kern County.<sup>4</sup>

Kern consistently ranks among the five most productive agricultural counties in the United States and is one of the nation's leading mining, energy, and petroleum-producing counties.<sup>5</sup> Agriculture and food processing are both prominent industries in Kern County. Access to highway and rail infrastructure, location and availability of land in Kern County supports several large distribution centers, including the Tejon Industrial Complex, employing nearly 1,000 workers at the IKEA and Oneida distribution centers; the 700-acre International Trade and Transportation Center housing a 1.7 million-square-foot Target distribution center in Shafter; and a new FedEx warehouse in Bakersfield. Non-agricultural employment growth is expected to remain strong in the near future.<sup>6</sup>

### Figure 3-8 Largest Employers in Kern County

Company	Category	City	# of Employees
Edwards Air Force Base	Government	Edwards	11,500
County of Kern	Government	Bakersfield	7,475
China Lake Naval Weapons Center	Government	China Lake	5,000
Grimmway Farms	Agriculture	Bakersfield	2,500
Wm. Bolthouse Farms	Agriculture	Bakersfield	2,000

Source: Greater Bakersfield Chamber of Commerce

<sup>4</sup> California Employment Development Department, *Bakersfield Metropolitan Statistical Area, March 23, 2007*

<sup>5</sup> California Employment Development Department, Labor Market Information

<sup>6</sup> California Employment Development Department, Industry Employment Projections 2002-2012, Bakersfield Metropolitan Statistical Area (Kern County)

## Income Status

The median household income in Kern County in 1999 was \$35,446, almost 25% less than the median household income of \$47,493 for California as a whole. Within Kern County, 21% of individuals live below the federally-defined poverty level, compared with 14% of individuals in California. This statistic, which includes the institutionalized population, may be distorted somewhat by Kern County's high prison population, especially in the cities of Delano and Wasco.

Figure 3-9 compares the income status of Kern County, its larger cities, and the State of California. Figure 3-20 is a map showing the variation of median income throughout Kern County. The median income is higher in Ridgecrest (because of the employment provided at China Lake Naval Weapons Center), and in some parts of the Bakersfield metropolitan area. People in other portions of Bakersfield, however, have particularly low income, as do many rural communities, including Delano, McFarland, Taft, Mojave, California City, and the greater Kern River Valley (surrounding Lake Isabella).

### Figure 3-9 Income Status, Census 2000, Kern County and Largest Cities

	Median Household Income	% of Individuals below poverty level
California	\$47,493	14%
Kern County	\$35,446	17%
Bakersfield	\$39,982	18%
Delano	\$28,143	28%
Ridgecrest	\$44,971	12%
Wasco	\$28,997	28%

Source: US Census 2000

## Transportation Disadvantaged Populations: Seniors, People with Disabilities, and Low Income Households

A key focus of the Coordinated Human Services Transportation Plan is to improve transportation for transit-dependent populations – seniors, people with disabilities, youth, and people with lower incomes. People in these groups tend to have less access to an automobile as their primary mode of transportation. Transportation needs for individuals who are transit dependent can be especially acute in rural areas with limited local services and low population densities that are not easily served by public transit. The following section examines these population groups in Kern County.

### Seniors

Kern County has a somewhat lower proportion of seniors (9 percent) than the State of California (11 percent) or the United States.<sup>7</sup> Many seniors in Kern County live in the larger cities of Bakersfield, Delano, Wasco, Shafter and Ridgecrest; a large concentration of seniors also live in and around Lake Isabella, as shown on page 3-21 (Figure 3-22).

### Access to a Vehicle

Overall, 10% of households in Kern County do not have access to a vehicle. Some areas of Bakersfield have an especially high percentage of households without access to a vehicle, as shown on Figure 3-23. Throughout Kern County, a significantly greater percentage of households where the head of household is over 65 years of age do not have access to a vehicle, as indicated on Figure 3-10.

**Figure 3-10 Households with No Vehicle Available**

	All Households	Head of Household Over 65
California	10%	17%
Kern County	10%	15%
Bakersfield	10%	15%
Delano	15%	21%
Ridgecrest	8%	11%
Wasco	13%	17%

Source: US Census 2000

<sup>7</sup> Source: U.S. Census Bureau, 2005 American Community Survey

## Disabilities

The definition of “disability” varies; for this project, information cited is consistent with definitions reported in the 2000 Census. The 2000 Census included two questions with a total of six subparts with which to identify people with disabilities.<sup>8</sup> It should be noted that this definition differs from that used to determine eligibility for paratransit services required by the Americans with Disabilities Act (ADA). To qualify for ADA paratransit services, an individual’s disability must prevent him or her from independently being able to use the fixed-route transit service, even if the vehicle itself is accessible to persons with disabilities (i.e., lift- or ramp-equipped.)

Twenty-two percent of the population in Kern County had a disability according to the 2000 US Census, compared to 19% in California overall. As shown on Figure 3-11, of the larger cities in Kern, Delano has the highest percentage of residents with a disability. Figure 3-24 shows the variation throughout Kern County in proportions of the population who have a disability.

**Figure 3-11 Persons Reporting a Disability**

	Percent with Disability
California	19%
Kern County	23%
Bakersfield	20%
Delano	24%
Ridgecrest	20%
Wasco	22%

Source: US Census 2000

As previously noted, seniors often are in particular need of transportation assistance. This need is compounded for those seniors who are also people with disabilities and/or low-income, to make medical appointments, go shopping, visit family and friends, etc.

<sup>8</sup> These questions were: 16. Does this person have any of the following long-lasting conditions: (a) Blindness, deafness, or a severe vision or hearing impairment? (b) A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying? 17. Because of a physical, mental, or emotional condition lasting 6 months or more, does this person have any difficulty in doing any of the following activities: (a) Learning, remembering, or concentrating? (b) Dressing, bathing, or getting around inside the home? (c) (Answer if this person is 16 years old or over.) Going outside the home alone to shop or visit a doctor's office? (d) (Answer if this person is 16 years old or over.) Working at a job or business?

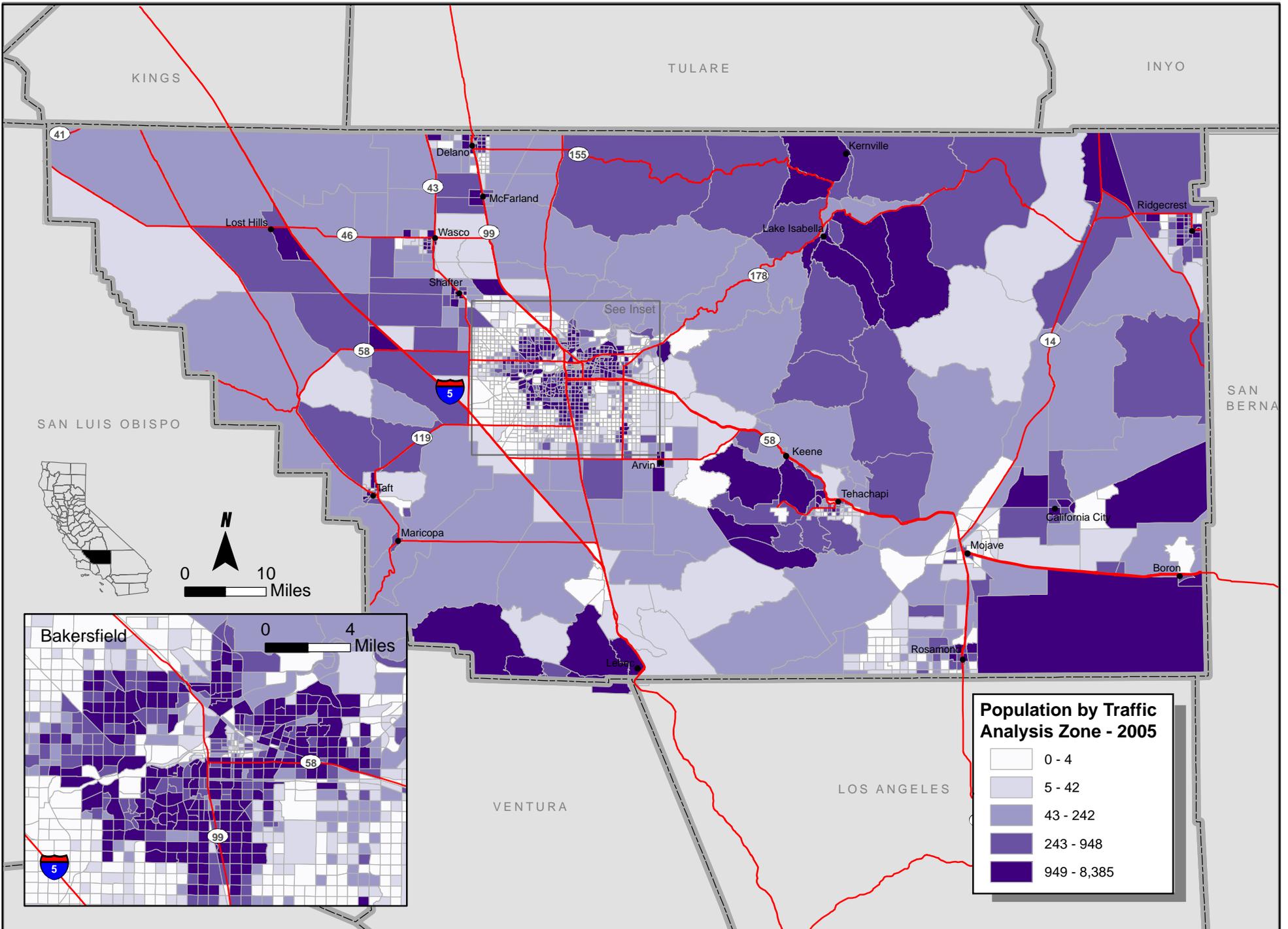
**Figure 3-12 Disability and Income Status of Seniors**

	California		Kern County		Bakersfield	
	Number	Percent	Number	Percent	Number	Percent
<i>2005 Census data</i>						
Total population	35,278,768	n/a	716,693	n/a	284,523	n/a
Individuals with disabilities	4,122,404	13%	101,991	16%	37,701	15%
Seniors (65+)	3,701,104	10%	64,750	10%	25,852	10%
Seniors with disabilities	887,676	3%	16,772	2%	7,608	3%
<i>2000 Census data</i>						
Total Population	30,609,960	n/a	574,022	n/a	222,612	n/a
Individuals below poverty level	4,213,785	14%	113,697	20%	37,931	17%
Seniors below poverty level	280,411	1%	6,310	1%	1,714	1%
Individuals with a disability, below poverty level	1,028,714	3%	29,847	5%	9,974	4%
Seniors with a disability, below poverty level	150,333	<1%	3,665	1%	1,002	<1%

Sources: US Census 2000; American Community Survey 2005

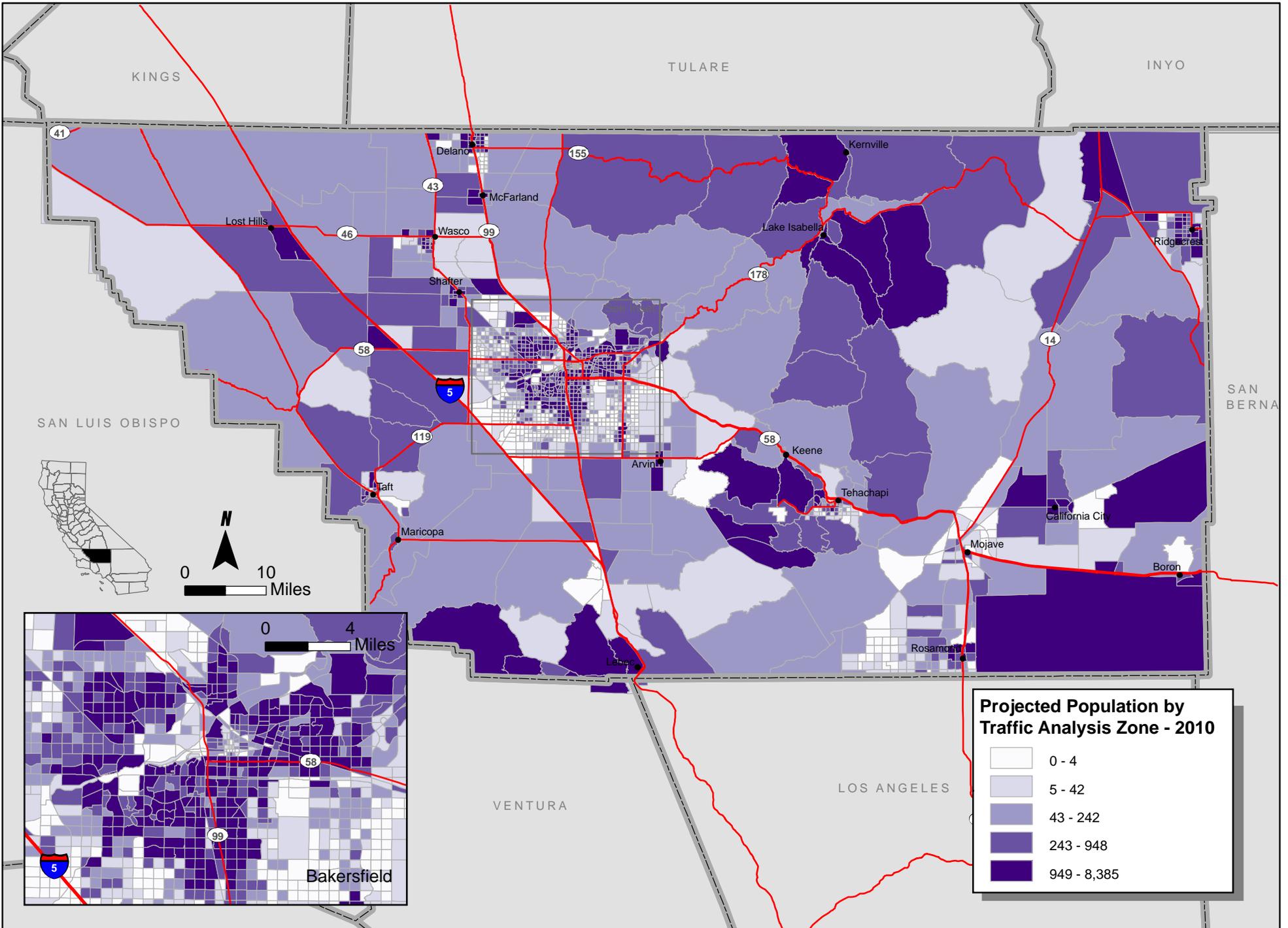
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**Figure 3-13 Population (2005)**



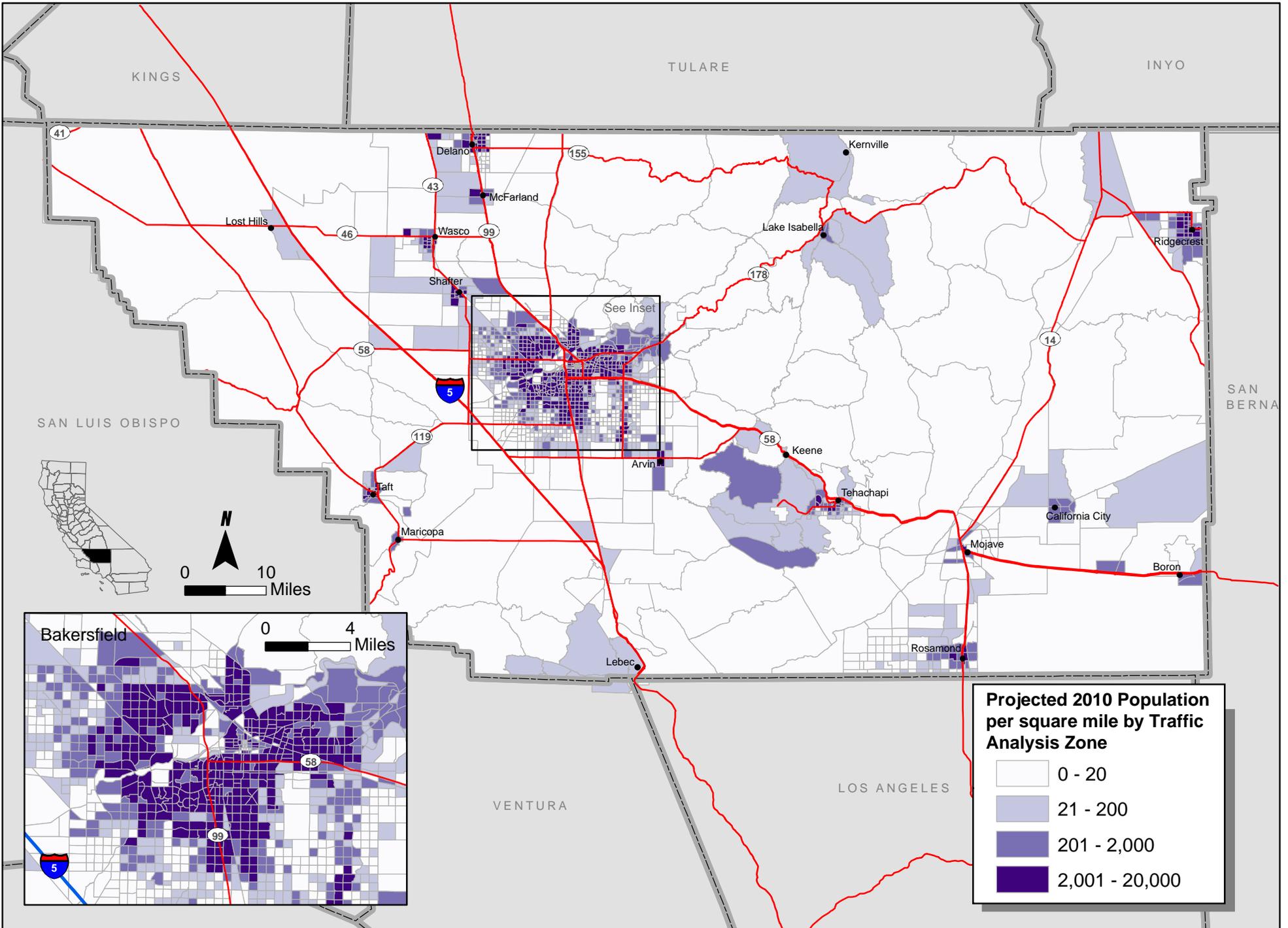


**Figure 3-14 Projected Population (2010)**



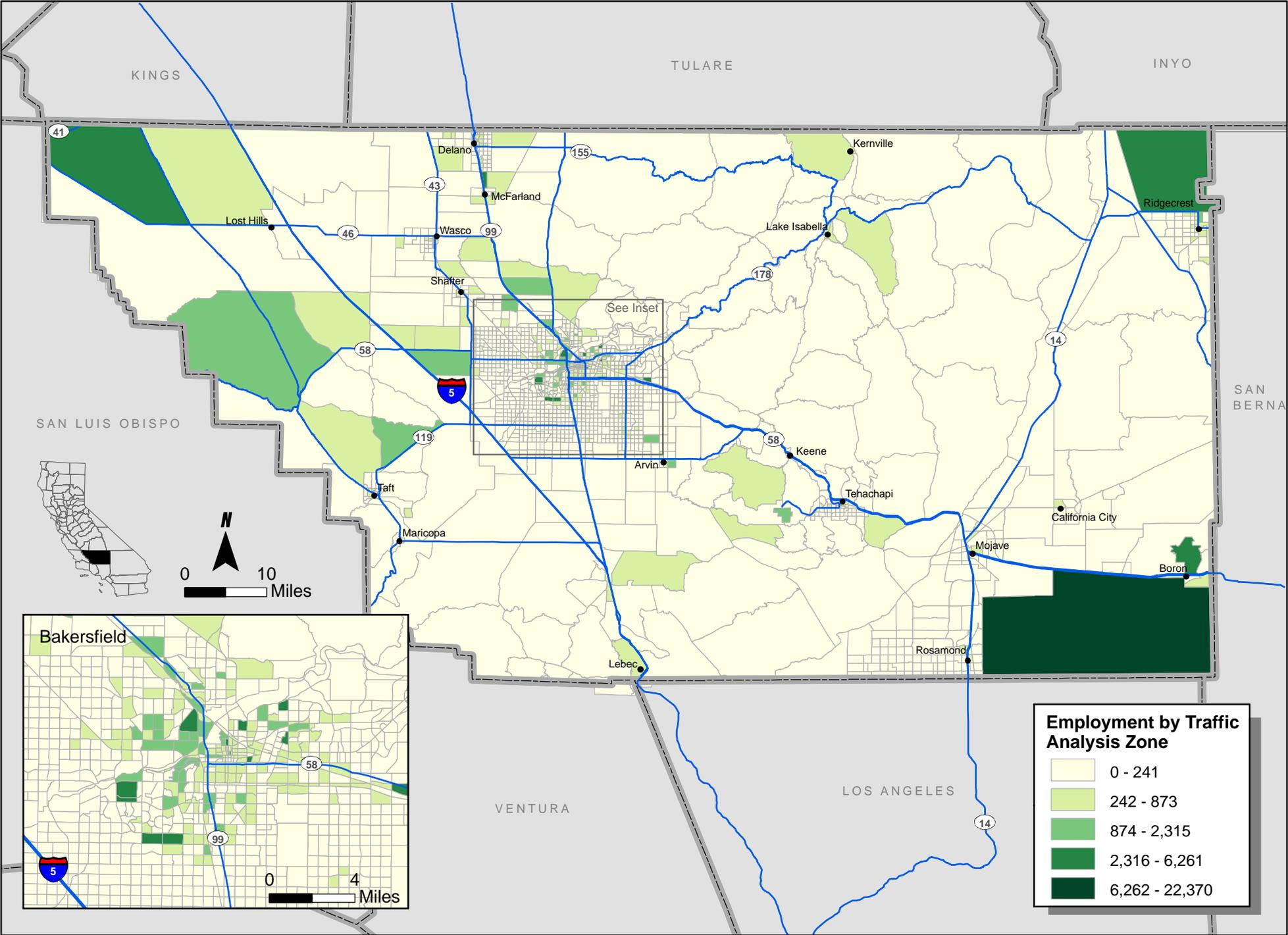


**Figure 3-15 Projected Population Density (2010)**



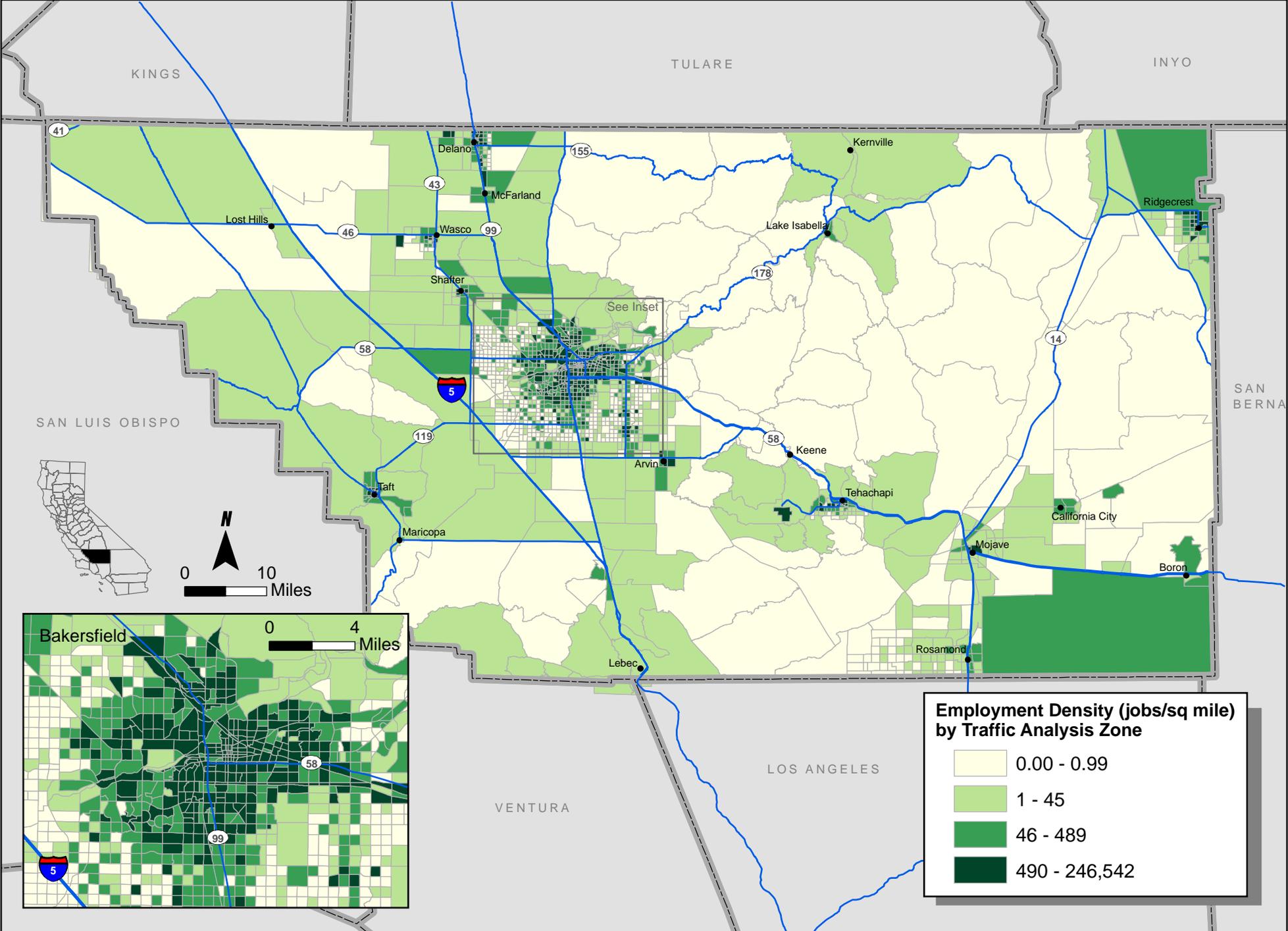


**Figure 3-16 Projected Employment (2005)**



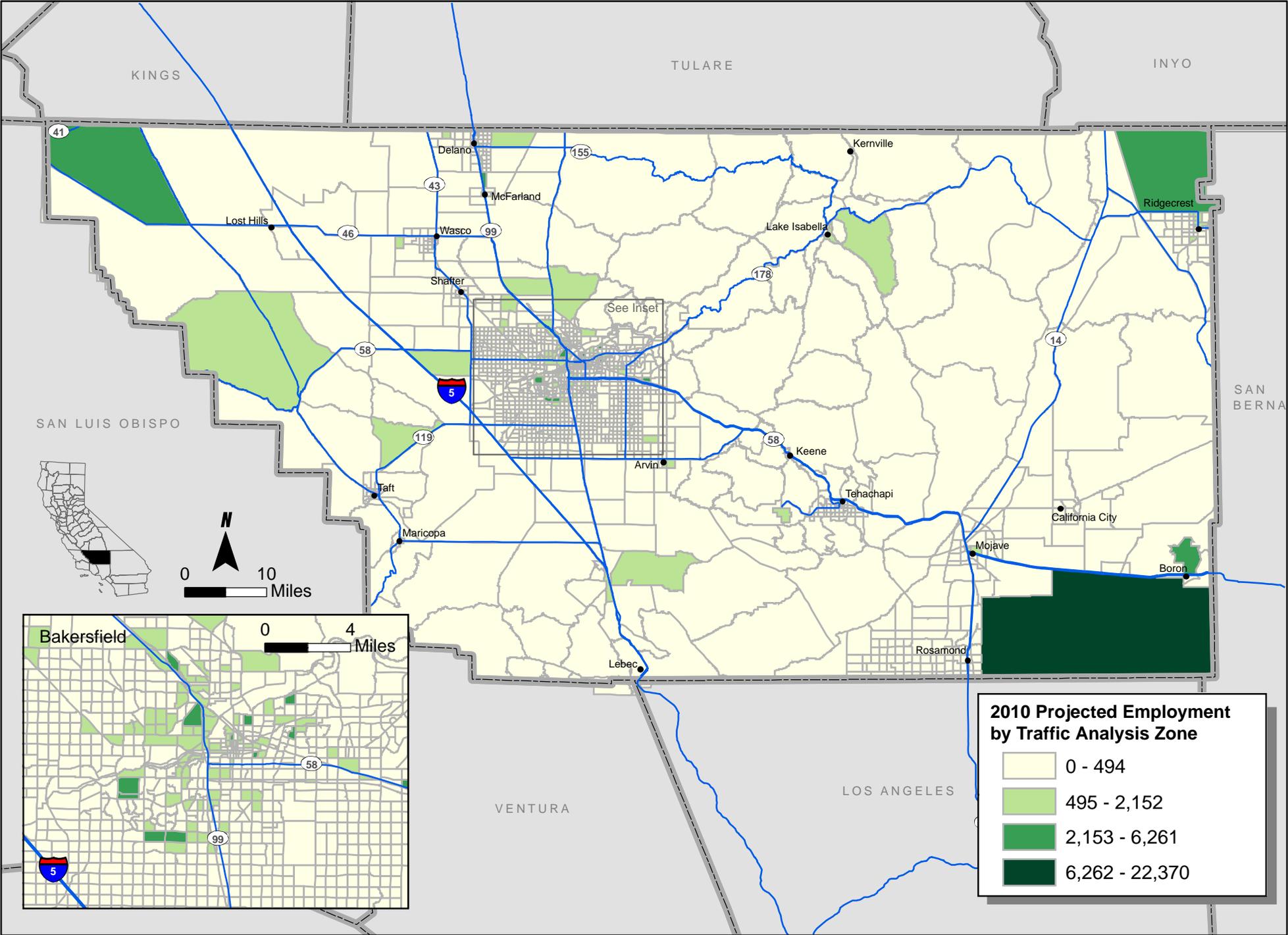


**Figure 3-17 Projected Employment Density (2005)**



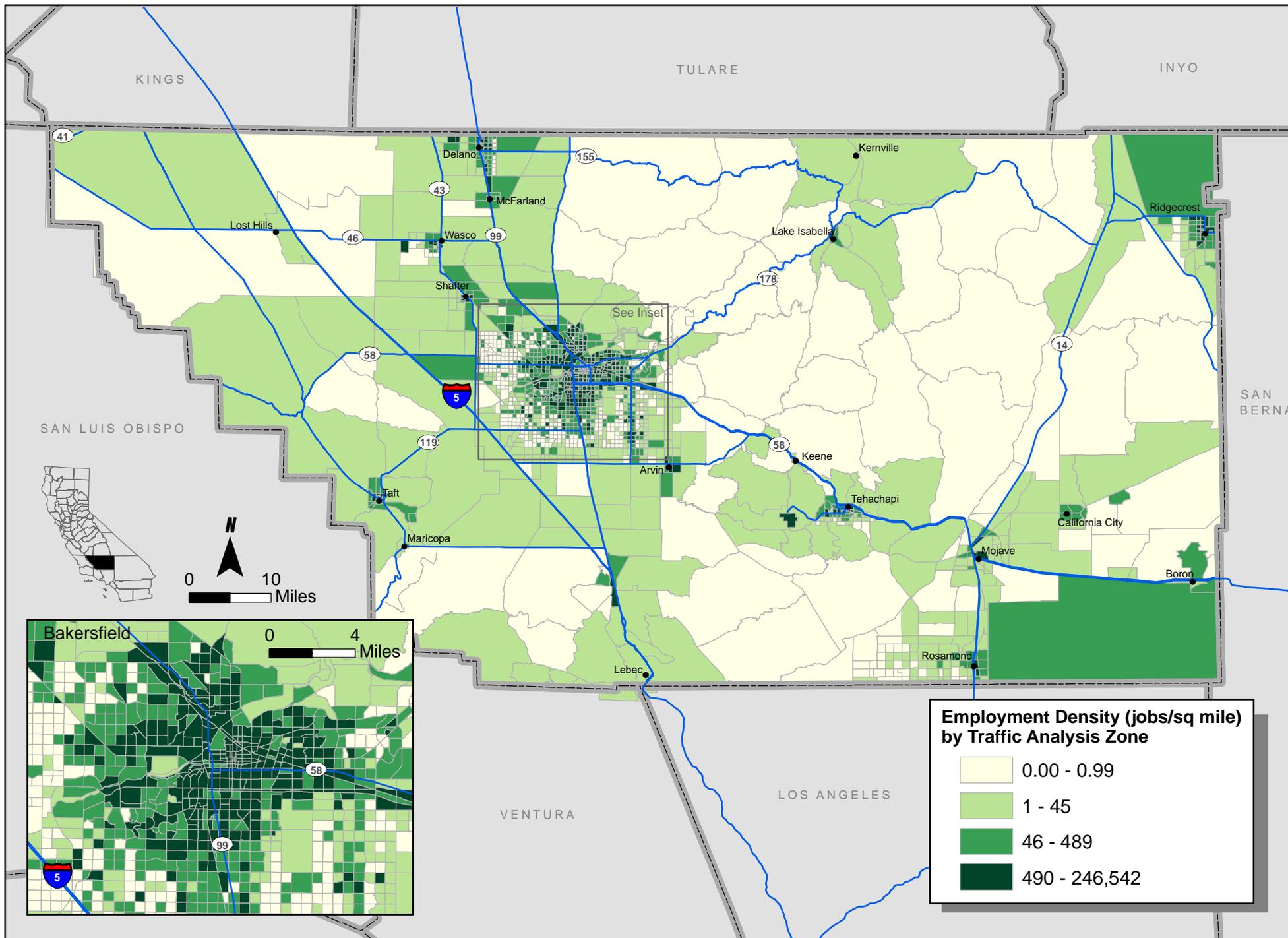


**Figure 3-18 Projected Employment (2010)**



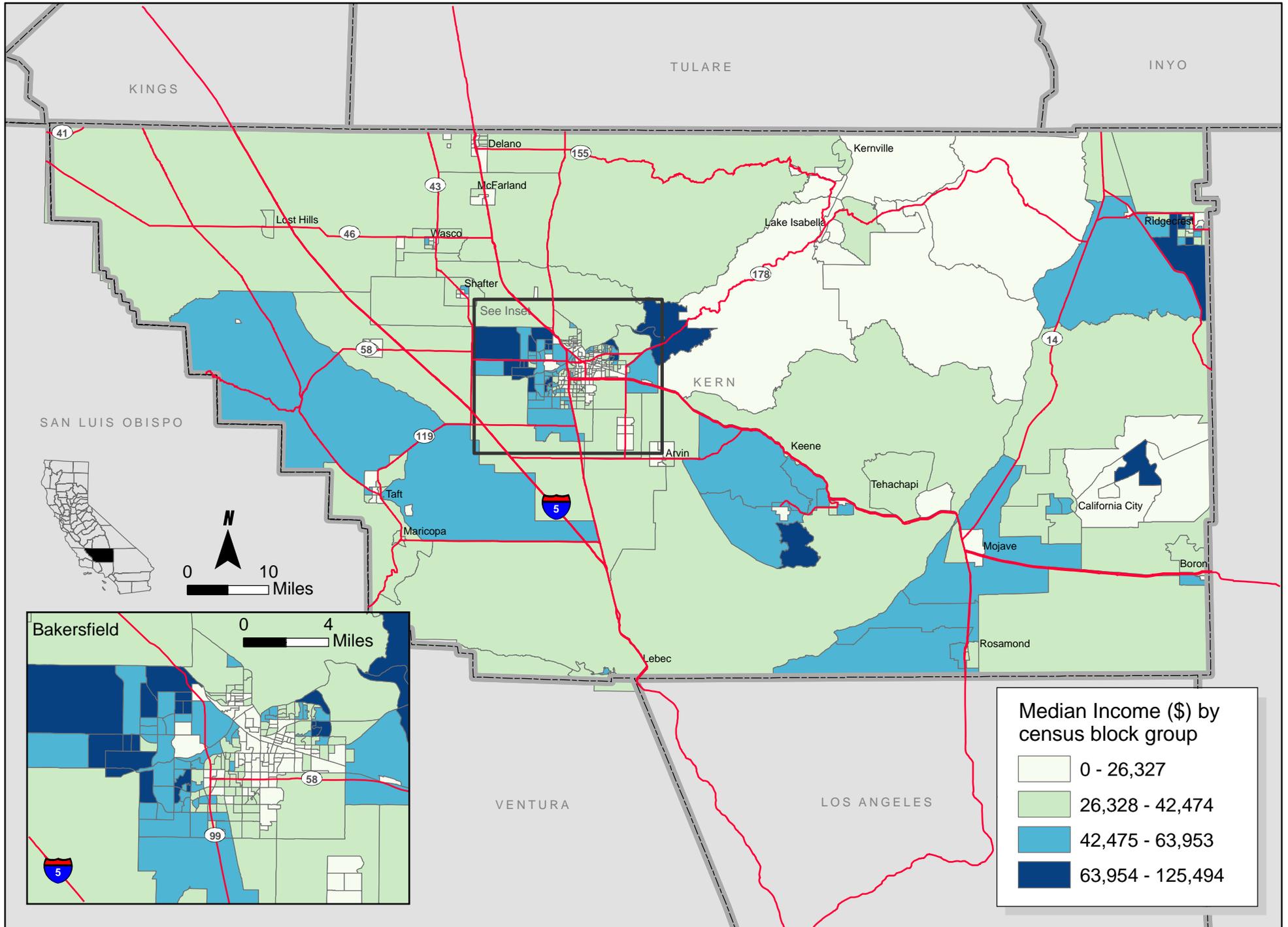


**Figure 3-19 Projected Employment Density (2010)**



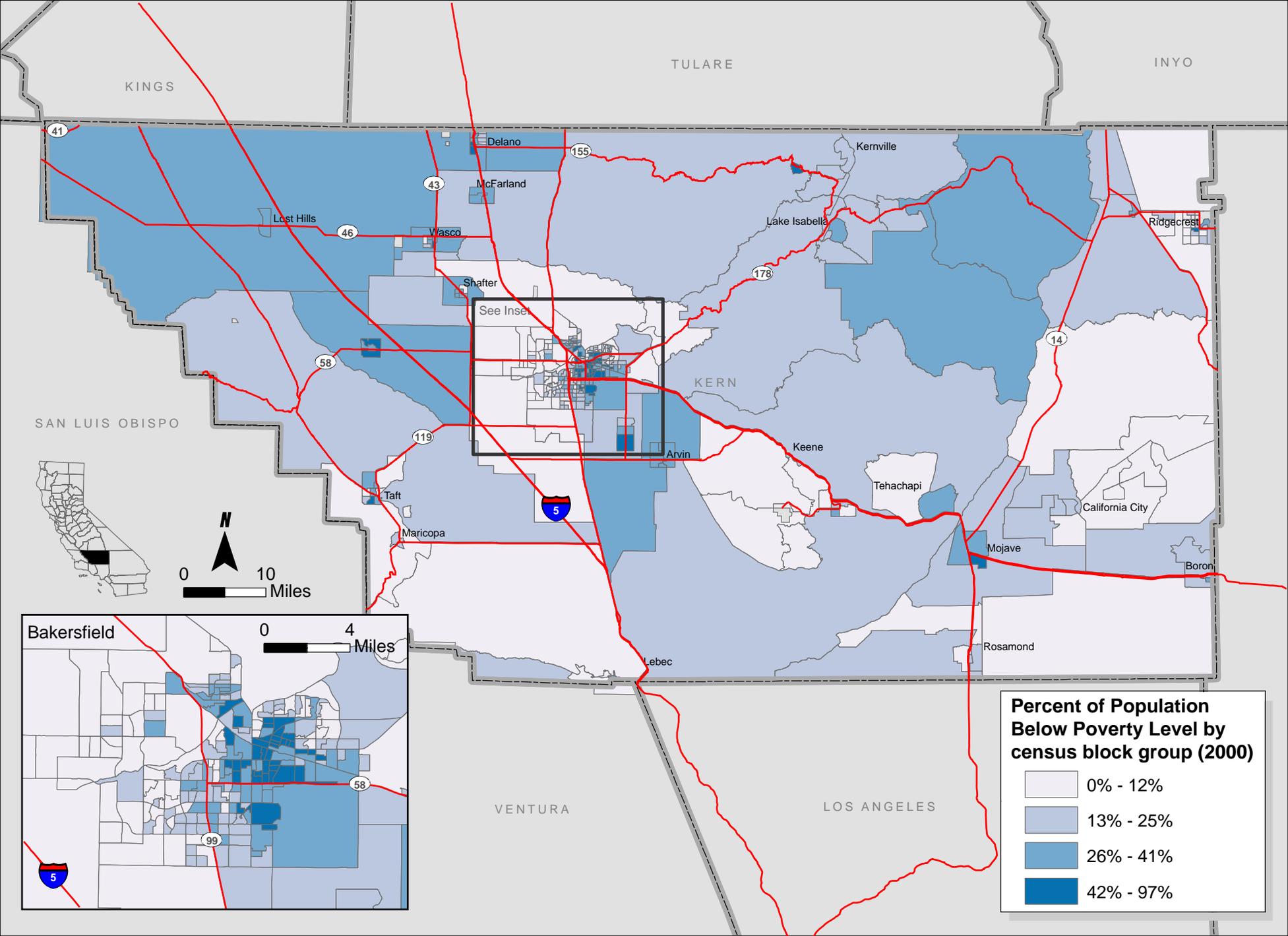


**Figure 3-20 Median Income (2000)**



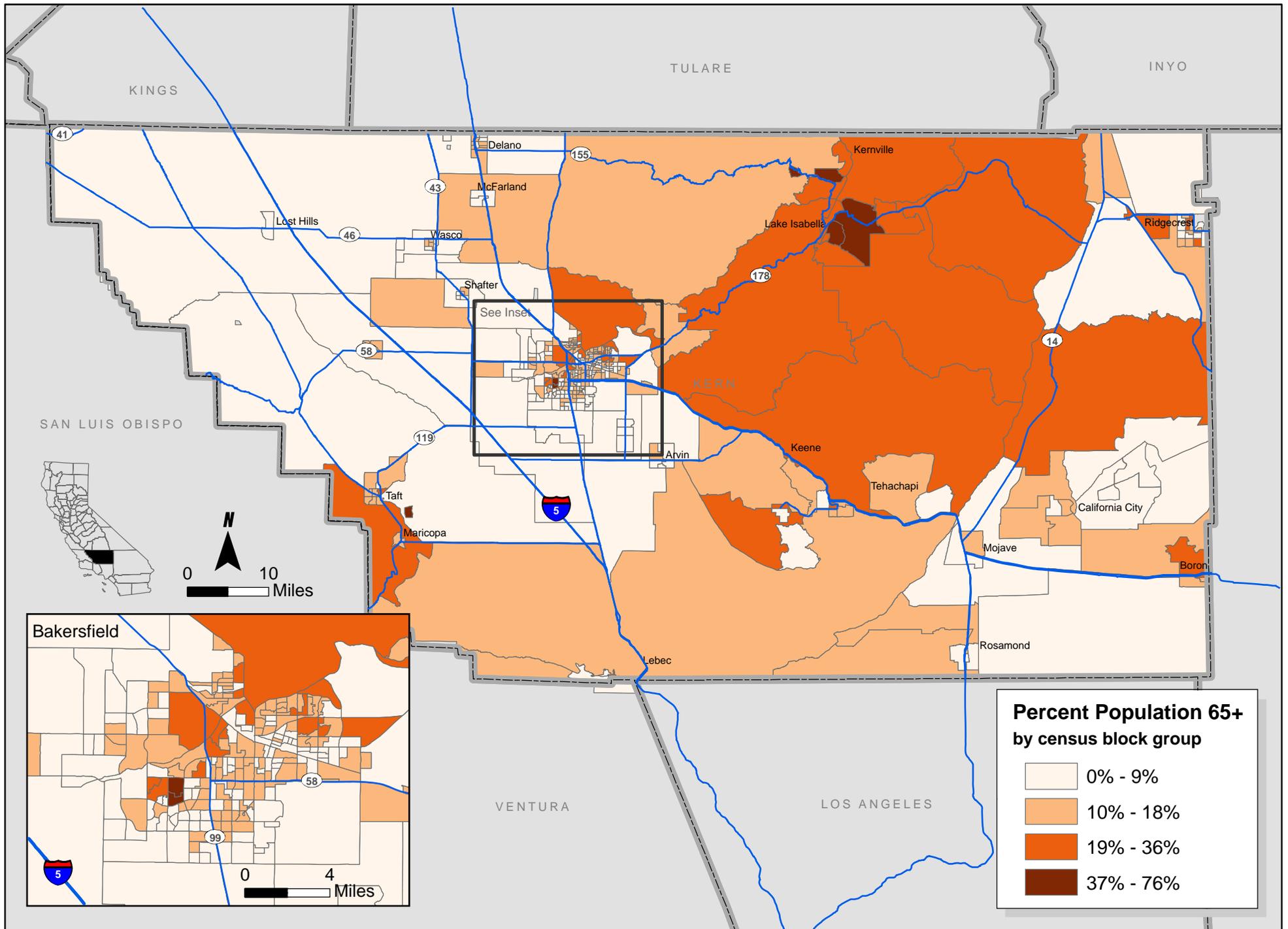


**Figure 3-21 Poverty (2000)**



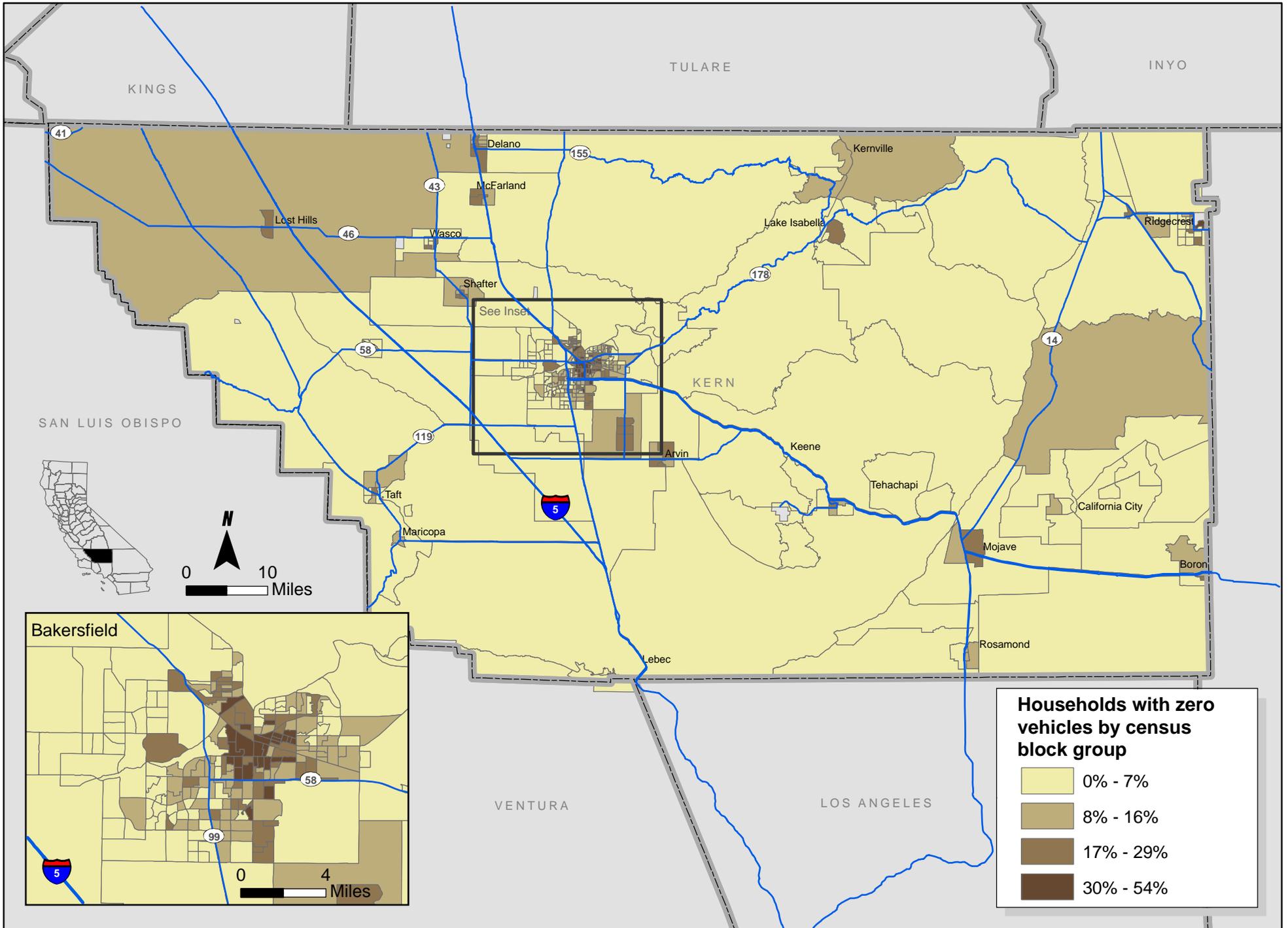


**Figure 3-22 Percentage of the Population over 65**



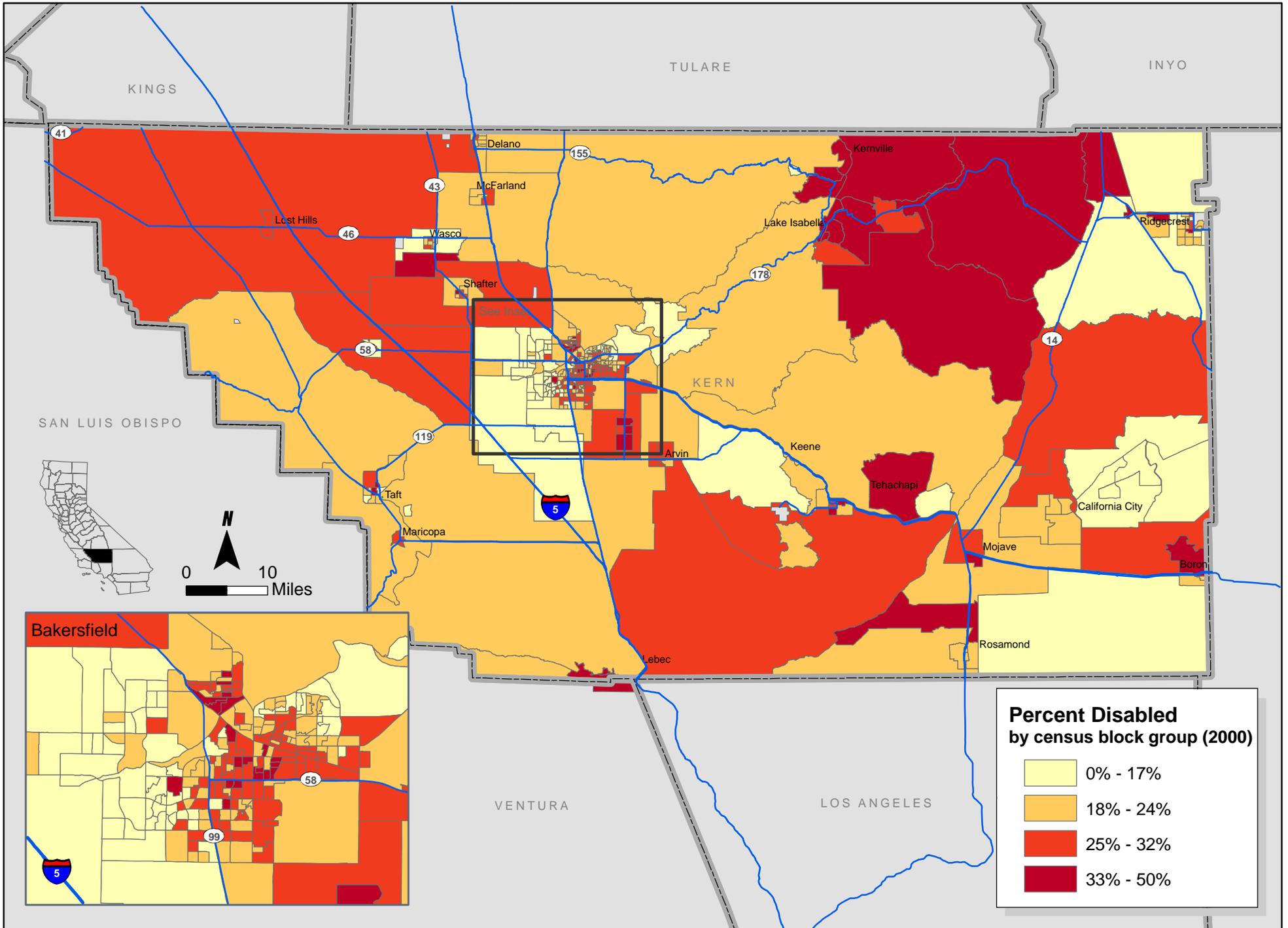


**Figure 3-23 Households with No Vehicle (2000)**





**Figure 3-24 Disabled Population (2000)**





## Chapter 4. Existing Public Transit Services

This chapter provides a comprehensive review of existing public transit services in Kern County, including service hours and days, fares, and other service policies.

Transit service in Kern County reflects the rural character of most of the county, though more comprehensive service exists within the City of Bakersfield. Regional service connects communities throughout Kern County, often through the City of Bakersfield. Several communities have local fixed-route and/or demand-responsive service (also often referred to as “dial-a-ride” service). Service is also provided from eastern Kern County to employment centers in the cities of Lancaster and Palmdale in Los Angeles County.

### Kern County Transit Operators

The following operators provide local and intercity fixed route and dial-a-ride transit services in Kern County. Figure 4-3 provides a map of transit services in Kern County, while Figure 4-6 shows the detailed transit network for Golden Empire Transit in Bakersfield.

- Intercity fixed route service is provided throughout Kern County by Kern Regional Transit (KRT). Additionally, KRT provides local fixed route service in Lamont and Weedpatch and the Kern River Valley, dial-a-ride services within and between a number of rural communities in Kern County, and a demand-responsive medical shuttle in Bakersfield. Tehachapi also contracts with KRT for local dial-a-ride service.

KRT also provides service beyond Kern County to the cities of Lancaster and Palmdale in Los Angeles County, where passengers can access Metrolink Commuter Rail, Santa Clarita Transit Commuter Services and Antelope Valley Transit Authority bus service.

Kern Regional Transit is a division of the Kern County Roads Department, which is part of the Kern County Resource Management Agency. KRT initiated operations in 1980. Service is operated through contracts with First Transit, Inc. and, in Buttonwillow, the Pioneer Senior Citizens Center. KRT reimburses the cities of Delano, Taft, Ridgecrest, Shafter and Tehachapi for transit services these cities provide to adjacent urbanized unincorporated areas of the county.

- The incorporated cities of Arvin, California City, Delano, McFarland, Ridgecrest, Taft, Shafter, Wasco, and Tehachapi each provide local dial-a-ride transit services, with limited service in some areas to adjacent unincorporated areas. As noted above, the City of Tehachapi contracts with KRT to provide its services. The cities of Bakersfield, Delano, and Taft also provide local fixed route service within their city limits.

- Public transit service is provided within the City of Bakersfield and adjacent unincorporated areas by Golden Empire Transit (GET), including 18 fixed routes and complementary dial-a-ride service (for ADA-certified individuals). GET began operations in 1973 and is governed by a five-member board that includes both City of Bakersfield and Kern County representatives. Annual ridership for 2005-2006 was 6.5 million passenger trips.
- The Consolidated Transportation Services Agency (CTSA), which is administered by the North Bakersfield Recreation and Park District, provides paratransit service in Bakersfield to seniors 60 and older and persons with disabilities.

## **Service Types and Areas**

### **Kern Regional Transit**

KRT operates 12 intercity fixed routes and one local fixed route that serves the communities of Lamont and Weedpatch. Figure 4-1 summarizes the service areas, days of operation, daily trips and hours of operation for each of the intercity routes. The Lamont Community Fixed Route Service operates one route in Lamont and Weedpatch. Service hours are Monday through Saturday from 5:30 am to 6:55 pm, with one- to two-hour headways.

KRT contracts with Ridgecrest Transit System (RTS) to provide intercity service between Ridgecrest, Inyokern, Randsburg and Johannesburg. KRT also contracts with Taft Area Transit (TAT) to serve Fellows, Derby Acres and McKittrick. The Ridgecrest-Inyokern route is a scheduled demand-responsive service operating on a fixed-route but requiring passengers to schedule their ride. The Ridgecrest-Randsburg-Johannesburg route operates weekly on Friday and is by appointment only. The Fellows-Derby Acres-McKittrick route operates Tuesday through Thursday and is a scheduled demand-responsive service. These services are summarized in Figure 4-2.

**Figure 4-1 Kern Regional Transit Intercity Fixed Routes**

	Route Name	Service Areas	Days and Daily Trips	Hours
<b>Routes Serving Bakersfield and Western Kern County</b>	Westside Express	Bakersfield Taft	Mon-Fri: 5 trips  Sat: 3 trips	4:50 am - 8:35 pm  8:00 am – 6:25 pm
	Lost Hills – Bakersfield Intercity	Bakersfield Shafter Wasco Lost Hills	Thurs: 5 trips  Sat: 3 trips	Thurs: 7:05 am - 7:21 pm  Sat: 8:00 am - 5:50 pm
	Buttonwillow/Bakersfield	Bakersfield Buttonwillow	Tue & Thurs: 2 trips	9:00 am - 5:00 pm
	Arvin – Weedpatch – Lamont Intercity Service	Bakersfield Arvin Lamont Weedpatch	Mon-Sat: ▪ Route 1: 7 trips ▪ Route 2: 6 trips  Sun: 6 trips	Route 1: 5:55 am - 6:55 pm  Route 2: 6:40 am – 5:50 pm
	North Kern Express	Bakersfield Shafter Wasco McFarland Delano	Mon-Fri: 7 trips  Sat & Sun: 3 trips	Mon-Fri: 5:55 am - 7:50 pm  Sat-Sun: 8:10 am – 6:45 pm
	Frazier Park	Bakersfield Frazier Park	Mon-Sat: 4 trips	5:25 am - 8:00 pm
See also East Kern Express, on following page; Fellows-Derby Acres-McKittrick service is described in Figure 4-2.				
<b>Routes Serving the Kern River Valley</b>	Lake Isabella/Bakersfield	Bakersfield Lake Isabella	Mon-Sat: 4 trips	6:00 am - 6:30 pm
	Kern River Valley	Kernville Lake Isabella Bodfish Wofford Heights Mountain Mesa South Lake Weldon Onyx	Mon-Sat: 17 trips	5:25 am - 7:20 pm

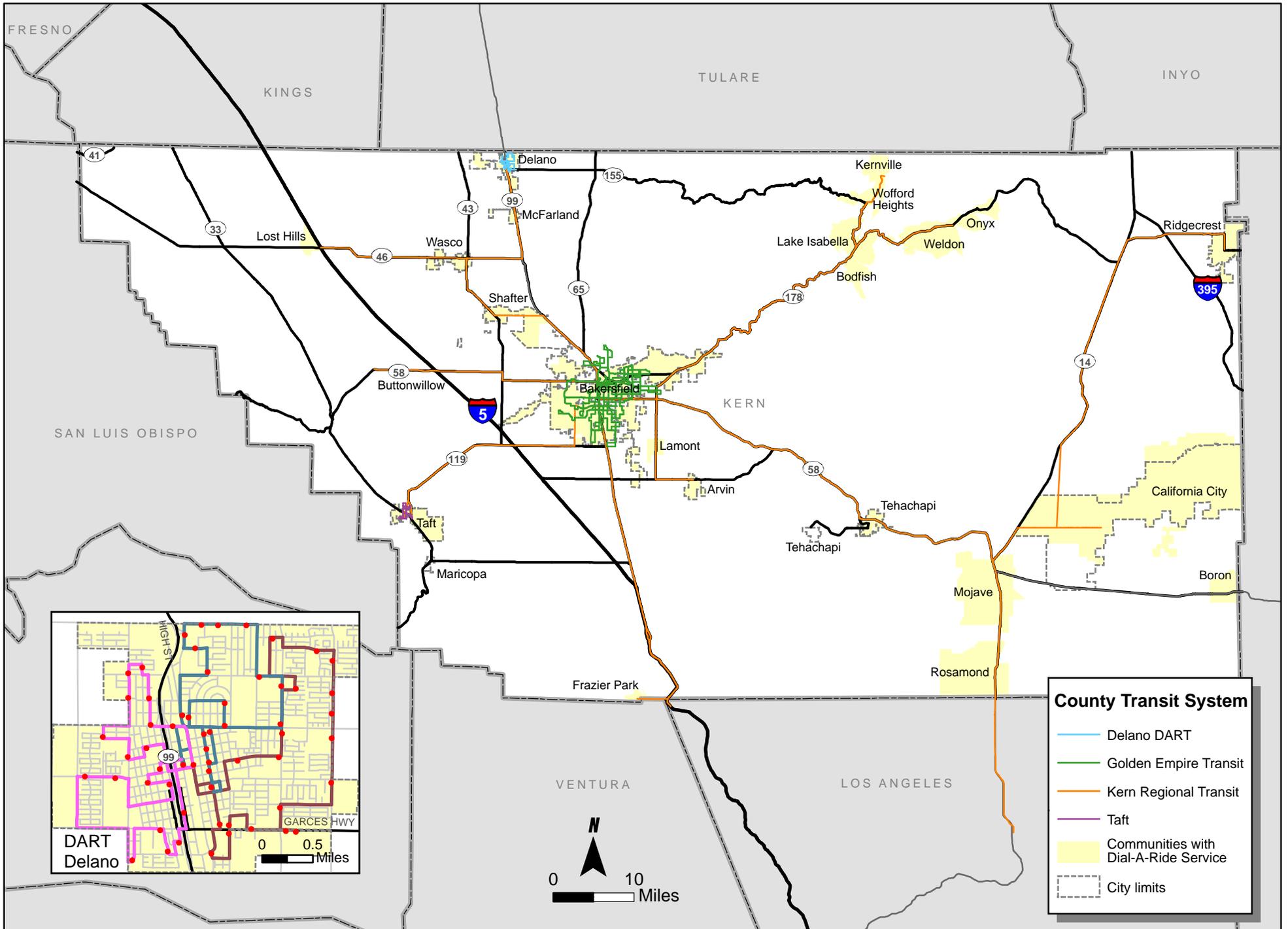
Routes Serving Eastern Kern County	Route Name	Service Areas	Days and Daily Trips	Hours
	Boron	Mojave North Edwards Boron	Wed. only: 5 trips	4:40 am - 6:15 pm
	East Kern Express	Bakersfield Keene Tehachapi Mojave Rosamond Lancaster	Mon-Fri: 8 trips  Sat & Sun: 3 trips	5:00 am - 10:00 pm  4:00 am – 7:00 pm
	Mojave Ridgecrest Express	Mojave California City Inyokern Ridgecrest	Mon, Wed, Fri: 3 trips  Tues & Thurs: 3 trips  Sat: 2 trips  Tues, Thurs & Sat: Mojave and California City only	4:20 am - 8:22 pm  4:30 am – 6:15 pm  8:15 am – 6:15 pm

**Figure 4-2 Ridgecrest and Taft Area Intercity Services**

	Service Areas	Operator	Days	Hours	Trips
Ridgecrest	Inyokern	RTS	Mon-Fri	Service is available by appointment only, at 7:00 am, 11:00 am, and 4:00 pm	3 trips
Ridgecrest	Randsburg Johannesburg	RTS	Fri only	Service is available by appointment only at 9:00 am and 2:00 pm.	2 trips
Taft Area	Fellows Derby Acres McKittrick	TAT	Tu-Th	Service is available on 24 hour notice, with one trip out at 10:00 am and then a return trip at 3:00 pm.	1 trip

Note: Inyokern and Fellows-Derby Acres-McKittrick services are considered "scheduled demand-responsive" services.

**Figure 4-3 Regional Transit Services**





## Demand-Responsive Services provided by Kern Regional Transit

In addition to the fixed route services described above, KRT provides demand-responsive services within Frazier Park, the Kern River Valley, Lamont, Mojave, Rosamond and Tehachapi. KRT also operates a dial-a-ride shuttle within Bakersfield specifically for medical trips.

Demand-responsive services operate Monday through Saturday. Reservations are accepted up to 14 days in advance, and same-day trip requests are honored if space is available. Patrons must reserve at least 24 hours in advance to guarantee their pickup time. Subscription service is also available for passengers who travel to a particular destination on a regular basis. KRT’s demand-responsive services are detailed on Figure 4-4.

**Figure 4-4 Kern Regional Transit Demand-Responsive Services**

	Service Areas	Days of Operation	Hours of Operation
Frazier Park	Frazier Park Lebec Lake of the Woods Piñon Pines Gorman	Mon-Sat	7:00 am – 5:30 pm
Kern River Valley	Zone 1: Lake Isabella/Bodfish, Mountain Mesa, Southlake, Weldon, Onyx  Zone 2: Lake Isabella/Bodfish, Wofford Heights, Kernville	Mon-Sat	Mon-Fri: 6:30 am – 6:30 pm Sat: 7:45 am – 6:30 pm
Lamont	Lamont Area	Mon-Sun	Mon-Fri: 4:30 am – 7:00 pm Sat: 5:30 am – 7:00 pm Sun: 7:00 am – 8:00 pm
Mojave	Mojave Area	Mon-Sat	7:00 am – 6:00 pm
Rosamond	Rosamond Area	Mon-Sat	6:30 am – 5:30 pm
Tehachapi	Tehachapi Old Towne Golden Hills	Mon-Fri	5:30 am – 7:00 pm

### Local Fixed Route/Scheduled Deviated Services

The cities of Bakersfield, Delano, Arvin, and Ridgecrest all operate fixed route transit or scheduled deviated services. Fixed route service is no longer available in Taft, but demand-responsive service is available, as described in a subsequent section. The Golden Empire Transit (GET) District in Bakersfield operates the most extensive service, as shown in Figure 4-5. GET’s service area includes Bakersfield and adjacent urbanized portions of Kern County, with a total service area of 155 square miles and serving a population of over

365,000. The GET system operates on a mixed hub and grid delivery plan and features two transfer centers (Downtown and Southwest). Complementary paratransit service is provided by GET-A-Lift. Figure 4-6 illustrates the overall fixed route system provided by GET, as well as the portion of KRT’s intercity routes that travel within Bakersfield.

Delano Area Rapid Transit (DART) provides fixed route and demand-responsive service within its city limits. DART initiated demand-responsive service in 1988, but now provides fixed route service, as well, on three routes. All three fixed routes begin and end at the Delano Station, which serves as a transfer point between these routes and KRT’s North Kern Express to Bakersfield and Tulare County Area Transit Route 20 to Tulare.

The City of Arvin operates five trips to the neighboring unincorporated community of Lamont, Monday through Friday. The bus makes regularly scheduled stops in Arvin, but passengers must call ahead to schedule a pick-up in Lamont for all but the first trip. Kern Regional Transit operates the first and last trip of the day between Arvin and Lamont, but does not offer the local service deviations provided on the Arvin-operated runs.

The Ridgecrest Transit System (RTS) provides service to Cerro Coso College Monday through Friday, by reservation only.

**Figure 4-5 Local Fixed Route Services**

City	Service Areas	Operator	Days	Hours	Daily Routes/Trips	Headways
Arvin	Lamont	City of Arvin	Mon-Fri	7:00 am - 3:30 pm	5 trips	120 minutes
Bakersfield	Bakersfield Area	GET	Mon-Sun	Mon-Fri: 6:00 am - 11:00 pm Sat: 6:00 am - 8:00 pm Sun: 7:00 am - 7:00 pm	Mon-Fri: 18 Mon-Sat: 15 Mon-Sun: 12	15 min peak  60 min off-peak
Delano	City of Delano	DART (City of Delano)	Mon-Sat	M-F: 6:30 am – 5:26 pm Sat: 8:57 am – 4:40 pm	3 routes	40 min
Lamont	Lamont/Weedpatch	KRT	Mon-Sat	5:30 am - 7:00 pm	10 trips, 1 route	30 min
Ridgecrest	Cerro Coso College	RTS	Mon-Fri	7:00 am - 5:00 pm	7 trips	varies





### **Local Demand-Responsive (Dial-A-Ride) Services**

Most small Kern County cities provide demand-responsive (dial-a-ride) transit services to all local residents. Figure 4-8 summarizes the days and hours of operation for each of these services. Unlike other demand-responsive services in Kern County, which primarily provide transportation for city residents, Delano, Shafter, Taft and Ridgecrest provide transportation for county residents living in adjacent unincorporated areas. These services are funded by Kern County. Tehachapi, however, contracts with KRT to provide its local service.

Kern Regional Transit (KRT) operates a medical dial-a-ride shuttle to assist those passengers traveling to Bakersfield (via KRT intercity routes) to make connections to medical appointments. These trips are provided free to anyone requesting them for any medical appointment, including dialysis, optometry, and dental appointments.

### **Local Paratransit Services**

Paratransit services are specialized demand-responsive services that are prioritized for individuals who have difficulty accessing general public transit service because of a physical or mental disability. The Americans with Disabilities Act (ADA) requires operators of fixed route systems to provide complementary paratransit service, though commuter bus services, such as KRT's intercity routes, are exempt from these requirements. In metropolitan Bakersfield, GET-A-Lift operates curb-to-curb paratransit service. Patrons must be certified as ADA eligible through an application process prior to using the GET-A-Lift service.

The North Bakersfield Recreation and Park District (NOR) was designated the CTSA in July 1997. Kern COG contracts with NOR to provide door-to-door demand-responsive service to seniors (age 60 or older) and persons with disabilities, for medical, shopping or recreation trips. Passengers must register for CTSA service prior to booking their first trip, and applications are reviewed for eligibility. Passengers may schedule travel up to two weeks in advance. The CTSA publishes a Transportation Resources Directory (currently being updated by Kern COG), which summarizes complementary paratransit services available in Kern County, and provides service to five senior centers in the Bakersfield area.

The Cities of Taft and Delano also operate paratransit dial-a-ride services. In Taft, service is available to the general public but persons with disabilities and seniors are given priority. All of the general public dial-a-ride services discussed previously, including those operated by KRT, are wheelchair accessible. Figure 4-7 summarizes Kern County's paratransit services.

**Figure 4-7 Local Demand-Responsive (Dial-A-Ride) Services**

City	Service Areas	Operator	Days	Hours	Reservations
Arvin	Local area	City of Arvin	Mon-Fri	7:00 am - 3:30 pm	Advance reservations are <u>not</u> accepted.
Bakersfield (KRT)	Bakersfield medical facilities only	KRT	Mon-Fri	8:00 am – 5:00 pm	Provides connecting service for those traveling to Bakersfield on KRT intercity routes. Free for anyone going to any medical appointment.
California City <sup>1</sup>	Mojave	City of California City	Thurs only		Reservations must be made the Monday prior to the trip.
California City <sup>2</sup>	Local area	City of California City	Mon-Fri	8:00 am - 12:00 pm; 1:00 pm - 5:30 pm	Advance or standing reservations are <u>not</u> accepted. Trips are assigned with the following priority: people with disabilities, seniors, work-related, medical appointments, others.
Delano	City Limits and adjacent unincorporated county area	DART	Mon-Sat	M-F: 6:30 am – 5:30 pm Sat: 8:57 am - 5:00 pm	Reservations may be made up to two weeks in advance. First-come, first-served, regular riders, some same-day service.
McFarland	Local two square mile area	City of McFarland	Mon-Fri	8:00 am - 4:00 pm	Passengers must call to schedule pick-up.
Ridgecrest	Local area	RTS	Mon-Sat	M-F: 6:00 am - 6:00 pm Sat: 9:00 am - 5:00 pm	Reservations can be made up to one week in advance (but at least two hours in advance), and standing reservations are also available. Same-day trip requests must be made at least two hours in advance.
Shafter	City Limits	STS	Mon-Fri	7:30 am - 4:30 pm	Passengers call same day to schedule pick-up. Advance reservations available for disabled and school children.
Shafter	Adjacent unincorporated county area	STS	Mon-Fri	9:00 am - 4:00 pm	Regular stops at Airport/Lerdo Hwy, Mexican Colony, Smith's Corner and the North Kern Labor Camp. However, passengers must call for service.
Tehachapi	Local area	KRT/First Transit, Inc.	Mon-Fri	5:30 am - 7:00 pm	Reservations are accepted for same-day travel. Recommended that they are made 24 hours, up to 14 days in advance, for "guaranteed" pick-up time. Subscription trips are also available for those traveling to the same location on a regular basis.
Wasco	City limits, golf course, prison	City of Wasco	Mon-Fri	8:00 am - 4:30 pm	Advance reservations are <u>not</u> accepted. Riders are instructed to call for service 30 to 45 minutes in advance.

Notes: (1) Service could be considered intercity, traveling between the two adjacent communities of California City and Mojave; (2) Dial-a-ride meets the KRT East Kern bus Monday through Friday three times a day. Service will also meet the KRT Mojave Ridgecrest Express on an on-call basis.

**Figure 4-8 Local Paratransit Services**

City	Service Areas	Operator	Days	Hours	Restrictions
Bakersfield	Bakersfield Urbanized Area	CTSA/ NOR	Mon-Fri	7:00 am - 4:00 pm	Seniors (60+), qualified disabled patrons.
Bakersfield	Bakersfield Area	GET	Daily	Mon-Fri: 7:00 am - 10:00 pm Sat & Sun: 7:00 am - 7:30 pm	Get-A-Lift: ADA qualified.
Delano	Delano local	DART	Mon-Sat	Mon-Fri: 6:30 am – 5:26 pm Sat: 8:57 am - 5:00 pm	Service available to ADA qualified, DADD <sup>1</sup> , special education students, and seniors over 60.
Taft	Taft Taft Heights Ford City South Taft	TAT	M-F	8:30 am - 4:30 pm	None, but priority given to ADA-certified patrons and seniors.

## Operating Characteristics

### Fares and Fare Instruments

Most KRT and local transit services have discount fares for seniors, people with disabilities, and youth, and allow young children (typically under four to six years of age) to ride free when accompanied by a fare-paying adult. However, providers vary widely with regard to who qualifies for a discount and who can ride free.

KRT intercity fares vary depending on distance traveled, ranging from \$0.75 (discount fare) up to \$5.00. KRT fares for demand-responsive services are \$1.00 for the general public and \$0.75 for seniors, people with disabilities, and youth. Though KRT does not offer monthly passes, patrons are able to purchase tickets in a variety of denominations for use on any route. Tickets also provide a 5% discount on fares. Tickets are available at the Kern County Public Services building in Bakersfield and at the KRT office in Lake Isabella. They can also be purchased via mail with a check or money order.

Fares for local fixed route and demand-responsive services vary from \$0.50 to \$1.50. GET, Taft, Delano Area Rapid Transit, McFarland, Wasco, Shafter and Ridgecrest offer passes or discounted ticket books. Detailed information on fares and fare instruments for local fixed route, demand-responsive, and paratransit services are in Appendix A.

None of Kern County’s transit operators currently have an interagency transfer agreement. No transfers are available between KRT intercity routes, but transfers are provided between local services in the Kern River Valley and to the medical dial-a-ride shuttle in Bakersfield.

<sup>1</sup> “Disability Assistance Dog Declaration”

## Connecting Transit Services beyond Kern County

### **Tulare County Area Transit**

Tulare County Area Transit's South County Route travels between the cities of Tulare and Delano Monday through Friday. It makes three round trips per day and an additional southbound trip in the evening from Tulare to Delano. The one-way fare is \$1.50, though children age 6 and younger who are accompanied by an adult ride free. Local stops include the Pixley Medical Center, United Health Center, and the Delano Ranch Market where passengers can transfer to the North Kern Express connecting to McFarland, Wasco, Shafter, and Bakersfield. Passengers may also transfer to DART local routes at the market. Passengers transferring between Tulare County Area Transit, DART local routes or KRT's North Kern Express must pay the full fare on each bus.

### **Inyo-Mono Transit – Carson Ridgecrest Eastern Sierra Transit (CREST)**

The CREST bus, which is operated by Inyo-Mono Transit, travels between Ridgecrest and Mammoth on Monday, Wednesday and Friday, and between Bishop and the Reno Airport on Monday, Tuesday, Thursday and Friday. Although both routes operate on Monday and Friday, it is not possible to transfer between them. In Ridgecrest, the CREST bus connects with KRT's Mojave Ridgecrest Express route. When passengers transfer, they must pay the full fare on either the CREST or KRT bus. The fare from Mammoth to Ridgecrest is \$21.00 for the general public and \$17.50 for persons age 60 or older, people with disabilities, and youth under age 16.

### **Metrolink**

Metrolink is the primary commuter rail system in the greater Los Angeles area, with service on six lines and an estimated 400 miles of dedicated right-of-way. The system is primarily oriented toward peak-hour commute service Monday through Friday, but offers limited weekend service on several lines. Kern County is served by the Lancaster station on the Antelope Valley Line, which travels to Los Angeles Union Station via Santa Clarita and Burbank with 24 trains daily, Monday through Friday. Trains depart Lancaster for Los Angeles from 4:00 am to 5:50 pm and depart Los Angeles for Lancaster from 6:35 am to 9:00 pm. On Saturday, four trains depart Lancaster approximately every 3 hours starting at 6:45 am, and returning from Los Angeles' Union Station starting at 9:00 am.

KRT's East Kern intercity route begins in Bakersfield and travels to the Lancaster Metrolink Station via Keene, Tehachapi, Mojave, and Rosamond. In Lancaster, passengers can also transfer to Antelope Valley Transit Authority bus routes, Santa Clarita Transit lines, and to Amtrak Thruway and Greyhound buses.

## **Amtrak**

Bakersfield is the southern terminus of Amtrak's San Joaquin Rail Route, which travels north to Martinez in the Bay Area and north to Sacramento in the Central Valley. A station is also located in Wasco. Amtrak bus connections provide service between Bakersfield and Tehachapi, Mojave, Boron, and Rosamond, and south to Lancaster and Palmdale in Los Angeles County. The Bakersfield Amtrak station is one of the busiest in the state.

## **Greyhound**

Greyhound provides private bus service from destinations north of Kern County on Highway 99 to Delano and Bakersfield, and east on Highway 58 from Bakersfield to Mojave, continuing south on Highway 14 to Lancaster and Palmdale in Los Angeles County. Greyhound service further east on Highway 58 was discontinued in 2001.

## **Airport Bus of Bakersfield**

The Airport Bus of Bakersfield provides daily transit service between the City of Bakersfield and the Los Angeles International Airport (LAX), with seven trips per day, providing almost continuous service over a 24-hour period. Travel time is 2.5 hours one way. The one-way fare is \$30 and round trip tickets are \$50. Reservations are not required.

## **Air Travel - Meadows Field and Inyokern Airports**

Meadows Field in Bakersfield is Kern County's largest commercial airport, with over 170,000 passengers in 2006. A new terminal opened in February 2006; the former terminal has been converted to an international terminal, and is currently offering flights to Guadalajara. Additional commercial air services are available from Inyokern Airport, with direct flights to Los Angeles.

## Conclusion

A variety of transit services are available throughout Kern County, including local and inter-city service, and service south to Lancaster and Palmdale in Los Angeles County. Other connections beyond Kern County are available via Amtrak, Greyhound, service providers in adjacent counties and two airports. Kern County is fortunate to have substantial public transit service compared to other counties with similar population densities.

Most local services, both fixed-route and demand response, are provided by local public transit agencies, including Golden Empire Transit (GET), which provides local service within metropolitan Bakersfield. Kern Regional Transit (KRT) is the primary provider of regional transit services within Kern County, but significant variation exists within its system regarding service hours and fares, especially eligibility requirements for discounts on fares. KRT also provides local service in several communities not served by local providers.

Trips made locally can be made on a single transit system, but regional trips, even trips between nearby cities, most likely will require use of multiple transit systems. These services operate with independent service hours, fare policies, and ways to convey information about their service to the public. Opportunities may exist to coordinate between these services while continuing to accommodate local needs of these various service providers.

It will also be important to evaluate needs for transit service beyond that which is currently available, including areas not currently served by transit, days and time periods when service is not currently available. The ability of these services to meet the needs of seniors, people with disabilities, and low-income populations will also be especially important to examine, since these groups are often particularly in need of transit service.

**Figure 4-9 Public Transit Providers in Kern County**

**I. Overall Service Information**

Agency Name	Clientele	Specific Transportation Services Provided	Service type	Service area	Service Days / Hours	Upcoming Changes to Service
City of Arvin	General public	Scheduled deviated service, local Dial-a-Ride	Scheduled deviated service, local Dial-a-Ride	Within Arvin and to Lamont	Mon - Fri, 7:00 am - 3:30 pm	<i>none</i>
City of California City	General public	Local Dial-a-Ride within California City, and one trip per week to Mojave	California City Dial-a-Ride within the city limits, and one shopping trip per week to Mojave.	California City	Mon - Fri, 8:00 am - 4:00 pm	<i>none</i>
City of Delano (Delano Area Rapid Transit)	General public; Seniors and people with disabilities (Dial-a-Ride)	Fixed-route service (3 routes) and Dial-a-Ride for the general public and for seniors and people with disabilities	Local Dial-a-Ride and fixed route	City of Delano and adjacent unincorporated area	Mon - Fri, 6:30am - 5:26 pm Sat, 8:57 am – 4:40 pm	They have applied for a grant for GPS systems for the Dial-a-Ride vehicles so the dispatcher can track their location. Delano is currently upgrading information, creating a map showing all routes and stops, and a schedule showing times for every stop. This map will also be put on the web.
City of McFarland (McFarland Transit)	General public, seniors and people with disabilities	General public Dial-a-Ride within the city limits	Local Dial-a-Ride	Within McFarland city limits	Mon - Fri, 8:00 am - 4:00 pm	<i>none</i>
City of Ridgecrest	General public	The Ridgecrest-Inyokern route is a scheduled demand-responsive service operating on a regular schedule but requiring passengers to schedule their ride. The Ridgecrest-Randsburg-Johannesburg route operates weekly on Thursday and is by appointment only.	Dial-a-Ride within Ridgecrest and by contact to Inyokern and Randsburg/Johannesburg.	Ridgecrest and intercity to Inyokern and Randsburg/Johannesburg.	Inyokern service available by appointment only at 7:00 am, 11:00 am, and 4:00 pm. Randsburg and Johannesburg service available by appointment only at 9:00 am and 2:00 pm.	<i>none</i>
City of Shafter	General public	General public dial-a-ride within Shafter and the unincorporated area contiguous to the city.	General public dial-a-ride	Within Shafter and the unincorporated area contiguous to the city.	Within city limits: Mon - Fri , 7:30 am - 4:30 pm. Adjacent unincorporated county area: 9:00am - 4:00pm	<i>none</i>
City of Taft	General public, with priority given to seniors and people with disabilities	Dial-a-Ride	Local Dial-a-Ride and fixed route	The City of Taft and immediate outlying area	Mon - Fri, 8:30 am - 4:30 pm. Saturday service 8:15 am - 4 pm.	<i>none</i>
City of Tehachapi (operated by KRT)	General public	Dial-a-Ride	Dial-a-Ride	Local Tehachapi area	Mon - Fri, 5:30 am - 7:00 pm	<i>none</i>
City of Wasco (Wasco Transit)	General public	Dial-a-Ride	Dial-a-Ride	Within Wasco city limits	Mon - Fri, 8:00 am - 4:30 pm	Wasco is currently considering adding fixed route or flex-route service.
Consolidated Transportation Service Agency (CTSA) /North of the River Rec. & Park District	Age 60+ or disabled and unable to use fixed-route transit	Paratransit - demand-response door-to-door ride share system	Paratransit - demand-response door-to-door ride share system for age 60+ or disabled	Greater Bakersfield area	Mon - Fri, 7:30am - 3:30 pm	In Fall '07, will extend hours to 6pm in response to passenger requests.
Golden Empire Transit District	General public, and people with disabilities for Get-a-Lift Paratransit	Offer 18 fixed transit routes and Get-a-Lift ADA/Paratransit service in the City of Bakersfield.	Fixed-route within Bakersfield. 18 fixed routes and complementary Dial-a-Ride	Greater Bakersfield area	Mon-Fri: 7:00 am - 11:00 pm, Sat: 7:00 am - 7:30 pm	<i>none</i>
Kern Regional Transit	General public	Intercity fixed-route transit throughout Kern County, and some local services under contract to city agencies. Also goes to Lancaster and Palmdale in Los Angeles County	Intercity fixed route service, local fixed route service in Lamont and Weedpatch, dial-a-ride services within and between several rural communities in Kern County, and a demand-responsive medical shuttle in Bakersfield. Tehachapi also contracts with KRT for local service.	Throughout Kern County	Varies among services	<i>none</i>

**II. Operating and Funding Information**

Agency Name	Services / Service Area	Scheduling Rides	Basic Fare Structure	Annual Ridership (2005-2006)	Annual Operating costs	Funding Sources	Will apply for 5310, JARC, New Freedom Funds	No. Vehicles Owned/Leased	FTE Dedicated to Transit
City of Arvin	Fixed-route transit, local Dial-a-Ride.	Regularly scheduled stops in Arvin; call ahead for pick-up in Lamont for all but first trip. No advance reservations for Dial-a-Ride.	Cash Fare \$1.00 local, \$1.25 to Lamont.	n/a	n/a	TDA, STAF, and 5311	5316 and 5317 only	n/a	n/a
City of California City	Dial-a-Ride service within the city limits; one trip a week to Mojave.	MOJAVE: Reservations must be made the Monday prior to the trip. CA CITY: Mon-Fri, 8:00 am - 12:00 pm. Advance or standing reservations are not accepted. Trips assigned by priority: people with disabilities, seniors, work-related, medical, other.	Cash Fare \$1.70, Seniors (65+), People with disabilities, Youth (under 16) \$1.00.	15,194	\$187,143	TDA, STAF, and 5311	5316 and 5317 only	5	n/a
City of Delano	Fixed route (3) and Dial-a-Ride for general public, seniors and people with disabilities, in City of Delano and adjacent unincorporated area.	Min 24 hours, max two weeks in advance on a first-come, first-served basis, with regular rider arrangements and some same-day service as available.	Fixed-Route: Cash fare \$0.75, Students \$0.50, Seniors (60+) and People with disabilities \$0.35, Children 4 and under Free. Dial-A-Ride: Cash Fare \$1.25, Seniors (60+), People with disabilities and DADD, \$0.60, Children aged 4 and under Free.	154,797	\$994,326	LTF, STAF, and 5311	eligible for 5316 and 5317	11	14
City of McFarland (McFarland Transit)	Dial-a-Ride within city limits.	Passengers must call to schedule pick-up; no advanced reservations.	One-way adult fare: \$1.00. Discounted fare is \$0.50 for seniors and people with disabilities. Discounted 20-ride punch passes \$18.00 (regular fare) and \$9.00 (seniors, people with disabilities, and youth).	21,230	\$121,965	LTF - Operations, Farebox recovery, FTA Section 5311	n/a	n/a	n/a
City of Ridgecrest	Ridgecrest and intercity to Inyokern and Randsburg/Johannesburg.	Riders must call to schedule pickup.	Cash fares \$2.00, Seniors, People with disabilities, Youth \$1.00. Passes: \$35.00 (regular) \$25.00 (discount) seniors, people with disabilities, youth (5-17). Children 4 and under free with adult.	33,700	\$814,851	TDA, STAF, and 5311	5316 and 5317 only	7	n/a
City of Shafter	Dial-a-Ride within Shafter and the unincorporated area contiguous to the city.	Passengers must call to schedule pickups.	Cash fare \$1.00. Seniors, people with disabilities, youth (5-12 yrs.) \$0.75. Children five and under \$0.50. Fare outside city limits is additional \$0.25. Ten-ride punch passes are available at a 10% discount.	35,657	\$196,097	Farebox, Auxiliary Transportation Revenues, Non-transportation revenues	n/a	n/a	n/a
City of Taft	General Dial-a-Ride within Taft and in immediate outlying areas; Intercity transit to Fellows, Derby Acres and McKittrick.	Min 2 hours, max 1 week ahead.	Cash Fare \$1.50 adults, \$1.00 seniors, people with disabilities.	70,325	\$428,105	FTA 5311	No	5	5
City of Tehachapi (operated by KRT)	Dial-a-Ride in the local Tehachapi area.	Reservations accepted for same-day travel; 24 hours advance notice is recommended for "guaranteed" pick-up time. Maximum 14 days advance. Subscription trips are also available.	Cash Fare \$0.75-\$1.00; Seniors (62+), People with disabilities, Youth \$0.50-\$0.75; Children 4 and under Free with adult.	9,614	\$118,238	TDA 4 & 6.5, Fares, FTA 5311	Service run by KRT; they may apply	2	4
City of Wasco (Wasco Transit)	General public Dial-a-Ride within city limits.	None available; recommended to call 30 minutes before arrival at destination.	Cash Fare \$1.25 Adult, \$0.75 Seniors, Youth (5-12 yrs), \$1.65 Golf Course and Wasco State Prison, Children under 5 free.	26,112	\$226,070	LTF CMAQ, STA, FTA Section 5311, other	n/a	2	n/a
Consolidated Transportation Service Agency (CTSA) /North of the River Rec. & Park District	Low-cost Paratransit - demand-response door-to-door rideshare system transportation for seniors and people with disabilities who can't use fixed route transit.	Reservations Mon - Fri, 7:00 a.m. to 5:00 pm. Two day minimum and 2 weeks maximum. Same day and next day pickups possible, depending on availability.	Cash Fare \$2.00 per ride.	468,000	\$503,000	LTF and 5310	5310 - apply annually	15	12
Golden Empire Transit District	Offer 18 fixed transit routes and Get-a-Lift ADA/Paratransit service in the City of Bakersfield.	("GET-a-Lift" Dial-a-Ride only) Subscription service, and reservations by phone 7 days a week, 8:00 am to 5:00 pm.	Cash Fare \$1.50 for rider and for caregiver if space is available.	6,556,472	\$18,664,405	LTF, STAF, 5307	eligible for 5317. Will not apply for 5316	92	n/a
Kern Regional Transit	Intercity fixed route service, local fixed route service in Lamont and Weedpatch, dial-a-ride services within and between several rural communities, and a demand-response medical shuttle in Bakersfield. Tehachapi also contracts with KRT for local service.	KRT operates multiple Dial-a-Ride services. Reservations accepted up to 14 days in advance, and same-day trip requests honored if space available. Minimum 24 hours advance notice to guarantee pickup time. Subscription service available.	Fares and fare discounts vary by route. Regular intercity fares \$0.75-\$4.00, discount fares \$0.50-\$1.50. Local fixed-route fares \$0.75-\$2.00, discount fares \$0.35-\$1.00. Dial-a-ride fares \$1.00-\$2.00, discount fares \$0.50-\$1.00. See Appendix A for detailed fare structure.	470,769	\$5,360,412	n/a	n/a	n/a	n/a

## Chapter 5. Existing Social Service Provider Transportation Services

The previous chapter described existing public transportation in Kern County. Many social service providers also offer select transportation service to their clients. This chapter provides a review of transportation services offered by social service providers in Kern County.

A survey was conducted of social service providers in Kern County to identify those who offer transportation services to their clients and to gather additional information about the nature of these services. This represents the most comprehensive inventory of these services in Kern County to date.

Social service agencies generally provide transportation for their clients to bring them from their homes to their programs or facilities and back, and to transport clients from one service to another. They have been classified in this report into four primary categories: healthcare services, schools and youth, services for the homeless, and services for the developmentally disabled.

### Transportation Offered by Social Service Providers

The following social service agencies provide transportation for their clients as a component of other social programs:

#### **Healthcare**

##### **American Cancer Society**

The American Cancer Society provides free transportation between home and medical treatment centers for cancer patients and their families. They provide door-to-door transportation services from two regional offices – one in Bakersfield, and one in Lancaster, the latter serving Eastern Kern County. Ridership is estimated to be 30-40 passengers per year.

The Antelope Valley/Eastern Sierra office recruits volunteers to transport cancer patients and families from Rosamond, Ridgecrest and Inyokern to treatment sites in the Antelope Valley/Palmdale area. The Bakersfield office transports patients and families for treatment within the greater Bakersfield area. Because of a shortage of volunteers, the area office also pays for bus passes for Golden Empire Transit, dial-a-ride service through CSTA, and (as a last resort) taxi service. For patients outside the Bakersfield area, the office offers a mileage reimbursement for volunteer drivers found by the patient.

### **Catholic Healthcare West, Department of Special Needs & Community Outreach**

Catholic Healthcare West's Learning Center in Bakersfield provides curb-to-curb transportation for clients in two programs in the Bakersfield-Taft area. For the Health Options Dental Program, the center transports uninsured patients between the center and Taft Community College's dental hygiene clinic. For its Value Enhancement Program, the center provides transportation for various activities to low-income, at-risk teens age 12-17. Both services are free, operate on weekdays and carry a maximum of 5 passengers at a time, twice a week.

### **Clínica Sierra Vista**

Clínica Sierra Vista operates 15 clinics providing primary care, internal medicine, pediatric, OB/GYN, dental, behavioral health, and HIV and Hepatitis C services to medically indigent, homeless, and low-income clients in communities throughout Kern County, as well as a homeless shelter in Bakersfield. The agency provides formal, regular transportation services at its East Bakersfield Health Center, where a van transports patients to and from medical appointments. The agency provides transportation on a periodic as-needed basis for clients at its other clinics.

### **Delano Regional Medical Center**

Delano Regional Medical Center is a non-profit community and regional teaching hospital serving the Delano region. The Center operates the Delano Women's Health Clinic, providing OB/GYN services; and the Wasco Medical Plaza in Wasco, which offers primary care services. Each provides free door-to-door transportation between home and the clinic to patients who have appointments and do not have other transportation. The service is available Monday through Friday from 9am to 4pm, and is free.

## **Schools And Youth**

### **Boys & Girls Club of Kern County**

The Boys and Girls Club operates 4 vans, 2 minivans and 2 cars to transport children ages 5 to 17 to and from school or from the Bakersfield Homeless Shelter to the club's facilities. The club provides activities for children in Bakersfield, Delano, and Lamont. They provide transportation services from school sites on weekdays during the school year, and from the homeless shelter throughout the year. Fees are charged on a sliding scale, ranging from \$80 per month to free.

### **Garden Pathways**

Garden Pathways provides transportation for children from 30 local schools to its after-school arts programs in downtown Bakersfield. The program has a lease arrangement with a private contractor for six 15-passenger vans to pick up students at local elementary schools and drop them off at the Garden Pathways program. For their return home, children must be transported by a parent or other authorized adult. Students' families pay a small tuition for the program, which includes heavily subsidized transportation costs.

### **Rafer Johnson Children's Center (Bakersfield City School District)**

The school district transports special education students (pre-K through Grade 8) within the district to the center for special education services. Service for pre-K through 5<sup>th</sup> grade is door-to-door, while service for the older children is fixed route.

### **Ruggenberg Career Center (Kern High School District)**

The Ruggenberg Career Center uses 8 school district buses to transport special education students from Kern High School to job sites for vocational training.

## **Homeless Services**

### **Community Action Partnership of Kern (CAPK)**

CAPK transports clients of the Bakersfield Homeless Shelter and Bakersfield Rescue Mission to and from medical appointments and to various service agencies, including housing assistance, job training, Social Security, Department of Health Services, and Veterans Affairs in Bakersfield. This free transportation service is door-to-door, running Monday through Friday, 8:15 am to 5 pm. The agency provides about 350 rides a month using one 15-passenger van.

## **Developmentally Disabled Services**

### **Chateau d' Bakersfield**

This private, for-profit adult day care center operates 4 vans to transport developmentally disabled adults and eligible seniors between their homes and the center. This door-to-door service operates weekdays from 7:30 am to 4:00 pm.

### **Community Support Options**

A Kern Regional Center vendor based in Wasco, Community Support Options operates 20 vehicles (3 buses plus large and small vans) to provide curb-to-curb transportation for developmentally disabled clients and families from McFarland, Bakersfield, Shafter and Tehachapi. Trips are typically between their homes and day programs, work sites and recreational and social activities in Wasco. Routing is handled through Routing Logistics.

### **Delano Association for the Developmentally Disabled (DADD)**

DADD serves developmentally disabled children and adults and their families. The agency transports clients and their families in the Delano area between home and medical appointments, work, and recreational and social activities. Aides are accommodated to manage medically fragile clients and those with behavioral issues. This free service operates 7 days a week within a 45-mile radius of Delano (which includes Bakersfield and southern Tulare County). As a Kern Regional Center vendor, the agency coordinates scheduling and routing through Routing Logistics.

### **Desert Area Resources & Training (DART)**

A Kern Regional Center vendor based in Ridgecrest, DART transports developmentally disabled children and their families between their homes and supported living centers in Kern, Inyo and Mono counties and a wide variety of day programs, job sites and recreational activities throughout the area. The agency operates more than 40 buses and vans serving the three counties. Routing is handled through Routing Logistics.

### **Kern County Autism Center**

The Kern County Autism Center in Arvin operates a day program for developmentally disabled adults (Kern Regional Center clients). Each day the agency uses 5 leased vans to transport about 30 clients from Bakersfield and Arvin (2 clients from Tehachapi are transported to the program by New Advances for People with Disabilities in Bakersfield).

### **New Advances for People with Disabilities (NAPD)**

A Kern Regional Center vendor, NAPD provides transportation to day programs in Bakersfield for developmentally disabled adults, children and infants from communities within a 40-mile radius of Bakersfield, including Shafter, Wasco, Arvin, McFarland, Lamont, Lebec, Taft, Buttonwillow and Frazier Park. The agency uses 48 vans of various sizes to transport 450 adults, 150 children and 100 infants each day.

### **Social Vocational Services**

Social Vocational Services provides transportation to developmentally disabled adults each day in Bakersfield, Delano and Wasco (Kern Regional Center clients) between home and its day programs. The agency operates 5 sedans and 15 vans and transports about 140 clients each day.

### **Society for Disabled Children**

The Society for Disabled Children provides bus passes and taxicab vouchers for children and families referred to the agency by California Children's Services, which reimburses the agency for the cost of the passes and vouchers. Clients are children with certain physical disabilities and chronic medical conditions who require services and treatment within Kern County as well as outside the area (e.g., Children's Hospital Central California in Madera and Children's Hospital of Los Angeles).

### **Domestic Violence Services**

#### **Alliance Against Family Violence**

Alliance Against Family Violence offers a variety of services, including a shelter in Bakersfield for women and children who are victims of domestic violence. The agency provides shelter clients with bus passes and taxicab vouchers to help them reach social service agencies, the courts, medical appointments, etc.

**Women’s Shelter High Desert**

Women’s Shelter High Desert in Ridgecrest operates three sedans and a van to provide local transportation directly related to the services it provides to its clients, who are victims of domestic violence. Typical destinations include the courts, medical appointments and the welfare office. One sedan each is located at the agency’s outreach offices in Mojave and the Kern River valley area.

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**Figure 5-1 Social Service Provider Transportation Services in Kern County**

**I. Overall Service Information**

Agency Name	Clientele	Specific Transportation Services Provided	Service area	Service type	Service Days / Hours	Scheduling Rides	Basic Fee Structure	Upcoming Changes to Service
Alliance Against Family Violence	Victims of domestic violence – women, children	bus passes, cab vouchers	Bakersfield metropolitan area	n/a	n/a	n/a	n/a	n/a
Alpha House Women's Shelter	Victims of domestic violence	bus passes, cab vouchers	Taft	n/a	n/a	n/a	n/a	n/a
American Cancer Society, Antelope Valley East Sierra Office	Cancer patients and their families	volunteers transport cancer patients and families to treatment in Antelope Valley area	Rosamond-Ridgecrest-Inyokern area	door-to-door	Weekdays	through Cancer Resource Network	free	none
American Cancer Society, Bakersfield Office	Cancer patients and their families	volunteers transport cancer patients and families to treatment in Bakersfield; bus passes and mileage reimbursement for patient-arranged volunteer drivers provided to patients outside Bakersfield	Greater Bakersfield area	door-to-door	Weekdays	thru American Cancer Society office	free	n/a
Arc of Taft	Developmentally disabled adults (Kern Regional Center clients)	transport between home and day program	Taft	curb-to-curb	Mon-Fri, 7:10 am - 2:40 pm	coordinated through Kern Regional Center and Routing Logistics; passenger must be KRC client	free	none
Bakersfield Senior Center/Kern Co. Aging & Adult Services	Senior nutrition center	contracts for transportation with CTSA	n/a	n/a	n/a	n/a	n/a	n/a
Boys and Girls Club of Kern County	Children age 5-17	transport between school/homeless shelter and club	Bakersfield	curb-to-curb	Weekdays during school year and school breaks	n/a	fare (\$80/month) + sliding scale + full/partial scholarships	n/a
Catholic Healthcare West/Special Needs & Community Outreach	Uninsured patients in Healthy Promotions Dental Program	transport patients from CHW Learning Center to Taft Community College dental hygiene clinic	Bakersfield-Taft	curb-to-curb	Weekdays	part of intake for Healthy Promotions Dental Program at CHW Learning Center	free	n/a
Catholic Healthcare West/Special Needs & Community Outreach	Teens age 12-17 enrolled in Value Enhancement Program	transport teens from CHW Learning Center to service project sites	Bakersfield	curb-to-curb	Saturdays	part of registration with CHW Learning Center	free	n/a
Chateau d'Bakersfield	Developmentally disabled adults, seniors	transport clients between home and center	Bakersfield	door-to-door	Weekdays, 7:30 am - 4 pm	part of intake for services	free	n/a
Clinica Sierra Vista	Medically indigent and/or homeless children and adults	transport patients to/from East Bakersfield Health Center; also some as-needed transportation for patients and clients at other agency locations	Bakersfield	door-to-door	n/a	patient calls clinic 1 day in advance (limited same-day service also available)	free	n/a
Community Action Partnership of Kern	Clients at Bakersfield Homeless Shelter and Bakersfield Rescue Mission	transport people to/from homeless shelter and service agencies	Bakersfield	door-to-door	Mon-Fri, 8:15 am - 5:00 pm	clients call CAPK Helpline 2 hrs to 1 day in advance	free	n/a
Community Support Options	Developmentally disabled children and adults and their families (Kern Regional Center clients)	transport clients to/from home and day programs, work sites and recreational/social activities in Wasco and beyond	Wasco, Ridgecrest, Tehachapi, Bakersfield, McFarland, Shafter	curb-to-curb	7 days, including evenings	coordinated through Kern Regional Center and Routing Logistics; passenger must be KRC client	free	n/a
Delano Association for the Developmentally Disabled (DADD)	Developmentally disabled children and adults and their families (Kern Regional Center clients)	transport clients and their families to medical appointments, work, social activities	Within 45-mile radius of Delano, including Bakersfield and Tulare County	curb-to-curb; aides also travel to manage medically fragile clients and behavioral issues	7 days, including evenings	coordinated through Kern Regional Center and Routing Logistics; passenger must be KRC client	free	none
Delano Women's Medical Clinic/Delano Regional Medical Center	Clinic patients	transport patients to/from OB-GYN clinic	Delano	door-to-door	Mon-Fri, 9:00 am – 4:00 pm	call 1 day ahead	free	n/a

I. Overall Service Information (Cont'd)

Agency Name	Clientele	Specific Transportation Services Provided	Service area	Service type	Service Days / Hours	Scheduling Rides	Basic Fee Structure	Upcoming Changes to Service
Desert Area Resources & Training	Developmentally disabled children and adults and their families (Kern Regional Center, Inland Regional Center clients)	Transport clients to/from home, school, employment, supported living, recreation, day programs	Eastern Kern County (also Inyo, Mono counties)	curb-to-curb	7 days, including evenings	Kern County: coordinated through KRC and Routing Logistics; passenger must be KRC or IRC client	free	None planned. Federal Base Realignment and Closure program could increase area population and bring new agency clients.
Disabled American Veterans - Bakersfield chapter	Disabled veterans	Transport disabled vets to VA facilities	n/a	n/a	n/a	n/a	n/a	n/a
Kern Adult Program	Developmentally disabled adults (Kern Regional Center clients)	Transport between home and day program	Bakersfield	curb-to-curb	Mon-Fri 7:30 am – 4:00 pm	Coordinated through KRC and Routing Logistics; passenger must be KRC client	free	none
Kern County Autism Center	Autistic adults	Transport clients between home and day program in Arvin	Bakersfield, Arvin and Tehachapi	curb-to-curb	Mon-Fri, 7:30 am – 2:00 pm	Coordinated through KRC and Routing Logistics; passenger must be KRC client	free	none
Mercie's Day Program	Developmentally disabled adults (Kern Regional Center clients)	n/a	n/a	curb-to-curb	n/a	Coordinated through KRC and Routing Logistics; passenger must be KRC client	free	
Multipurpose Senior Services Program/Kern Co. Aging & Adult Services	Seniors 65+, frail health, Medi-Cal eligible	Contracts with GET to transport seniors to programs (in Bakersfield)	n/a	n/a	n/a	n/a	n/a	n/a
New Advances for People with Disabilities (NAPD)	Developmentally disabled adults, children and infants and their families (Kern Regional Center clients)	Transport developmentally adults, children and infants to day programs in Bakersfield	40-mile radius around Bakersfield, including Arvin, Taft, McFarland, Shafter, Wasco, Lamont, Buttonwillow, Lebec, Frazier Park, Tehachapi	curb-to-curb	Mon-Fri 6:00 am – 7:00 pm	Coordinated through Kern Regional Center and Routing Logistics	free	n/a
Pioneer Senior Citizens of Buttonwillow - Transportation Service	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Rafer Johnson Center/Bakerfield City School District	BCSD special ed students pre-K-8	Transport special ed students to/from several school sites	within school district	pre-K-5: door-to-door; Grades 6-8: fixed route	n/a	Through district special-education program	free	n/a
Rasmussen Senior Center	Senior nutrition center	Contracts for transportation with CTSA	n/a	n/a	n/a	n/a	n/a	n/a
Ruggenberg Career Center/Kern High School District	Special education students	Transport KHSD special education students to vocational training	n/a	n/a	n/a	Through district	free	n/a
Shafter Senior Center	Seniors	Bus to provide transportation to/from Senior Center	n/a	n/a	n/a	n/a	n/a	n/a
Shrine Club of Kern County	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Society for Disabled Children	Children with physical disabilities and certain chronic medical conditions referred by California Children's Services	Gas vouchers and bus passes for transportation to/from medical appointments and other purposes authorized by CCS	Within Kern County and beyond	n/a	n/a	n/a	free	n/a
Tri-County Medical Transport	Wheelchair-bound, Medi-Cal eligible	Non-emergency medical transportation	Kern, Kings, Fresno counties	curb-to-curb	n/a	n/a	n/a	n/a
Village Congregational Community	Residents (low-income seniors age 62+)	Transport residents to medical appointments, errands, etc.	Arvin, Lamont, Bakersfield	door-to-door	1 day/week	Reserve 24 hrs in advance; also first come, first serve	free	none
Wasco Medical Plaza/Delano Regional Medical Center	clinic patients	Transport patients to/from primary care clinic	Wasco	van	Mon-Fri, 9:00 am – 4:00 pm	Call 1 day ahead	free	n/a
Women's Center High Desert	women who are victims of domestic violence	Transportation to court, welfare office, medical appointments and other destinations directly related to the agency's services.	Ridgecrest, Mojave, Kern River valley	door-to-door (including assistance where requested, e.g., to a court appearance)	Monday - Friday	Relates to services provided (e.g., court appearances)	free	none

## II. Operating and Funding Information

Agency Name	Ridership	Annual Operating costs	Public, other Funding Sources	No. Vehicles Owned/Leased	FTE / volunteers	Maintenance	Insurance	Gas
Alliance Against Family Violence	1,000 bus passes/yr	\$10,000/yr cab vouchers	none (paid for with agency budget)	none	n/a	n/a	n/a	n/a
Alpha House Women's Shelter	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
American Cancer Society, Antelope Valley East Sierra Office	30-40 from Rosamond-Ridgecrest-Inyokern area	none	n/a	n/a	Varies	Provided by volunteer drivers	Provided by volunteer drivers	Provided by volunteer drivers
American Cancer Society, Bakersfield Office	12-15/day	none	n/a	n/a	Varies	Provided by volunteer drivers	Provided by volunteer drivers	Provided by volunteer drivers
Arc of Taft	11/day	n/a	n/a	one 22-passenger bus	2	Taft city school district	Nonprofit pool	At the pump
Bakersfield Senior Center/Kern Co. Aging & Adult Services	n/a	n/a	Eligible for 5310	n/a	n/a	n/a	n/a	n/a
Boys & Girls Club of Kern County	500/year from schools; 100-150/year from homeless shelter	n/a	Donations for summer scholarships	4 vans, 2 minivans, 2 cars (owned)	10-12 part-time	Take to mechanic	n/a	Buy at pump
Catholic Healthcare West/Special Needs & Community Outreach	175-200/year	n/a	California Endowment Grant	1 van	1 FT employee	Through dealership	Under hospital's policy	Gas card
Chateau d'Bakersfield	65/day	don't account for transportation program separately	Funding from Medi-Cal reimbursements, though transportation not reimbursed as separate Medi-Cal spending category	4 vans	4 FT employees	Private mechanic	Own	Buy at pump
Clinica Sierra Vista	n/a	n/a	Eligible for 5310	1 van	1 FT driver	n/a	n/a	n/a
Community Action Partnership of Kern	350/month	n/a	n/a	1 15-passenger van	1 FT drive (no vols)	Private mechanic	Own insurance	Gas card
Community Support Options	n/a	\$600,000 YTD (as of 5/07)	Eligible for 5310; Kern Regional Center, Caltrans grant	3 buses, 17 vans	25 employees with Class B licenses (day staff and job coaches all required to have Class B license)	Private mechanic	Own insurance	Gas card
Delano Association for the Developmentally Disabled (DADD)	n/a	n/a	May be eligible for 5310; Kern Regional Center, California Department of Developmental Services	24; half leased, half owned	20 drivers and aides (FTE)	In-house	Own policy	Retail
Delano Women's Medical Clinic/Delano Regional Medical Center	n/a	n/a	n/a	1 van	No dedicated drivers; all staff trained	n/a	n/a	n/a
Desert Area Resources & Training	40/day	n/a until after June 2007	Kern Regional Center, Inland Regional Center	3 buses, 27 vans	15 FT, 3 PT	In house, take to private mechanic	Own policy	Fleet fuel
Disabled American Veterans - Bakersfield chapter	n/a	n/a	Eligible for 5310	n/a	n/a	n/a	n/a	n/a
Multipurpose Senior Services Program/Kern Co. Aging & Adult Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
New Advances for People with Disabilities	450 adults/day, 150 children/day, 100 infants/day	n/a	Kern Regional Center	48 vans (various sizes)	60 FTE	In-house	Pool for nonprofit agencies	Fleet fuel
Pioneer Senior Citizens of Buttonwillow - Transportation Service	n/a	n/a	Eligible for 5310	n/a	n/a	n/a	n/a	n/a
Rafer Johnson Center/Bakerfield City School District	n/a	n/a	Funding from district's special education budget, not from transportation specific funding stream	12 school buses	12 drivers (FTE)	Own mechanics	Thru Kern Co. Superintendent's Office	Directly from low-bid supplier
Rasmussen Senior Center	n/a	n/a	Eligible for 5310	n/a	n/a	n/a	n/a	n/a
Ruggenberg Career Center/Kern High School District	n/a	n/a	Funding from district's special education budget, not from transportation specific funding stream	8 school buses	n/a	n/a	n/a	n/a
Shrine Club of Kern County	n/a	n/a	Eligible for 5310	n/a	n/a	n/a	n/a	n/a
Society for Disabled Children	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Tri-County Medical Transport	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Village Congregational Community	3-4/week	about \$110/week (gas, driver wage)	n/a	1 van	1 PT driver	Private mechanic	Through corporate office	At the pump
Wasco Medical Plaza/Delano Regional Medical Center	n/a	n/a	n/a	1 van	No dedicated drivers; all staff trained	n/a	n/a	n/a
Women's Center High Desert	n/a	n/a	n/a	n/a	n/a	Dealership, local mechanics	n/a	n/a



## Chapter 6. Recent Planning and Coordination Efforts in Kern County

Kern Council of Governments has already completed several important transportation planning and coordination efforts that serve as background for this Coordinated Human Services Transportation Plan. This chapter summarizes these efforts.

### Kern Regional Rural Transit Strategy (2003)

This project, completed in August 2003, explored opportunities to improve transportation options for residents, employees, and visitors to Kern County. The study focused on seniors, people with disabilities, and lower-income populations, groups that often have limited access to a personal vehicle and are, therefore, especially in need of transportation services.

A full review of population demographics and existing transportation services was conducted. Key stakeholders were interviewed, including regional and local transportation providers and representatives from a variety of social service providers throughout Kern County. Areas of Kern County needing improved transportation services were identified, and opportunities to improve connections and coordination between service providers were explored.

The study ultimately recommended a long-term strategy for service consolidation including most transit operators in the county with the exception of Golden Empire Transit (GET). A shorter-term strategy recommended enhanced coordination to bridge the gap toward consolidation. Regular communication between transportation providers, including active participation in Transit Operators' Committee meetings, agreement on conventions for data gathering and reporting, and more aggressive oversight by Kern COG were three key strategies identified to be able to move toward increased coordination between providers. Several opportunities for increased coordination were identified, including marketing coordination, service coordination and fare coordination.

### Eastern Sierra Public Transportation Study (2005)

This study represented a comprehensive effort to address short-term transit demand in the Eastern Sierra region, including along Highway 14 in Kern County. Strategies were explored to improve intra-regional transit service and inter-regional connections to the Los Angeles region, including the feasibility of passenger rail service between Mammoth Lakes and the Los Angeles region.

This study was designed to address the gap in interregional bus service resulting from the elimination of Greyhound service in 2001. Though local public transit service remained in

individual cities, a vital transportation connection between communities was lost when Greyhound discontinued service. The study explored opportunities to re-establish this connection, with links to local transit service.

Though pursuit of coordination strategies for transportation services was not an explicit goal, the study noted that inter-regional transportation would be best supported by coordination with local transit services, including scheduling and other modifications to service policies. Furthermore, a single source of information for transportation services was identified as a highly effective strategy to promote and facilitate transit use in the region.

## Western Kern Transit Development Plan (2007)

This project, recently completed, developed a short-range transit plan for western Kern County. The Existing Conditions Report identified opportunities for potential pilot coordination efforts between local transit agencies. Staff in both Shafter and McFarland have expressed interest in coordination, if doing so could result in high quality and cost-effective service, with minimal drain on staff resources. The service alternatives phase of the plan will further explore opportunities for coordination in Wasco, Shafter, and McFarland.

## Golden Empire Transit Public Transportation Services Plan (2007)

Funded by a Caltrans Community-Based Transportation Planning Grant, Golden Empire Transit (GET) is currently conducting a community-based planning effort to develop new and innovative public transportation options for underserved and hard-to-serve neighborhoods and destinations within metropolitan Bakersfield. The outcome of the project will be a new Public Transportation Services Plan that will identify potential transit services that are cost-effective and that better serve the public transportation needs of Bakersfield residents.

Public outreach with a diverse group of stakeholders is ensuring that the GET Plan will have their insight and ideas about how to improve public transportation in Bakersfield. Key stakeholders include youth and seniors, people with disabilities, people who are low-income, and others who may be transit dependent. Stakeholder groups include neighborhood associations, employers, colleges and California State University Bakersfield, and social service and health care providers.

## San Joaquin Valley Blueprint Planning Process (2007)

The San Joaquin Blueprint Planning Process is engaging residents throughout the San Joaquin Valley in the development of a vision to guide land use and transportation decisions in the Valley over the next 50 years. Key objectives of the process include the coordination

of infrastructure plans with local community goals and coordinated region-wide planning to explore solutions that work well for both local communities and the region as a whole. The process also seeks to coordinate and standardize data collection for current and future use in local and regional planning efforts.



## Chapter 7. Stakeholder Outreach

### Objectives and Methodology

The goal of this plan is to improve transportation services for the clients of human service agencies through increased opportunities for coordination, collaboration and communication. To meet this goal, and as required by FTA, the plan has incorporated the perspectives and experiences of public transit and human services providers, and their clients. Development of this plan has offered the opportunity to bring together a variety of service providers and the people who rely on them, to improve transportation services in Kern County.

The large area and diversity of needs within Kern County make it difficult for most stakeholders to attend large centralized meetings, especially since agencies tend to operate with very limited resources. Therefore, outreach for the plan has emphasized one-on-one and small group discussions with stakeholders, discussions via telephone and email, and discussions at pre-existing meetings, including collaborative meetings of social service providers from throughout Kern County.

Stakeholders were involved throughout the development of the plan and at two key points in particular. First, stakeholders played a vital role in the evaluation of existing conditions, including the identification and prioritization of unmet needs and preliminary discussions of ways to improve services to fulfill these needs.

Second, after further evaluation and analysis, proposed strategies and solutions to fulfill unmet needs were then brought back to stakeholders for further review and discussion. Short-term solutions that are more easily implemented were discussed, as well as longer-term solutions that may require more time, effort and/or funding.

Stakeholder participation throughout the planning process was critical to the development of a realistic and achievable plan that reflects the most important transportation needs of human service providers and their clients.

A list of stakeholders who were invited to participate in the development of the plan is included in Appendix C.



## Chapter 8. Key Findings: Service Gaps and Unmet Transportation Needs

Service gaps and unmet transportation needs were identified through one-on-one interviews with public transit agencies and social service providers conducted from April through July 2007. Interviews were supplemented with surveys returned by social service providers not able to be interviewed either in person or over the telephone. The interviews and surveys provided an opportunity for a variety of stakeholders from communities throughout Kern County to offer their insights about barriers preventing full mobility for seniors, people with disabilities, and low-income populations.

These findings are based primarily on information provided by stakeholders. As such they rely on perceptions based on extensive involvement with consumers and clients of human service organizations and public transit agencies.

### Key Origins and Destinations

Within each city or town where local transit and paratransit is provided, riders are generally picked up at stops throughout the service area, though there are concentrations of riders in lower-income areas, and senior centers are important pick-up points. Key destinations include medical and dental appointments (including pharmacies and therapy), shopping, social activities (especially for seniors), and community centers. Public transit is an important mode of transportation to work in Bakersfield and some other communities. Other types of destinations vary between communities, including employment training, schools and colleges, and government agency offices such as the post office, court, and welfare and unemployment offices. In some cities, public transit carries a large number of middle and high school students, while in others, schools own and operate their own vehicles.

Seniors and people with disabilities are the most common passengers of dial-a-ride services, but a variety of others use these services as well. Medical services are the most common destination of dial-a-ride passengers. Many seniors using dial-a-ride services are picked up at senior residential communities or other locations where they live, and then dropped off at medical service providers, shopping destinations, or daytime activity centers.

Many passengers use multiple systems for long distance travel, transferring between Kern Regional Transit and one or more local systems. Some trips may require two transfers – first from a local transit service to KRT, and then to another local service upon arrival in their destination city. Passengers traveling beyond Kern County make transfers between Kern County providers and either Amtrak or Greyhound.

More detailed information follows regarding specific origins and destinations in metropolitan Bakersfield, western Kern County, and eastern Kern County. Western Kern County includes areas to the north, west and south of Bakersfield, including the cities of Arvin, Delano, McFarland, Wasco, Shafter, Taft, Maricopa, and. Eastern Kern County includes Tehachapi, the Kern River Valley, Ridgecrest, and the communities in southeast Kern County (California City, Boron, Mojave and Rosamond).

## **Origins and Destinations - Bakersfield**

Golden Empire Transit (GET) provides fixed-route and dial-a-ride services. The Consolidated Transportation Service Agency (CTSA) also provides dial-a-ride service in the Bakersfield area. Kern Regional Transit provides connections between Bakersfield and the rest of the county, with several transfer points and a specialized shuttle to take passengers to medical appointments in Bakersfield.

GET ridership is dispersed throughout their service area, but a higher proportion of riders are located in northeast and southeast Bakersfield. Many areas of Bakersfield are of such low residential density that it is very difficult for people to make use of fixed-route transit. Key destinations for GET riders include medical facilities, shopping centers, schools, adult schools, employment training centers, community centers, government offices and social service agencies.

CTSA passengers are also widely dispersed throughout Bakersfield. Medical appointments are the most common destination for CTSA passengers, with others making trips for shopping and errands.

## **Origins and Destinations - Western Kern County**

Local transit providers in Western Kern confirmed that they pick up riders from throughout their service areas. Passengers in West Kern are traveling primarily to medical appointments, shopping, work, and school.

In Delano, the fixed-route service picks up passengers from throughout its service area, which includes the city proper and some surrounding unincorporated areas. The dial-a-ride service picks up most of its passengers from one of several senior centers. Many students ride the fixed-route network, in addition to medical, shopping, and work trips made by other passengers.

In McFarland, information was not available about trip origins, but a market and Clínica Sierra Vista were identified as the most common destinations.

In Taft, people come from their homes into town for medical appointments, shopping, and other errands. KRT has 6-8 stops throughout Taft, so few riders need to use Taft's local service to connect to KRT for travel to other communities.

In Shafter, a market, high school, rural health clinic, and elementary school are the most frequent destinations. Detailed information was not available about trip origins, but stakeholders stated that riders are dispersed throughout Shafter.

In Wasco, the three most requested stops on Wasco Transit are Kmart, the Community Services Organization for Kern County (CSO), and the Wasco Medical Plaza, with over 40 trips each per week. Several other markets in Wasco are also frequent destinations. Passengers can transfer to and from KRT and Amtrak at the Wasco Transit Center.

## **Origins and Destinations - Eastern Kern County**

Local dial-a-ride service is provided by the cities of Ridgecrest and California City, with each also offering limited intercity service to neighboring communities. Kern Regional Transit operates local dial-a-ride service in Mojave, Rosamond and Boron, Tehachapi and the adjacent Golden Hills neighborhood in addition to connecting service between East Kern communities and the rest of Kern County.

Passengers are dispersed throughout the service area of each transit agency, with higher concentrations in lower-income areas. The City of California City will pick up passengers living on unpaved roads within their service area. According to transit agency staff, riders on local transit services are generally transit-dependent, having no other option, whereas KRT passengers often choose it as an alternative to driving, especially because of low fares.

Most often, passengers come from their homes outside town into central areas for medical appointments, to run errands and go shopping, and to visit senior and other community centers.

## **Gaps and Unmet Needs**

A variety of gaps and unmet needs were identified, some common throughout the county and others specific to certain areas or populations. Identified gaps and unmet needs have been classified into seven broad categories. A summary is shown in Figure 8-1.

Several key issues were expressed frequently and consistently by stakeholders throughout Kern County:

1. The county is experiencing rapid growth in unincorporated outlying areas of many communities. The remote location and low densities of these developments present a particular challenge to providing effective transit service. Some public, social service and medical agencies are also moving to more outlying areas of communities, making them harder to serve with transit. Similarly, retirement communities are being developed in remote locations without nearby medical and other services and with limited or no transit service. Furthermore, these new developments are often in gated subdivisions inaccessible to public transit vehicles.

2. Medical appointments are the most common destination for dial-a-ride trips. They are also often more difficult to accommodate than other trips, particularly because the timing of return trips is uncertain. There is a clear need for greater communication between public transit agencies and administrators of medical facilities to improve transportation for patients and ensure they can arrive at their appointments on time and minimize wait time on their return trip.

Trips to dialysis clinics are a unique transportation need that is especially difficult to accommodate. Clinics open very early, with some appointments scheduled outside of normal transit service hours. Treatment is several times a week, lasts several hours and can end up taking longer than expected, making it difficult to schedule a ride home at a particular time. Sometimes there is a need to transport the patient to another facility to deal with the complications. After treatment, patients are in a weakened state, making their wait for a ride particularly uncomfortable (and also preventing them from driving themselves home). Some patients are able to obtain a subscription for regular rides to dialysis, while others must call several times a week for rides. All of these factors lead to difficulty using public transit to get to and from these appointments.

3. A desire exists for longer service hours, more service days, and more frequent service for almost all services. Some services stop at 4:00 pm (CTSA stops at 3:30 pm), preventing some people from relying on it to get home from work or appointments. Most services do not accommodate later work shifts, which are often those of low-income and entry workers. The very low density of development in rural areas also precludes more frequent service.
4. Some dial-a-ride services do not have subscription services, and other's subscription services are full. This means that people making recurring trips still must call each time. Furthermore, some dial-a-ride services require 24 hour advance notice for reservations (either as a policy or in practice because of demand for service), whereas others do not schedule rides but simply pick passengers up as soon as they can after passengers call for a ride (similar to a taxi service). Stakeholders and providers have noted advantages and disadvantages to each approach, and have expressed a desire for a process that accommodates both longer-term reservations as well as same-day trips, such as for a last-minute medical appointment.
5. Public information regarding transit service is inconsistent. Some agencies provide comprehensive information in several languages and through several media (printed, web, phone), where others have no printed material at all. A need has been expressed for increased sharing of information among providers, and development of a centralized "511"-type system that offers information about various transportation services. Provision of more information, in general as well as in Spanish, is consistently expressed as a priority need.
6. Kern Regional Transit is generally perceived to provide good service throughout Kern County at an affordable fare. Similar to other services, there is interest in expanded hours and days of operation, although some KRT routes already operate seven days a

week. There have been requests to restore service from the Kern River Valley to Ridgecrest so students can use it to attend classes there. The schedule for KRT is complex, with each route having its own hours of operation. The fare structure also varies between routes. KRT has received requests to add more local stops, especially in Bakersfield, but KRT staff noted that this would increase travel times, especially if a significant number of stops were added.

Connections between Kern Regional Transit and local providers appear to be well accommodated, with buses communicating with each other if one is running late. KRT and the local California City dial-a-ride service have trouble coordinating early morning and evening transfers, however, now that the California City vehicles are stored at the airport outside of town.

The County Departments of Health Services and Human Services also sometimes assign clients from outlying areas of Bakersfield who lack their own transportation to agency offices and the medical center in Lamont, which is much more difficult to get to on KRT compared with Bakersfield.

Social service providers did not express strong concerns about costs to ride. However, low-income families, seniors and people with disabilities on fixed incomes sometimes feel that even regular or discounted fares can be difficult to afford, especially if a transfer is necessary with an additional fare.

## Figure 8-1 Gaps and Unmet Needs

<b>Spatial</b>	<ul style="list-style-type: none"> <li>▪ In rural areas, stops are often quite far apart, especially for seniors who cannot walk long distances. Some senior communities do not have bus stops close by.</li> <li>▪ Destinations may not be set up to handle buses, so that riders have to walk far distances or in unsafe conditions. For example, KRT cannot go beyond the gates of the military base at Ridgecrest, limiting the service it can provide there. Some senior centers do not have sufficient space for buses to turn around, so passengers must be let off on the road.</li> <li>▪ Some requested destinations cross county lines, outside agencies' service areas, with limited opportunities to transfer to another system.</li> <li>▪ With added growth, urbanized areas outside of the city limits are not served by transit; the town expands, but the transit service area doesn't.</li> <li>▪ Insufficient transportation to medical facilities was cited by almost all interviewees.</li> <li>▪ Students taking night classes and who live outside of Bakersfield have a hard time getting transportation home after classes.</li> </ul>
<b>Temporal</b>	<ul style="list-style-type: none"> <li>▪ Riders have made frequent requests for more frequent service, longer hours of operation and weekend service, especially in smaller communities. Transit hours of operation do not always match those of important medical facilities, education and training facilities and other destinations; often hours are not long enough for people working regular business hours.</li> <li>▪ Service must be suspended in mountainous regions during winter.</li> </ul>
<b>Vehicles/Stops</b>	<ul style="list-style-type: none"> <li>▪ Some agencies have a shortage of wheelchair-accessible vehicles.</li> <li>▪ Some agencies become overloaded with public school students at certain times of day, making it difficult to provide service for other people during those times.</li> <li>▪ Sometimes stops are not marked, or do not provide seating or shade. Pedestrian access to stops can involve crossing wide or unmarked intersections or walking near fast-moving traffic.</li> <li>▪ Many rural roads are not paved and are often not able to be served by transit, because of wear-and-tear on buses.</li> </ul>
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>▪ Generally, agencies do not accept transfers from other agencies.</li> <li>▪ Many trips require transfers that can lead to significantly increased travel times.</li> </ul>
<b>Paratransit / Dial-a-Ride</b>	<ul style="list-style-type: none"> <li>▪ There is no uniform policy in Kern County for an attendant to ride with a passenger who needs special medical assistance.</li> <li>▪ It is difficult/costly for people in high-risk (but not emergency) medical situations in outlying areas to get to a Bakersfield hospital in a timely fashion.</li> <li>▪ There is a need for more door-to-door service (rather than just curb-to-curb).</li> <li>▪ Some transit agencies do not offer subscription services for people needing to make recurring trips.</li> </ul>
<b>Organizational</b>	<ul style="list-style-type: none"> <li>▪ Local prisons and school districts are competitive employers, making it difficult to recruit and retain drivers.</li> <li>▪ Several agencies have to deny requested rides, but currently don't keep records.</li> </ul>
<b>Information</b>	<ul style="list-style-type: none"> <li>▪ Fare policies and route scheduling varies significantly between agencies.</li> <li>▪ Publicly accessible information on transit services is often very limited, especially in Spanish.</li> <li>▪ Bus stops are often unmarked, especially in smaller communities.</li> <li>▪ There is no one central location for all transportation information for the County (such as 511), making the use of multiple systems difficult.</li> <li>▪ Dispatchers for demand-response service often only speak English.</li> </ul>

## **Bakersfield Area**

Bakersfield continues to grow and annex adjacent unincorporated land. Much of this new development is low density and far from central Bakersfield, which limits the ability of Golden Empire Transit to provide high-quality service. This challenge is acute in new growth areas, most of which are especially low-density. Residential areas are often gated communities that buses are not able to enter. One new shopping center is a nearly mile-long strip that is very difficult to serve with transit. A need for increased service from outlying areas to central Bakersfield was identified; Rio Bravo is one area that appears to have particularly strong need for service.

At the same time, key destinations are also moving further out from the central city, including medical facilities and new shopping centers. The County Department of Human Services, for example, sometimes assigns patients to the medical center in Lamont, which is much more difficult to get to on public transit compared to the Bakersfield location.

Some particularly common origin/destination pairs could benefit from express service, such as from Oildale to the Bakersfield Adult School. Also, some schedules (both local and KRT) have difficulty accommodating destinations with firm arrival times, such as schools and colleges.

## **Western Kern County**

Almost universally, residents of West Kern communities would like weekday service hours extended both earlier and later. Another common request is for weekend service to allow trips to shopping, social events and church, as well as connections to the North Kern Express (which operates seven days a week). Saturday service has proven popular where it has been introduced, such as in the City of Taft.

Local agencies are often understaffed, especially in smaller communities. This has an impact on service reliability – if a driver is sick or otherwise unavailable, no one is available as a replacement. Likewise, on days or at times with increased demand, increased service can't be provided.

For fixed-route service, requests have been made for more amenities at bus stops, reduced spacing or more strategic placing of stops, and improved signage identifying bus stop locations. In agricultural areas, public transit does not always serve employment destinations.

In Delano, residents sometimes wish to travel to Tulare County. DART stops at the county line, however, and transfers across county lines are not coordinated. Some passengers, especially those with limited mobility, have requested that there be additional stops so they can be dropped off closer to their destination.

Staffing shortages often compromise service in McFarland, with no service available at times because drivers or dispatchers must work other jobs.

Shafter has only one wheelchair-accessible vehicle. It is old and needs to be replaced, and additional vehicles are needed to provide better ADA-accessible service. Passengers have also requested that Shafter establish a reservation system. In addition, previous studies have identified a lack of wheelchair capacity in Wasco for travel demand to Community Support Options, a job training facility related to the Regional Center.

## **Eastern Kern County**

Eastern Kern is particularly remote and rural, with residents in southeast Kern more connected to Palmdale and Lancaster in Los Angeles County than to Bakersfield. Many residents live on unpaved roads that are difficult to service with public transit, though, notably, Ridgecrest Transit does do this.

Door-to-door service was once available upon request in Ridgecrest. Riders and social service providers have asked for that to be provided again, if possible.

Operations for California City Transit recently moved to the airport, which is now too far from the KRT transfer point to meet KRT service in the morning. In addition, service ends before the KRT evening bus comes to California City. Extended local service hours would necessitate paying overtime, for which funding is not available.

Social service providers in California City have reported difficulties with the Dial-a-Ride service, saying that pick-up times for passengers need to be more flexible for them to be able to make certain trips, including trips to Senior Centers for lunch and other social activities. Comparatively, in Tehachapi, social service providers have reported that the service there is able to accommodate these same sorts of trips without difficulty.

## **Service Duplication**

As described in Chapter 5, many social service providers throughout Kern County also provide transportation for their clients. In some circumstances, these services supplement public transit by providing service that accommodates special needs of their clients, is available at times or on days of the week when public transit is not available, or is customized to reduce wait times, travel times, and walking distances for their passengers.

In other circumstances, however, these services are at least partially redundant with public transit services, or even with each other. For example, Community Support Options, Delano Association for the Developmentally Disabled, and New Advances for People with Disabilities all provide transportation for developmentally disabled children and adults between their homes and all types of activities in Bakersfield and the surrounding communities. Both the Clinica Sierra Vista and Community Action Partnership of Kern provide door-to-door service within Bakersfield for the medically indigent and homeless to medical appointments and other service agencies.

Transportation service is expensive, and is also not the primary mission of most social service providers. Opportunities may exist for social service providers to coordinate and

collaborate with each other and with public transit agencies to reduce overall costs to provide these services, while still maintaining a high quality level of service that accommodates the needs of their clients.



# Chapter 9. Transportation Action Plan – Solutions and Strategies

Although Kern County has a diverse and well-developed transportation system, the unmet needs described in Chapter 8 often represent a significant mobility barrier for seniors and people with disabilities or with low incomes. An action plan to address these unmet needs is described in this chapter. First, a set of mutually supportive strategies is discussed, including increased communication between transportation and social service providers, integrated transportation and land use planning, information and marketing programs, increased cost-effectiveness of transportation expenditures, and pursuit of new funding sources. Following this discussion is a table that reviews the priority needs and identifies both short-term and longer-term solutions, opportunities and challenges to implementation, immediate action items and responsible parties.

## Key Implementation Strategies

The following section describes several key strategies to improve and expand transportation services in Kern County. These broad strategies should be applied in combination to implement the short-term and longer-term solutions described in Figure 9-1.

### 1. Communication

Many stakeholders agreed that more frequent communication between public agencies, human service providers, and representatives of key travel destinations (medical centers, schools, community and shopping centers, etc.) is a fundamental strategy for improving transportation services for seniors, the disabled, and low-income individuals. They acknowledged that even with limited time, it is important to meet face-to-face.

The Kern Network for Children General Collaborative is an example of a possible forum for increased communication between organizations. The collaborative meets monthly in Bakersfield, with representatives from diverse social service providers throughout Kern County. The standing meetings of the General Collaborative represent an opportunity for these organizations to also meet with representatives from public agencies and/or private organizations to discuss transportation issues for their constituents. The agencies involved in the collaborative focus on services for children, and many of their clients live in low-income households and communities, or have special needs because of disabilities. The Kern Senior Collaborative<sup>1</sup> and Kern County Commission on Aging<sup>2</sup> are similar forums for seniors, and a similar forum should be established for organizations providing services to persons with disabilities. Another forum meets periodically with the Mayor of Bakersfield on disability related issues - a similar forum should be established countywide for organizations providing services to persons with disabilities. A quarterly forum on

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<sup>1</sup> Kern Senior Collaborative, (661) 835-7625, [www.kernseniors.info](http://www.kernseniors.info)

<sup>2</sup> County of Kern Aging and Adult Services, Commission on Aging, [www.co.kern.ca.us/aas/coa.asp](http://www.co.kern.ca.us/aas/coa.asp)

transportation should be established with each of these collaboratives to maintain paths of communication and support the implementation of strategies and solutions to improve transportation for these populations. Kern COG staff could help get transit agencies in contact with the Collaborative and set aside time on the agenda of an upcoming meeting.

## **2. Information and Marketing**

Stakeholders indicated that more information is needed about transportation services, and this information should be more readily accessible. While the diversity of transportation providers in Kern County creates a relatively comprehensive transportation network, navigating the variety of providers, each with their own rules and their own focus, can be daunting. Opportunities should be explored to provide comprehensive, concise, and accessible information to all potential users of these services.

Agencies could also collaborate to achieve more widespread distribution and posting of information about transit services. Increased communication between transit agencies and human service providers could also help clients become more aware of existing transit services, and more able to use them.

A key strategy would be for Kern COG to work with KRT and local transit agencies to develop a countywide map of all public transit services, in combination with a centralized phone number and website providing detailed information. Even as local agencies maintain a degree of autonomy, a common branding scheme and combined marketing program could support increased transit ridership for all participating agencies. Currently, several transit agencies in western Kern County are pursuing a collaborative marketing program. This program, if successful, could eventually be expanded to encompass a larger area of Kern County.

## **3. Increased Cost Efficiencies**

### **Operations and Administration**

Administration is a significant cost for transportation providers, and often represents a high proportion of overall operating costs for the smallest transit agencies. Previous planning efforts in Kern County have noted that consolidation of agencies could reduce administrative costs. KRT currently operates dial-a-ride services in six communities in Kern County, taking advantage of the efficiencies of scale for administrative and other costs. If additional cities were to contract with KRT, additional economies of scale might be realized. Interviews with stakeholders generally indicated strong satisfaction with the services provided by KRT in local communities.

Consolidation is, however, perceived by some communities as a threat to their autonomy and flexibility to adapt to local transportation needs. In these communities, more collaborative approaches to service operation may be appropriate. Driver training could be shared between agencies; drivers could even be trained to work in multiple nearby communities. Supplemental driver training for all agency staff could enable them to serve

as backup drivers, and likewise, other training for drivers could enable them to complete other agency tasks during times they are not needed as drivers.

### **Capital Expenditures and Maintenance**

Significant savings could be achieved through coordination of capital expenditures between agencies and organizations, to the extent that they rely on similar equipment – from office equipment up to actual vehicles. Particularly small agencies and organizations may also be able to “piggyback” their purchases on those made by larger organizations. Kern COG should work with various agencies and organizations providing transportation services to identify opportunities for shared equipment and vehicle purchases.

Further cost savings may be achieved through shared maintenance facilities and/or training of mechanics. Cities such as Delano, which already conducts maintenance in-house, may be able to support additional maintenance work for agencies and human service organizations with service areas in their vicinity. Likewise, the Kern County Superintendent of Schools operates its own maintenance facilities and may have capacity to support maintenance of other vehicles, where they would do maintenance under contract with other transportation providers. Agency directors and maintenance supervisors should discuss potential collaboration of maintenance facilities and expenditures at an upcoming SSTAC meeting. Locally as well, public transit agencies should discuss with social service organizations providing specialized transportation services opportunities for the social service organizations to contract their maintenance needs with the public agency and participate in shared fuel purchases for their vehicles.

## **4. Elimination of Duplication of Service**

Social service providers often provide highly specialized transportation services for their clients, who may have needs that are difficult for public transit agencies to address on their own. However, it can be costly for one agency to provide these specialized transportation services, sometimes diverting limited resources from the organization’s primary mission and the other needs of their clients. It is, therefore, important to explore opportunities for public transit agencies and other larger-scale organizations to accommodate the transportation needs of social service providers and their clients. Recognizing that these clients often have “special needs” beyond traditional ADA services, public transit agencies may enter a specific agreement with an “agency fare” that accounts for these needs but also takes advantage of the expertise and economies of scale of the public transit provider.

Many social service providers in Kern County already reduce the transportation costs their clients must pay through subsidies, by providing taxi and transit vouchers to clients, and by contracting out services to organizations specializing in transportation. The Alliance Against Family Violence and Society for Disabled Children both provide bus tickets for their clients. Several social service organizations contract out transportation services, including senior center programs funding by Kern County Aging and Adult Services.

Social service providers should thoroughly evaluate the transportation needs of their clients to better understand how they could be accommodated by existing public transit options, including both fixed route and dial-a-ride services. Such an evaluation will help identify which clients are in particular need of specialized transportation services, as well as help other clients better understand the options available to them to obtain the social services they need. Increased communication and collaboration may also help agencies establish partnerships with each other that could enable them to better address the needs of their clients. A key advantage of public transit is that it goes beyond getting people to a specific program or destination, allowing human service agency clients increased mobility to shopping and recreational destinations that human service transportation providers may not offer.

## **5. Identification of New Funding Sources**

The preceding strategies have primarily emphasized opportunities to make the best use of existing funding, staffing resources and expertise, for both public agencies and social service providers. Securing additional funding, however, could improve transportation services, especially in combination with these strategies to increase efficiency and collaboration between providers.

Although not likely to support a substantial increase in service, three key funding sources under SAFETEA-LU offer opportunities for improvements targeted towards seniors, the disabled, and low-income individuals: the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom funds (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310). Most public transit agencies receive or are eligible for one or more of these funding sources, with Section 5310 funds being targeted especially toward social service providers and the CTSA. Since 5310 funds are for capital projects and are primarily used for purchasing vehicles, it may be beneficial for all agencies that have received 5310 funds and are contemplating applying for these funds to meet on an annual basis in advance of submitting grant applications. This will promote dialogue about vehicle needs, potential opportunities for joint purchasing of vehicles and determination of vehicle priorities. A forum involving Kern COG, KRT and local transit agencies could help all providers to become fully aware of the funding sources for which they are eligible to apply, to collaborate in the grant application process, and to ensure all Federal and State requirements are met. The ultimate goal is to expand and improve transportation services for the target populations throughout Kern County.

Furthermore, other funding for non-traditional transportation sources may be available if pursued strategically and in collaboration with other organizations who have similar needs. Some stakeholders have suggested that medical insurers and for-profit providers such as dialysis centers, for example, may be persuaded to dedicate funding toward transportation services, especially if they are already funding more expensive transportation options for their clients. This could take the form of direct contributions for receipt of services or higher fares for providing a high level and guaranteed service. Other opportunities could be

pursuing grants through foundations or a longer term option of exploring Medicaid funding for transportation services.

## **6. Integrated Transportation and Land Use Planning**

As many stakeholders have noted, the physical form of cities has a defining impact on the ability to provide transportation services. Low-density and auto-oriented development, as is found in much of Bakersfield and other areas of Kern County, is inherently difficult to serve with transit. The long distances that pedestrians often must travel to the nearest bus stop are particularly difficult for seniors, people with disabilities and parents with small children. Limited availability of shelters and other amenities at bus stops further increases the difficulty of using public transit, especially in the rather extreme climates of Kern County. Buses must also travel long distances to pick up passengers, increasing wait times and operating costs significantly.

Social service organizations also struggle to provide high quality transportation services for their clients. Though they, as well as dial-a-ride public transit services, can travel directly to clients' homes, they still must travel much greater distances if neighborhoods have limited access points and culs de sac. Furthermore, these auto-oriented development patterns result in traffic congestion, reducing travel speeds and impacting schedule adherence for transit vehicles.

Experience has demonstrated that more compact development can support improved transit services – whether provided by public transit agencies or other providers – as well as maintain quality of life for all residents of a community. Often referred to as “smart growth” these principles of city building are already being successfully pursued in many other communities in central California. Though existing development patterns are to a certain extent “fixed,” change can occur, especially through rigorous commitments to integrated land use and transportation planning made through General Plans and other local planning processes. The City of Bakersfield, along with Kern County, is currently updating the Metropolitan Bakersfield General Plan. A fundamental goal of the plan should be to better integrate transportation and land use planning to make communities more walkable and supported by transit, especially given the dependence on transportation services of many seniors, people with disabilities, and low-income populations. Regional agencies such as Kern COG can encourage transit-supportive land use through a variety of policies and programs. Transportation investments could be linked to land use through transportation demand management programs and establishment of a countywide transportation impact fee to help fund transit investments.<sup>3</sup>

Furthermore, some human service providers, especially in the greater Bakersfield area, have moved facilities to more remote locations, making it more difficult for transportation providers to bring clients to these facilities – distance and travel time can increase significantly, increasing operating costs for operators and travel time for passengers. In addition to other important considerations such as cost and availability of land, human

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<sup>3</sup> The City of Bakersfield and some areas of the County currently have transportation impact fees.

service providers may need to better understand and consider the transportation needs of their clients when evaluating where to site their facilities.

Significant new rural development is also occurring in Kern County, in western agricultural cities, eastern desert cities and retirement communities in the more mountainous regions. These communities offer highly attractive, safe and comfortable homes for families and retirees, but are also often far from basic medical and other social services that become increasingly important for people as they age. Some of these communities are gated, increasing the sense of security for residents, but also further exacerbating the difficulty of providing transit services. Although the desirability of living in these rural areas for some people cannot be denied, neither can the near impossibility of providing high quality public transit and other transportation services to areas that may eventually have higher demand for these services.

### **Street and Bus Stop Design**

Not only does low-density suburban development and remote rural development limit the ability to provide public transit and other transportation services, it also tends to lack comfortable and safe access to transit services. Many streets do not have complete sidewalks or lighting to increase pedestrian safety at night. Bus stops are often poorly light at night and lack key amenities such as shelters, places to sit, and signage to convey what services are available.

Beyond transit service levels, the walk to transit stops and the experience waiting for a bus have significant impacts on the accessibility, attractiveness and overall quality of public transit and other transportation services. Improving these conditions may require additional investment in infrastructure and maintenance, but also can have a significant positive impact on ridership and customer satisfaction. Many communities have leveraged the additional funding necessary to provide these amenities by selling advertising space on bus shelters, or through transportation impact fees on new development.

The Kern COG SSTAC is an excellent forum to discuss and develop a capital improvement plan specifically targeted at bus stops and necessary amenities. A comprehensive needs assessment should first be conducted, followed by a process to prioritize improvements (what amenities and at which locations), and an expenditure plan that identifies costs and funding sources.

Figure 9-1 summarizes the identified potential solutions, based upon the gaps and unmet needs described in Chapter 8. Both near-term and longer-term solutions are identified. Near-term solutions are relatively easy to implement and provide immediate benefits. They build momentum toward longer-term solutions that may be more challenging to implement.

Figure 9-1 is followed by a discussion of potential programs, policies, and strategies to facilitate implementation of these solutions.

**Figure 9-1 Potential Solutions to Key Gaps and Unmet Needs**

Key Issue/Gap	Potential Short-Term Solutions	Longer-Term Solutions	Opportunities and Challenges to Implementation	Examples	Action Items
<b>Schedules, Fare Policies and Service Areas</b>					
Each agency/organization has its own fare structure. Generally no discounted transfers are available between services.	Standardize fares between agencies and other providers, including eligibility requirements for senior/youth discounts.	Develop consolidated fare system for multiple agencies, beginning locally before building toward regional/countywide fare structure. Develop revenue and cost-sharing agreements between agencies to standardize fares and/or offer universal transit passes.	Costs, farebox recovery targets, and funding sources vary between services. Would require cost and revenue sharing agreements.	KRT and many local transit agencies already have cost and revenue sharing agreements in place that could be modified/developed further to accommodate standardized fares.	Kern COG should lead a fare study to review existing fares and explore opportunities, with cost implications, for increased standardization and potential consolidation of fares.
A wait of up to three weeks is required for an application to be approved for some specialized transportation services.	Allow other agencies to certify eligibility. Provide interim approval, for patients to be able to use these Dial-a-Ride and other services sooner; give discount to passengers if they simply claim to be eligible (current practice of KRT).	Establish countywide application and approvals process for eligibility for specialized services. Develop universal ID card for special services and/or to receive discounted fares.	Different agencies/organizations may have different eligibility requirements. Some services offer (or would like to offer) temporary eligibility for some clients.	The Metropolitan Transportation Commission for the San Francisco Bay Area has a regional eligibility process: <a href="http://www.mtc.ca.gov/library/adaelig/ada02.htm">www.mtc.ca.gov/library/adaelig/ada02.htm</a>  KRT does not require certification – gives discount to passengers who say they are senior, youth, or disabled.	Kern COG should lead a process documenting eligibility requirements for services and explore opportunities to standardize and consolidate the application process. KRT could also play a lead role – they already operate several local dial-a-ride services in addition to the regional service to which many riders transfer.
Some dial-a-rides do not offer subscription services for people who have regular appointments (such as dialysis patients).	Explore opportunities for targeted subscription services, especially for high priority trips (e.g. dialysis).	Explore offering both demand-response and subscription services for all passengers. Explore automated system to notify passengers if their ride will be late.	Longer lead times on reservations can lead to more frequent cancellations or “no-shows.”	The CTSA allows reservations two weeks in advance, and also has an option for subscription rides. To maintain scheduling flexibility, they only allow 30 riders on subscription at any time.	Each provider will have individual opportunities and challenges to providing subscription service, and will therefore need to lead their own process to explore implementation.
Though inter-county service is available, some trip requests across county lines are not able to be fully accommodated.	Explore increased coordination of scheduled trips with providers in adjacent counties.	Explore opportunities for targeted additional inter-county service, either for special needs trips and/or common origin-destination pairs.	Cost- and revenue-sharing agreements may be necessary. Funding streams may limit a provider’s ability to provide inter-county trips.	KRT currently offers service to Lancaster seven days a week. Tulare County Transit serves Delano, and CREST provides service from Ridgecrest into Inyo and Mono Counties (service to Trona is currently being considered).	Kern COG could work with KRT, local Kern providers, and providers in adjacent areas outside the county to identify additional inter-county service needs, including perhaps coordinated transfers, or additional travel across county lines, on a limited basis.
<b>Information/Marketing</b>					
Information about the diverse transportation services is difficult to obtain. No central location (telephone number, website) is readily identifiable as a source for this information. Limited information is available in Spanish, provided by individual transit agencies and human service agencies.	Transportation services should be included in pilot 211 program under development in Kern County. Develop a unified marketing program for services. Local agencies are working to provide more information in Spanish. KRT intends to make primary toll-free numbers more prominent on schedules.	Expand 211 program to include all transportation services. Consider splitting out transportation as an independent 511 service.	It is important to include both public and social service transportation providers to greatest extent feasible. Some agencies report legal concerns about the provision of Spanish translation.	Transportation services are to be included in pilot 211 program being pursued by the Community Action Partnership of Kern. Many social service agencies and several public transit agencies in Kern County already provide Spanish language interpretation/translation, either on the phone and/or in print. Several agencies in West Kern County are exploring an opportunity for a unified marketing program.	A pilot 211 program is already under development, led by the Community Action Partnership of Kern (CAPK). Kern COG should work with CAP to help provide information about public transit services, in addition to other transportation services targeted towards the clients of social service organizations. This program should be coordinated with the development of a 511 program to provide comprehensive multimodal transportation information for all residents of Kern County.
<b>Medical Trips</b>					
Dialysis appointments are particularly difficult to serve with public transit. Factors that impact transportation include uncertain length of appointments, patients weakened and unable to easily wait for the ride home, and appointment times are sometimes outside of transit service hours.	Develop a partnership between clinics and transit providers to increase communication and coordination. Explore opportunities for clinics to help fund increased service for their patients.	Mobile dialysis units and other types of mobile medical services could provide services to people in remote areas, reducing the need for long trips to medical facilities. Also, the CTSA is expanding their service hours later in the day to accommodate dialysis patients (starting in Fall 2007).	Nonprofit clinics have limited funds available for transportation. However, for-profit clinics could perhaps increase the number of patients they can serve, with a higher degree of reliability. Mobile dialysis units have some challenges: (1) Costs are high to purchase mobile units; (2) Mobile dialysis units are not certified for Medicare reimbursement (Source: <i>The Caledonia Record (VT), 1-29-05</i> )	Mobile Units: Davita Mobile Dialysis Care, 9925 Painter Ave., Whittier CA (562) 941-5240 Mobile Dialysis Care, Downey CA (562) 862-1897 Kern is served by the USC mobile dental clinic.	Representatives of dialysis centers should be invited to a future Kern COG SSTAC meeting to discuss opportunities for increased communication and collaboration. Both dialysis centers and agencies/organizations they rely on should review the specific needs of their clients/passengers, and costs associated with providing transportation services for them.

Key Issue/Gap	Potential Short-Term Solutions	Longer-Term Solutions	Opportunities and Challenges to Implementation	Examples	Action Items
Overall need for greater communication between transportation providers and medical centers, to ensure patients can arrive on time and have transportation available after they have completed their appointment.	Identify one or more staff members at medical centers to serve as transportation liaison for patients.				
<b>School Trips</b>					
It is difficult to use public transit to go to classes at adult schools and colleges in Bakersfield: (1) daytime bus schedules are not coordinated with class times (2) service is not available for night classes, especially for students living outside Bakersfield.	Coordinate bus schedules with class times so buses arrive at the bus stop 10-15 minutes before regular class times. Expand service later in the evening to allow for a transit trip home after class.	Explore opportunities for increased funding to support extended service hours.	Nighttime service may require extending hours, for which additional operating funds would need to be identified.	Existing KRT service from Tehachapi to Bakersfield is considered successful, with many student passengers.	KRT and GET are currently exploring opportunities to better coordinate schedules with other agencies and primary destinations of its passengers.
Bus passes are monthly, but school schedules are six to nine weeks long, making it difficult for students to take advantage of a discounted monthly pass.	Provide more flexible types of passes; coordinate among agencies so passes are usable on multiple systems. 31-day rolling pass may be more convenient than a month-to-month pass.		A 31-day rolling pass would require updated fare media and may increase driver responsibility to verify pass when boarding. Existing farebox technologies may need to be modified or replaced. Alternatively, a universal transit pass/ecopass could be developed for students. This would require cost-sharing agreements with educational institutions.	The City of Visalia, Foothill Transit (Los Angeles region) and Antelope Valley Transportation Authority all currently offer 31-day rolling passes. San Jose State University, California State University - Chico, and UC Berkeley offer local transit passes for students.	Kern COG should lead a fare study to review existing fares and explore opportunities, with cost implications, for increased standardization and potential consolidation of fares.
<b>City Planning and Design</b>					
Low-density, auto-oriented development patterns are very difficult to serve with public transit and other transportation services. Senior centers and gated retirement communities in rural or outlying suburban areas are especially difficult to serve with transit.	The City of Bakersfield, along with Kern County, is currently updating its Metropolitan Bakersfield General Plan, providing a key opportunity to begin to shift development patterns.	Plan for compact, transit-oriented "smart-growth" communities, through General Plans and other land use and transportation planning initiatives. Bakersfield is five years into the Vision 2020 Plan, which includes a broad vision for a greener, more walkable and compact metropolitan area better supported by public transit. The San Joaquin Valley Blueprint process is planning for future growth and change at a regional scale.	Existing land use patterns are "fixed" in short-term but <i>can</i> change over time. Key will be coordinated transportation and land use planning, including exploration of opportunities for infill and "retrofitting" of existing development. Siting and relocation of medical facilities, shopping centers, and other key destinations is especially important to consider.	Downtown Stockton Strategic Action Plan <a href="http://www.stocktongov.com/actionteams/DAT/2006downtownActionPlan.pdf">www.stocktongov.com/actionteams/DAT/2006downtownActionPlan.pdf</a> Pajaro Valley Growth Management Strategy <a href="http://www.actionpajarovalley.org/publications.htm">www.actionpajarovalley.org/publications.htm</a> Lodi General Plan Update <a href="http://www.lodi.gov/community_development/general_plan/reports.htm">www.lodi.gov/community_development/general_plan/reports.htm</a>	The Bakersfield General Plan process is currently underway. The needs of seniors, people with disabilities, and low-income households are clearly of importance to all residents of Kern County, and the General Plan should shape future development to better meet their needs.  Individual cities and the county should work together to pursue incentives, urban design and pricing strategies, and other programs and policies that encourage compact development that better supports public transit and walkable communities.
Some roads are unpaved in Kern County, which makes them difficult to serve with public transit.	Incorporate transit needs into evaluations of which roads should be prioritized for paving.  Currently, roads are prioritized for paving utilizing traffic volume information.	Pursue opportunities to pave more roads in areas with unmet transit needs. Also, explore programs and policies which encourage people to choose to live in areas with more fully developed infrastructure, while maintaining quality of life and affordability advantages of rural development.	Paving will entail higher capital and maintenance costs. For fiscal year 07/08 the estimated cost is \$500,000/mile to build a road.	The City of California City picks up passengers on unpaved roads. They agree that this increases maintenance costs, but is a highly-valued service for many rural residents. Ridgcrest also travels on some dirt roads, though sometimes has to limit their service in these areas.	Kern COG should meet with the Kern County Roads Department to discuss paving needs in unincorporated Kern County, to better support transportation services. Local transit agencies should also meet with city public works departments to discuss their paving needs.
Some bus stops are not clearly marked, and more shelters, signage, lighting and other amenities are needed.	Identify priority locations for basic amenities, including transfer centers, schools, and medical facilities. Identify the responsible agency for bus stop maintenance and explore opportunities and challenges to facility improvement. Explore alternative funding sources for bus stop maintenance	Develop coordinated long-term capital improvement and maintenance plan, to involve multiple transit agencies and local organizations (schools, medical center, etc).	Multiple agencies/organizations are often responsible for bus stop areas. Maintenance costs can be significant, especially if facilities include a shelter. Potential opportunities for private sponsorship (in exchange for advertising space) exist. Improvements to bus stops can have a dramatic positive impact on customer satisfaction, comfort and safety.	County of Los Angeles Department of Public Works Bus Stop Improvements and Bus Stop Amenity Programs <a href="http://www.ladpw.org/PDD/Transit/Page_04.cfm">www.ladpw.org/PDD/Transit/Page_04.cfm</a>	The Kern COG SSTAC is an excellent forum to discuss and develop a capital improvement plan specifically targeted at bus stops and necessary amenities. A comprehensive needs assessment should first be conducted, followed by a process to prioritize improvements (what amenities and at which locations), and an expenditure plan that identifies costs and funding sources.

## Conclusion

Several key strategies have been identified to improve transportation services in Kern County:

- Increased communication and collaboration between transportation providers and social service providers;
- Expanded information availability and marketing programs;
- Increased cost efficiencies and elimination of duplications of service;
- Identification of new funding sources, and integrated transportation and land use planning.

These strategies will require communication and participation from a variety of public agencies, social service organizations, and private entities, with strong leadership from Kern COG, as well as smaller organizations whose clients have distinct and pressing transportation needs. Short-term solutions will establish a foundation for more comprehensive longer-term solutions.

This plan will also support the pursuit of additional funding for transportation services in Kern County, from both Federal and State sources, by demonstrating a clear vision, path and priorities to improve transportation in all of Kern County, as well as articulating the need for expanded funding overall.



# **APPENDIX A**

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## DETAILED FARE INFORMATION FOR KERN TRANSIT



**Figure A-1 KRT Intercity Fixed Route Fares**

Route Name	Fare		Fare Discount Eligibility
	Regular	Discount	
Boron*	\$2.00 \$3.00	\$1.00 \$1.50	Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free with adult.
Buttonwillow/Bakersfield	\$1.75	\$1.25	Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free with adult.
East Kern Express*	\$1.00		No discount fares.
	\$5.00		
Fellows-Derby Acres-McKittrick	\$1.50	\$1.00	Seniors, disabled, children 5 and under ride free
Frazier Park Express*	\$1.50	\$0.75	Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free with adult
	\$3.50	\$1.75	
Kern River Valley	\$1.00	\$0.75	Children 4 and under ride free with adult
Lake Isabella/Bakersfield	\$2.75	\$1.75	Children 4 and under ride free with adult
Lamont-Bakersfield*	\$0.75	\$0.50	Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free
	\$2.50	\$1.50	
Lost Hills*	\$1.50		Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free with adult
	\$2.00		
Mojave Ridgecrest Express*	\$1.00	\$0.50	Seniors 62 years and older, Disabled, and Youth 5-15 years; Children 4 and under ride free with adult
	\$4.00	\$3.00	
North Kern Express*	\$1.50		No discount fares; Children 4 and under ride free with adult
	\$3.00		
Westside Express	\$2.00		No discount fares; Children 4 and under ride free with adult

\*See Figure A-2 for detailed fare structure.

**Figure A-2 Detailed Fare Structures for KRT Intercity Fixed Routes (with Zonal Fares)**

<b>Boron</b>	Boron	Mojave	N Edwards
Boron		\$3.00/\$1.50	\$2.00/\$1.00
Mojave	\$3.00/\$1.50		\$2.00/\$1.00
N Edwards	\$2.00/\$1.00	\$2.00/\$1.00	

(regular/discount)

<b>East Kern Express</b>	Bakersfield	Keene	Tehachapi	Mojave	Rosamond	Lancaster
Bakersfield		\$2.00	\$2.00	\$3.00	\$4.00	\$5.00
Keene	\$2.00		\$1.00	\$2.00	\$3.00	\$4.00
Tehachapi	\$2.00	\$1.00		\$1.00	\$2.00	\$3.00
Mojave	\$3.00	\$2.00	\$1.00		\$1.00	\$2.00
Rosamond	\$4.00	\$3.00	\$2.00	\$1.00		\$1.00
Lancaster	\$5.00	\$4.00	\$3.00	\$2.00	\$1.00	

<b>Frazier Park Express</b>	Bakersfield	Frazier Park	Laval Road
Bakersfield		\$3.50/\$1.75	\$2.00/\$1.00
Frazier Park	\$3.50/\$1.75		\$1.50/\$0.75
Laval Road	\$2.00/\$1.00	\$1.50/\$0.75	

(regular/discount)

<b>Lamont-Bakersfield</b>	Bakersfield	Lamont	Weedpatch	Arvin
Bakersfield		\$1.25/\$0.75	\$1.25/\$0.75	\$2.50/\$1.50
Lamont	\$1.25/\$0.75		\$0.75/\$0.50	\$1.25/\$0.75
Weedpatch	\$1.25/\$0.75	\$0.75/\$0.50		\$1.25/\$0.75
Arvin	\$2.50/\$1.50	\$1.25/\$0.75	\$1.25/\$0.75	

(regular/discount)

<b>Lost Hills</b>	Wasco	Shafter	Bakersfield
Wasco		\$1.50	\$2.00
Shafter	\$1.50		\$1.50
Bakersfield	\$2.00	\$1.50	

<b>Mojave Ridgecrest Express</b>	Mojave	CA City	Inyokern	Ridgecrest
Mojave		\$1.00/\$0.50	\$3.00/\$2.00	\$4.00/\$3.00
CA City	\$1.00/\$0.50		\$2.00/\$1.00	\$3.00/\$2.00
Inyokern	\$3.00/\$2.00	\$2.00/\$1.00		\$1.50/\$0.75
Ridgecrest	\$4.00/\$3.00	\$3.00/\$2.00	\$1.50/\$0.75	

(regular/discount)

Discount fares for Seniors 62 years and older, Disabled, and Youth 5-15 years; Children age 4 and under ride free with paying adult.

**Figure A-3 Detailed Fare Structures for KRT Intercity Fixed Routes (with Zonal Fares) cont'd.**

North Kern Express	Delano	McFarland	Wasco	Shafter	Bakersfield
Delano		\$1.50	\$2.00	\$2.50	\$3.00
McFarland	\$1.50		\$1.50	\$2.00	\$2.50
Wasco	\$2.00	\$1.50		\$1.50	\$2.00
Shafter	\$2.50	\$2.00	\$1.50		\$1.50
Bakersfield	\$3.00	\$2.50	\$2.00	\$1.50	

**Figure A-4 Local Fixed Route Fares**

	Fare		Passes	Fare Discount Eligibility
	Regular	Discount		
Arvin-Lamont	\$1.25	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children age 4 and under ride free
Bakersfield	\$0.90	\$0.40	Day Pass: \$2.25 (regular); \$1.00 (discount) Monthly Pass: \$30.00 Summer Youth Pass: \$45.00 Monthly Senior Pass: \$15.00	Seniors 62 years and older, Disabled, Medicare cardholders; Children 5 and under ride free
Delano	\$0.75	Seniors \$0.50 Disabled \$0.35	10 Ride Pass: \$7.50 General, \$3.50 Seniors and Disabled	Seniors, Disabled, Students; Children 5 and under ride free
Lamont/Weedpatch Community	\$0.75	\$0.50	tickets available	Seniors 62 and older, Disabled, Youth 5-15; Children 4 and under ride free with adult
Ridgecrest-Cerro Coso College	\$2.00	\$1.00	none	seniors, disabled, youth, children 5 and under ride free
Taft	\$1.50	\$1.00	none	seniors, disabled, children 5 and under ride free

**Figure A-5 Local Demand-Responsive Fares**

City	Fare		Passes	Fare Discount Eligibility
	Regular	Discount		
Arvin	\$1.00	\$0.50	none	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 3 and under free
Boron	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 4 and under ride free with adult
California City	\$1.70	\$1.00	none	Seniors 62 years and older, Disabled, Youth 15 years and under
Delano	\$1.25 (county)	\$0.60 (local)	tickets available \$12.50 County, \$6.00 City	Seniors 62 years older, Disabled (within city limits); No youth fare
Frazier Park (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 4 and under ride free with adult
Kern River Valley (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled; Children 4 and under ride free with adult; No youth discount
Lamont/Weedpatch (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 4 and under ride free with adult
McFarland	\$1.00	\$0.50	20 tickets: \$18.00 (regular) \$9.00 (discount)	Seniors 62 and older, Disabled, Children of walking age; Infants free. Children must be with adult.
Mojave (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 and older, Disabled, Youth 5-15 years; Children 4 and under ride free
Ridgecrest	\$2.00	\$1.00	\$35.00 (regular) \$25.00 (discount)	Seniors 62 and older, Disabled, Youth 5-17 years; Children 4 and under ride free with adult
Rosamond (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 4 and under ride free with adult
Shafter (city residents)	\$1.00	\$0.75 \$0.50	tickets available	Seniors 62 and older, Disabled, Youth 5-12 years: \$0.75; Children 4 and under: \$0.50
Shafter (county residents)	\$1.25	\$1.00 \$0.75	tickets available	Seniors 62 and older, Disabled, Youth 5-12 years: \$1.00, Children under 4 years: \$0.75
Tehachapi (KRT)	\$1.00	\$0.75	tickets available	Seniors 62 years and older, Disabled, Youth 5-15 years; Children 4 and under ride free with adult
Wasco	\$1.25; \$1.65 travel to golf course, prison	\$0.75	disabled 10-ride ticket book for \$6.50	Seniors 62 and older, Youth 5-12 years

**Figure A-6 Local Paratransit Fares**

	Fare		Fare Discount Eligibility
	Regular	Discount	
Bakersfield (Get-A-Lift)	\$1.50		
CTSA (Bakersfield)	\$2.00		
KRT Medical	Free		requires transfer to/from KRT intercity service
Taft	\$1.50	\$1.00	
DART (Delano)	\$0.60		



## **APPENDIX B**

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## STAKEHOLDER QUESTIONNAIRES



# 1. Transit Agency Questionnaire

Name of Agency (Location):

Person Interviewed (and Title):

Street Address:

Telephone #:

Email address:

Website:

1. Review rider demographics and services:
  - A. What type of service (fixed-route, dial-a-ride.
  - B. If dial-a-ride, curb-to-curb or other?
  - C. for whom do they provide transportation,
  - D. what are their service hours and days
  
2. Review organization structure –
  - A. Do they fund, administer, and/or operate services?
  
3. Origins –
  - A. Where do riders live?
  - B. Are they concentrated in certain areas?
  - C. Are some living in particularly remote or otherwise less accessible locations? (Communities, neighborhoods, rural areas, etc.)
  
4. Destinations –
  - A. Where do riders need to go – what are most common destinations?
  - B. *Be sure to note actual locations, not just type of destination (e.g. "Wal-mart in Bakersfield, not just "shopping")*
  
5. Riders and Transit –
  - A. What proportion of riders are transit dependent?
  - B. What proportion are frequent users (at least once a week, multiple times per week)?
  
6. What requested origins/destinations have you had difficulty servicing? Why?
  
7. What transportation needs (other than origin/destination) do you have difficult accommodating? Why? (e.g. people with disabilities, seniors, low-income and youth)
  
8. Transfers –
  - A. Do a significant proportion of your riders transfer to/from other transit systems?
  - B. What challenges do they face, what challenges do you face in accommodating these transfers?
  
9. Information –
  - A. In what ways do you provide information to riders – posted signs, websites, printed materials, etc.
  - B. Do you have a number for information?
  - C. What languages?
  - D. In what ways do you feel you are providing information particularly well and
  - E. in what ways would you like to better provide information to riders (and potential riders)?

10. Reservations (if the service is dial-a-ride) –
  - A. How do riders make reservations?
  - B. What is the minimum (and max) advanced time to make a reservation?
  - C. What if they cancel, or need to cancel?
  - D. What if they would like to use your system, but their trip involves other systems as well – can you help them complete their full trip?
  - E. How do you feel you are successfully accepting reservations and
  - F. in what ways would you like to improve this service?
  
11. Deviated fixed-routes –
  - A. Do you provide this service?
  - B. Under what circumstances do you, and
  - C. have you been asked to provide this service?
  
12. Requests –
  - A. What are the most frequent (or vital) requests from your riders for increased and/or improved service?
  - B. What barriers do you face in accommodating these requests?
  
13. What ideas do you have for solutions to the transportation issues people face?
  - A. What services do people wish they had available?
  - B. How could services be more accessible and easier to use ?
  - C. What other improvements would be especially helpful for your clients/members?
  
14. Coordination –
  - A. In what ways are you currently coordinating with other transportation providers, and social service providers?
  - B. What opportunities do you see for more coordination to improve service and cost-effectiveness?
    - Coordinated schedules and fares to facilitate transfers between services
    - Centralized phone number, website, etc. for information about services, and to schedule dial-a-ride trips
    - Coordinated administration and operations, shared vehicles
    - Coordinated public relations and marketing – one “face” for multiple agencies
    - Coordinated process for determining ADA (or service) eligibility
  
15. Note that we are contacting the other transportation providers and a variety of social service providers. Ask for suggestions for others to talk to at their agency, or certain other stakeholders they recommend in particular.

16. Key Operating Statistics:

	Value	Notes
Service Area Population		
Passengers per Year		
Passenger Fares		
Revenue Hours		
Revenue Miles		
Operating Costs		
Farebox Recovery Ratio		
Number of FTE (Full-Time Employees)		
Number of Vehicles in Service		
Maintenance In-house?		
Funding sources		
Eligible and intending to apply for 5310, JARC and/or New Freedom Funds?		

Date/Data Source:

## 2. Social Service Agency Questionnaire

Organization Name:

Primary Contact/Executive Director:

Street Address

Tel:

Fax:

Email:

1. Please tell us about your clientele (or members of your organization) – how are they defined demographically (age group, disability, income status, etc.)?
2. What services do you provide to your clientele/members? Are there any specific eligibility requirements?
3. Do you provide transportation for your clients/members? If so, please describe further, including: type of vehicle (shuttle, taxi...), cost to the passenger, service hours and frequency, method to arrange a ride, service area or specific routes, special services (carrying groceries inside if needed, etc.), whether drivers are paid or volunteer, etc. If you do not now provide transportation services, have you provided them in the past or considered providing them? If so, please describe further as above.
4. Where do your clients/members live? Are they concentrated in certain areas or locations? Do some live in particularly remote or otherwise less accessible locations?
5. Where do your clients/members need to go – what are their most common destinations? Please note both types of destinations (e.g. shopping) as well as specific locations (e.g. Wal-Mart).
6. What proportion of your clients/members use public and other transportation services to get around? Do certain clients/members rely on transportation services? Which services do they use and for what types of trips?
7. In what ways does public and other transportation services work well in your area, and elsewhere in Kern County?
8. What unmet transportation needs do your clients/members have? Which do you feel are most urgent?
9. What barriers do they face in trying to use public transit or other transportation services, such as costs of fares and transfers, language barriers, availability of information, accommodation of special needs (for seniors, people with disabilities, etc.)?
10. What ideas do you have for solutions to the transportation issues people face? What improvements and new services would you especially recommend? Given limited funding for new services, what would you prioritize? What efficiencies and other cost-saving measures could be pursued?
11. What opportunities, if any, do you see for better coordination among human/social service agencies and programs, and transportation services in Kern County? If you provide transportation services, what opportunities would you like to pursue to collaborate with public transit agencies and other transportation providers? Some potential solutions are listed below. Feel free to comment on these, or list other ideas.
  - Coordinated schedules and fares to facilitate transfers between services
  - Centralized phone number, website, etc. for information on services and to schedule dial-a-ride trips
  - Coordinated administration and operations, shared vehicles
  - Coordinated public relations and marketing – one “face” for multiple agencies
  - Coordinated process for determining ADA (or service) eligibility

## **APPENDIX C**

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### **STAKEHOLDERS CONTACTED**



Following is a list of transit agencies and social service agencies which either provide transportation for their clients or serve populations considered in this report. All of Kern's public transit agencies were interviewed, and many social service agencies were either interviewed or participated in public meetings that helped shape this report. Some organizations that we attempted to contact but were unable to speak with directly are also included on this list. They are kept here for reference.

## Kern County Public Transit Agencies

Agency Name	Address	Phone	Fax	Website	Contact	Title	Email
City of Arvin	200 Campus Drive Arvin, CA 93203	661-854-3134	661-854-0847	www.arvin.org	Enrique Ochoa	City Manager	emxmex@aol.com
City of California City	21000 Hacienda Blvd California City, CA 93505	760-373-8661	760-373-2674	n/a	Terry Hicks	Finance Dir and Assistant City Manager	scarcecreek@ccis.com
City of Delano (Delano Area Rapid Transit)	P.O. Box 939 Delano, CA 93216	661-721-3335	661-721-2135	www.delano-ca.org/default.htm	Philip Newhouse	Community Services Director	pnewhouse@delano-ca.org
City of McFarland (McFarland Transit)	401 West Kern Street McFarland, CA 93250	661-792-3091	661-792-3093		Gerald Forde	City Manager	gforde415@yahoo.com
City of Ridgecrest	100 W. California Street Ridgecrest, CA 93555	760-499-5015	760-371-1654	www.ci.ridgecrest.ca.us/	Dennis Speer	Public Works Director	dspeer@ridgecrest-ca.gov
City of Shafter	336 Pacific Street Shafter, CA 93263	661-746-6365	661-746-0607	www.shafter.com/	Jo Barrick	Administrative Services Director	jbarrick@shafter.com
City of Taft	209 E. Kern Street Taft, CA 93268	661-763-1222	661-765-2480	www.cityoftaft.org/	Gary Dabbs	Public Works Dir / Assistant City Manager	gdabbs-tch@bak.rr.com
City of Tehachapi (operated by KRT)	115 S. Robinson Street Tehachapi, CA 93561	661-822-2200	661-822-8559	www.tehachapicityhall.com/	Hannah Chung	Finance Dir	hchung@tehachapicityhall.com
City of Wasco (Wasco Transit)	746 8th Street Wasco, CA 93280	661-758-7200	661-758-5411	www.ci.wasco.ca.us/Public_Documents/index	Dan Allen	City Operations Manager	daallen@ci.wasco.ca.us
Consolidated Transportation Service Agency (CTSA) /North of the River Rec. & Park District	405 Galaxy Ave. Bakersfield, CA 93301	661-392-2000 661-392-2030 Judy	661-392-2040	n/a	Judy Ardray	Director	jardray@norrecreation.org
Golden Empire Transit District	1830 Golden State Bakersfield, CA 93301	661-324-9874	661-324-7849	www.getbus.org/	Steven Woods	Deputy CEO	stwoods@zeus.kern.org
Kern Regional Transit	2700 M Street, # 400 Bakersfield, CA 93301	661-862-8894	661-862-8851	www.co.kern.ca.us/roads/kernregionaltransit.asp	Linda Wilbanks	Planner	lcwilban@co.kern.ca.us

## Kern County Social Service Providers – Bakersfield Area

Organization Name	Contact	Title	Phone	Fax	Email
34th St. Neighborhood Partnership	Sandy Morris	Coordinator	661-326-3051	-	-
Alzheimer's Disease Association	Janice Keenberg	Director of Adult Day Services	661-393-8871	-	janice@ADAKC.org
Arthritis Association Adaptive Aquatics Center	-	-	661-322-9411	-	aaaac1@yahoo.com
Bakersfield Adult School	Keith Reding	Assistant Principal	661-835-1855, ext. 61134	-	Keith_Reding@khsd.k12.ca.us
Bakersfield Association For Retarded Citizens (BARC)	Dave Kyle	Director of Operations	661-834-2272	661-834-9813	dkyle@barc-inc.org
Bakersfield College	Angela Alvarado	Director, EOPS	661.395.4351	661-395-4768	aalvarad@bakersfieldcollege.edu
Bakersfield College	Angelica Gomez	Director, DSPS	661-325-4741	661-395-4590	angegome@bakersfieldcollege.edu
Bakersfield Dialysis Center	Hope Youngblood	Dialysis Social Worker	661-325-4741	661-316-1247	-
Bakersfield Dialysis Center	Paula Murphy	Dialysis Social Worker	661-325-4741	-	-
Bakersfield Memorial Hospital	Jan Roberts	Director of Care Management	661-327-4647, ext. 2340	-	-
Bakersfield Homeless Shelter	Louis Gill Jr.	Executive Director	661-322-9199	661-322-9203	-
B-GLAD (Bakersfield Outreach of the Greater L.A. Agency on Deafness, Inc)	Phoua Vang	Receptionist	661-327-3781	-	pvang@bglad.org
Catholic Healthcare West	Debbie Hull	Regional Director, Special Needs & Community Outreach	661-632-5467	-	dhull@chw.edu
CHW Mercy Hospital Cancer Center	Cherryl Biggar	Director of Oncology Services and Volunteer Services	661-632-5224	-	cbiggar@chw.edu
Center for the Blind & Visually Impaired	Stan Scharry	Orientation and Mobility Specialist	661-322-5234	-	bakerst@cbvi.org
Clinica Sierra Vista	Linda Low	Director of Programs	661-635-3050	-	lowl@clinciaserravista.org
CSU Bakersfield	Keith Powell	EOPS	661-654-3124	-	-
CSU Bakersfield	Janice Clausen	Disabled Student Programs and Services	661-654-3360	-	jclausen@csub.edu
DaVita Dialysis Center - Bakersfield	Carol Tsuboi	Medical Social Worker	661-322-4911	661-322-4943	carol.tsuboi-vankopp@davita.com
DaVita Dialysis Center - Northeast Bakersfield	Monica Eurto	MSW	661-872-9836	-	-
DaVita Dialysis Center- White Lane	Susan Arnold	MSW	661-396-7286	-	-
Kern County Department of Public Health	Cindy Wassen	Director, Public Health Nursing	661-868-0400	-	-

Organization Name	Contact	Title	Phone	Fax	Email
Department of Rehabilitation	Diane McClanahan	Rehabilitation Counselor	661-322-3045	-	dmclclana@dor.ca.gov
Dolores Huerta Foundation	Alicia Huerta	Treasurer	661-322-3045	-	ahuerta@doloreshuerta.org
East Bakersfield Collaborative/ Boys and Girls Club	Renee Stancil	Collaborative Coordinator	661-631-5878	-	rstancil@bgclubsofkerncounty.org
Epilepsy Society of Kern County	Patsy Conner	Executive Director	661-634-9810	-	-
Fairfax/Brundage Partnership	Debra Johnston	Coordinator	661-331-8143	-	-
Fresenius Medical Care	Lisa Brothers	RN	661-664-0158	-	lisa.brothers@fmc-na.com
Friends of Kern County Multiple Sclerosis	Kim Kotrla	-	661-321-9512	-	kim.kotrla@cal.nmss.org
Garden Pathways	Karen Goh	Executive Director	661-633-9133	-	kareng@gardenpathways.org
Get Moving Kern	Jennifer Lopez	Healthy Living Outreach Facilitator	661-205-3743	-	jelopez@kern.org
Good Samaritan Hospital	Nick Damien	Special Projects	661-399-4461	-	-
Goodwill Industries of South Central California	Terry Byrd	Vocational Case Coordinator/Job Developer	661-837-0595, ext. 316	-	tbyrd@giscc.org
Greater Bakersfield Council of the Blind	John Ross	President	661-619-5863	-	john1973@sbcglobal.net
Greater Bakersfield Legal Assistance	Carmen Burgos	-	661-321-3981	-	-
Greenacres Senior Center	Lisa Walker	Director	661-392-2011	-	-
Greenfield Collaborative	Linda Raygoza	-	661-837-3720	-	-
Haven Counseling Center/Child Abuse Prevention Council	Karen Cooley	Executive Director	661-327-4711	-	susan_graham@heartsfrc.org
H.E.A.R.T.S. Connection of Kern County	Susan Graham	Director	661-328.9055 (800) 210-7633 x282	-	susan_graham@heartsfrc.org
Hope Center	Dennis Mitchell	Director	661-399-2119	-	Dmitchell2@bak.rr.com
Independent Living Center of Kern County	Norris Ledbetter	-	661-325-1063	-	norris@ilcofkerncounty.org
Kern County Consortium Special Education Local Plan Areas (SELPA)	Darleen Jehnsen	Director	661-636-4801	-	dajehnsen@kern.org
Kern County Housing Authority	Stephen Pelz	Executive Director	661-631-8500	-	spelz@kernha.org
Kern County Human Services Dept.	Beverly Hughes	Program Director	661-631-6318	-	hughes@co.kern.ca.us
Kern County Human Services Dept.	Susan Price	Assistant Program Director	661-336-6725	-	prices@co.kern.ca.us
Kern County Mental Health System of Care	Diane Koditek	Administration	661-868-6609	-	-
Kern County Network for Children	Tom Corson	Executive Director	661-636-4488	-	tocorson@kern.org

Organization Name	Contact	Title	Phone	Fax	Email
Kern County Office on Aging & Adult Services/Aging Commission	Kris Grasty	Interim Director	661-868-1060	-	grastyk@co.kern.ca.us
Kern Medical Center	Linda Markham	Social Worker	661-326-2630	-	
Kern Medical Center/ElderLife program	Marilyn Wilson	Program Coordinator	661-326-6595	-	wilsonm@kernmedctr.com
Kern Regional Center	Lynn Clark	-	661-852-3324	-	lclark@kemrc.org
Kern Senior Collaborative	Dottie Johns	Community Liaison	661-835-7625	-	-
Mercy Southwest Hospital	Linda O'Neill	Director of Case Management	661-632-5135	-	-
Mexican American Opportunity Foundation	Magdalena Menendez	Administrator	661-861-2800	-	magdam@co.kern.ca.us
Mobility Opportunities Via Education/MOVE International	David Schreuder	Executive Director	800-397-6683	-	daschreuder@kern.org
Oildale Community Collaborative	Shelley Furtak	Coordinator	661-392-2163	-	-
Police Activities League	Sgt. Chad Jackman	Executive Director	661-283-8880	-	chad@bakersfieldpal.org
Richardson Special Needs Collaborative	Bill Reifel	Coordinator	661-336-5482	-	bireifel@kern.org
Rosedale Collaborative	Cherilyn Price	-	661-631-6016	-	-
Salvation Army	-	-	661-325-2605	-	-
San Joaquin Community Hospital	Barbara Smith	Director, Buck Owens Center	661-869-6580		
San Joaquin Valley College - Bakersfield Campus	Kelly Walters	Dean of Student Services	661-834-0126	-	-
Senior Serve (financial mgt support)	-	-	661-631-1258	-	-
South Chester Collaborative	Debbie Wood	-	661-631-5895	-	-
Southeast Neighborhood Partnership	Shawn White	Coordinator	661-322-3276	-	-
United Way of Kern County	Miriam Krehbiel	Director	661-834-1820	-	miriam.k@uwkern.org
Youth Connection	Gail Scarazzo	Executive Director	661-852-5765	-	scarazzog@co.kern.ca.us

## Kern County Social Service Providers – beyond Bakersfield Area

Organization Name	Contact	Title	Phone	Fax	Email
AARP	<i>n/a</i>	<i>n/a</i>	866-448-3615 nat'l number		
Arvin Community Health Center	<i>n/a</i>	<i>n/a</i>	661-854-3131		
Bakersfield Community College Delano Campus	John Jaramillo	Director	661-720-2002		jojarami@bakersfieldcollege.edu
Buttonwillow Senior Center	<i>n/a</i>	<i>n/a</i>	661-764-5970		
Center on Race, Poverty & the Environment	Daniela Simonovic	<i>n/a</i>	661-720-9140 ext 305		
Centro De Colores Center	Maria Urenda	<i>n/a</i>	661-845-3753		mariaurenda@yahoo.com
Cerro Coso Community College	Heather Ostash	Counseling	760-384-6100		hostash@cerrocoso.edu
Cerro Coso Community College on Edwards Air Force Base	K. Lowe	<i>n/a</i>	661-258-8644		klowe@cerrocoso.edu
Community Support Options Inc	Tony Figueroa	Transportation Coordinator	661-758-5331		afigueroa@cso-svd.org
Del Pueblo Medical Group	<i>n/a</i>	<i>n/a</i>	661-845-1788		
Delano Association for the Developmentally Disabled	<i>n/a</i>	<i>n/a</i>	661-721-3220		
Delano Community Health Center	Steven Shilling	CEO	661-635-3050 (Bakersfield Office)		sshilling@clincasierravista.org
Delano Family Medical Center	Leticia	<i>n/a</i>	661-721-7080 (Central Operator)		
Delano Neighborhood Partnership	Linda Hinojosa	<i>n/a</i>	661-721-7036		lhinojos@duesd.org
Delano Regional Medical Center	Marisela Herrera	Purchasing	661-725-4800		herrm@drmc.com
East Kern Health Care District	<i>n/a</i>	<i>n/a</i>	760-373-8681		
East Kern Youth Projects	<i>n/a</i>	<i>n/a</i>	760-384-4416		
Habitat For Humanity of the Indian Wells Valley	<i>n/a</i>	<i>n/a</i>	760-446-4151		
Inyo Kern Senior Center	<i>n/a</i>	<i>n/a</i>	760-377-4800		
Kern River Valley Campus	<i>n/a</i>	<i>n/a</i>	760-379-5501		
Kern River Valley Senior Citizens, Inc. (Meals on Wheels)	<i>n/a</i>	<i>n/a</i>	760-379-1428		
Kern Tribal TANF- Bakersfield Office of Owens Valley Career Development Center	Daniel Fabela	Social Worker	661-323-1086		dfabela@ovcdc.com
Lake Isabella Senior Center	<i>n/a</i>	<i>n/a</i>	760-379-2161		
Lamont Senior Center	<i>n/a</i>	<i>n/a</i>	661-845-0938		

Organization Name	Contact	Title	Phone	Fax	Email
Lancaster Health Care Center	Keesha Arbstron	Transportation Coordinator- Director of Social Services	661-942-8463	<i>n/a</i>	<i>n/a</i>
Maricopa Senior Center	<i>n/a</i>	<i>n/a</i>	661-769-9898	<i>n/a</i>	<i>n/a</i>
McFarland Senior Center	Mona Guillen	Senior Coordinator	661- 792-3187	661-792-6846	<i>n/a</i>
Mountain Communities Adult Day Center	<i>n/a</i>	<i>n/a</i>	661-301-6154	<i>n/a</i>	<i>n/a</i>
Mountain Communities Family Resource Center	Ann Weber	Director	661-245-4303	661-245-2516	healthystart@frazmtn.com
Mountain Community Health Center	Millie Karr	<i>n/a</i>	661-245-3773	661-248-5254	<i>n/a</i>
Office of Aging in Tehachapi	Diane King	<i>n/a</i>	661-822-6255	<i>n/a</i>	<i>n/a</i>
Owens Valley Career Development Center- Ridgecrest Office	Linda Dodson	Interim Site Manager	760-375-9363	<i>n/a</i>	ldodson@ovcdc.com
Pioneer Senior Citizens	<i>n/a</i>	<i>n/a</i>	661-764-5970	<i>n/a</i>	
Ridgecrest Senior Center	Kathy Shelton	<i>n/a</i>	661-868-1054	<i>n/a</i>	sheltonk@co.kern.ca.us
Rosamond Senior Center (Hummel Hall)	Kathy G	Secretary	661-256-1012	661-256-1012	
Senior Services of I.W.V. (formerly Homemaker Service of IWV)	Barry Lowry	Director	760-375-2352	<i>n/a</i>	hmkrsiwv@ridgenet.net
Sharing & Caring	Brenda	<i>n/a</i>	661-822-3001	<i>n/a</i>	<i>n/a</i>
Sierra Family Care	<i>n/a</i>	<i>n/a</i>	661-824-4511	<i>n/a</i>	<i>n/a</i>
Taft Community Center	Samantha Bishop	<i>n/a</i>	661-763-1535	661-763- 5355	<i>n/a</i>
Taft N.E.E.D.S. Center	<i>n/a</i>	<i>n/a</i>	661-763-4888	<i>n/a</i>	<i>n/a</i>
Tehachapi Adult Resource Center	<i>n/a</i>	<i>n/a</i>	661-763-1532 or 661-823-7302	<i>n/a</i>	<i>n/a</i>
Tehachapi Hospital	<i>n/a</i>	<i>n/a</i>	661-823-3000	<i>n/a</i>	<i>n/a</i>
Tehachapi Senior Manor	Angela Huntsbaker	Assistant Manager and After Hours Manager	661-822-5050	661-823-0739	<i>n/a</i>