

KERN COUNCIL OF GOVERNMENTS

# Arvin/Lamont/Bakersfield Corridor Transit Development Plan Final Plan

---



September 2009



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# Executive Summary

This report presents a five-year transportation development plan for the Arvin/Lamont/Bakersfield Corridor. To prepare the plan, the consultant evaluated existing KRT service in the study corridor, analyzed demographic conditions and trends, and solicited input from passengers, community members, community stakeholders and transit operations staff. The information gathered during early phases of the project was then used, in conjunction with field observations, to develop a recommended service plan that best serves Arvin/Lamont residents' transit needs. In addition to recommending service modifications, a capital and financial plan was prepared detailing the capital and operating expenditures and revenues needed to support the recommended plan.

## Community Profile

The study corridor is located in the southern portion of California's San Joaquin Valley, southeast of Bakersfield in Kern County. Bakersfield, Kern County's largest city and location of most major services, is approximately 13 miles from Lamont and 25 miles from Arvin. Because the communities of Arvin, Lamont, and Weedpatch are relatively small, residents take advantage of the large concentrations of medical, educational, and commercial services located in Bakersfield.

In 2000, the population of Lamont was approximately 14,000; the population of Arvin was approximately 13,000; and the population of Weedpatch was approximately 2,750. In the last nine years, the population of Arvin is estimated to have increased to 16,200 (an almost 25% increase) and the Lamont population is estimated at 15,800 residents (an approximate 13% increase). Looking at population demographics, the study communities have a lower average of seniors than the rest of Kern County but a much higher youth population with between 39-42% of all residents in Arvin, Lamont, and Weedpatch being under 18 years old.

According to the 2000 Census, the median household income for Arvin was \$23,674, \$25,578 in Lamont, and \$19,838 in Weedpatch. The median household income in these communities is significantly lower than Kern County as a whole which has a median household income over \$35,000. According to the census data, zero block groups in the Arvin/Lamont/Weedpatch area have a median household income of over \$30,000. The lowest income populations were concentrated around Weedpatch and the southern portion of Lamont and south of Highway 223 in Arvin.

Because of the high concentration of low income households in the area, many households do not have access to a private vehicle. In Weedpatch and Lamont, between 20-25% of households did not have access to a private vehicle in 2000. In most areas of Arvin, 10-20% of households did not have access to a vehicle. On the western edge of the city an even greater percentage of residents—roughly one in four residents—live in a household without a vehicle. Without access to a vehicle, many residents must rely on transit and other alternative modes to access jobs and services.

## Transit Service Overview

Kern Regional Transit (KRT) operates three primary services along the Arvin/Lamont/Bakersfield corridor: intercity fixed-route, local fixed-route, and dial-a-ride service. Each of the services is described below.

## **Intercity Fixed-Route**

KRT operates two routes between Bakersfield and Lamont/Arvin, providing the only transit access to Bakersfield from Arvin, Lamont, and Weedpatch.

Lamont/Bakersfield Route 1 primarily provides service between Lamont, Weedpatch, and Bakersfield. In Lamont and Weedpatch, the route operates on Highway 184 and serves Weedpatch Market and County Fair Market among other locations. In Bakersfield, the route serves East Hills Mall, Walmart, Bakersfield College, Kern Medical Center, the Adult Education Center, and the Golden Empire Transit (GET) Downtown Transit Center. The first weekday and Saturday morning trip and final weekday and Saturday evening trip also provide service to City Hall in Arvin. Route 1 operates on Monday through Saturday from 5:55 AM to 6:55 PM approximately every two hours. On Sundays, the route operates from 8:00 AM to 7:45 PM every one to two hours. All Sunday trips provide service to Arvin.

Lamont/Bakersfield Route 2 operates between Weedpatch and Bakersfield. In Weedpatch and Lamont, the route follows the same alignment as Route 1. In Bakersfield, the route serves Walmart, Valley Plaza Mall, the Adult Education Center, and the GET Downtown Transit Center. In 2008, the route started serving Edison, a small community located east of Bakersfield on Highway 58, because of transit demand from Edison residents. Five of the seven trips offered on Route 2 serve Edison. Route 2 operates on Monday through Saturday from 5:30 AM to 6:17 PM at varying frequencies.

Sunday intercity service is provided on one route which combines portions of Routes 1 and 2.

## **Local Fixed-Route**

KRT operates the Lamont Community Fixed-Route to provide local circulation within the vicinity of Lamont and provides more local coverage than the intercity routes. The route provides service via a one-way loop serving major destinations and service centers in Lamont. Major destinations include Apple Market, Kern County Department of Human Services, Cal Organic Farms, and Clinica Sierra Vista. The route also serves Sunset and Vineland Schools at bell times and a large agricultural employer, Grimmway Farms, on select trips. The Lamont Community Fixed-Route operates on Monday through Saturday from 5:30 AM to 6:55 PM approximately every 90 minutes.

## **Dial-A-Ride**

The Lamont Dial-A-Ride provides a general public curb-to-curb service. Reservations are required at least one day in advance although same day requests are fulfilled on a space available basis. The dial-a-ride provides service to the surrounding unincorporated county areas, not served by the fixed-route service. The dial-a-ride operates from 4:30 AM to 7:00 PM on Monday through Friday, 5:30 AM to 7:00 PM on Saturday, and 7:00 AM to 8:00 PM on Sunday.

## **Other Services**

Arvin Transit provides fixed-route service between Arvin and Lamont and KRT connects with Golden Empire Transit (GET) in Bakersfield.

### **Arvin Transit**

Arvin Transit provides local and intercity service to Arvin residents on two routes. The Arvin Local circulates in Arvin via a one-way loop and serves destinations such as Dollar Tree, Arvin High

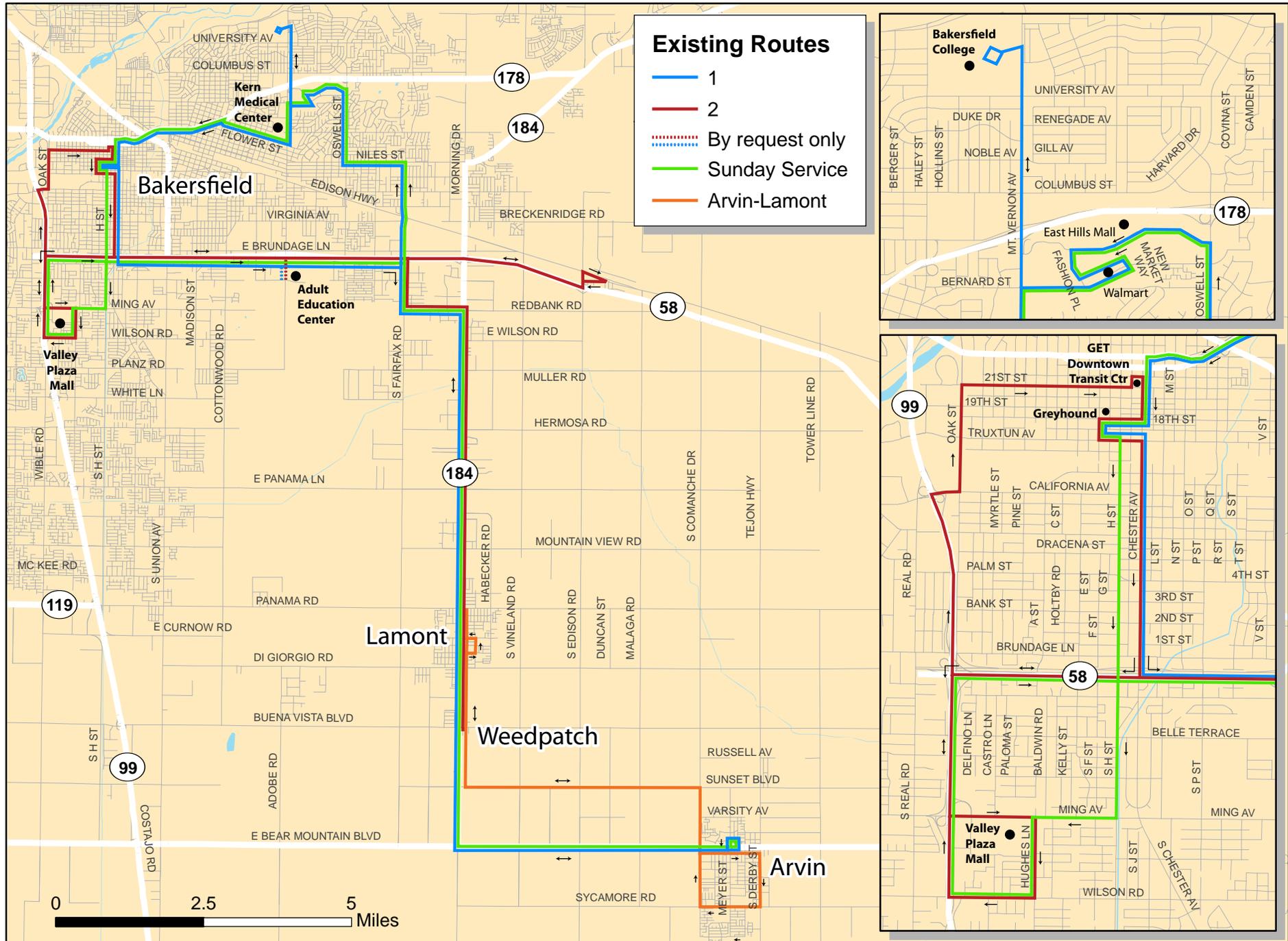
School, Sycamore Health Care, and City Hall. The Arvin-Lamont Route provides intercity connections for residents who need to access Lamont and KRT for service to Bakersfield. The route provides circulation in Arvin and serves Main Street, Segrue Road, Myrtle Avenue, and Hall Road in Lamont. Two morning, midday, and afternoon trips are provided on the route. While KRT and Arvin Transit schedules are not coordinated, Arvin Transit passengers may transfer to KRT routes along any portion of the Arvin-Lamont route.

### **Golden Empire Transit (GET)**

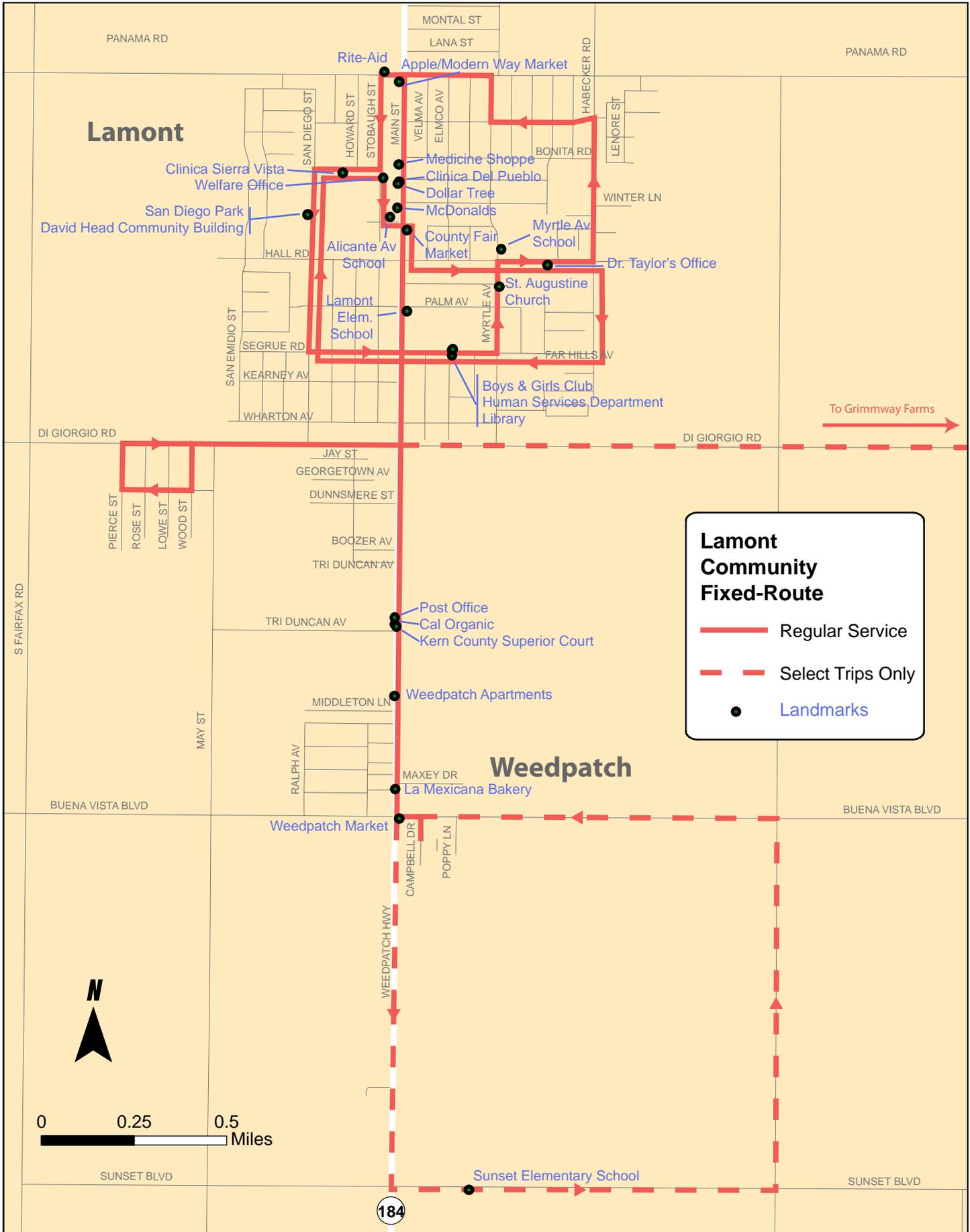
GET provides service within the City of Bakersfield on 18 different routes, seven days a week. KRT passengers can transfer at the Downtown Transit Center to GET routes 2, 3, 4, 5, 8, 9, 12, 14, and 17. KRT passengers may also transfer at bus stops shared by GET and KRT.

Figure ES-1 illustrates intercity services operated by Kern Regional Transit and Arvin Transit service in the study area. Figure ES-2 shows the Lamont Community Fixed-Route service.

# Figure ES-1 Intercity Service Map



# Figure ES-2 Lamont Community Fixed-Route Transit Service



## System Performance

System performance was analyzed for the past five fiscal years. Detailed financial and operating data is presented in Chapter 3. Cost indicators, such as the operating cost per passenger and per revenue hour, have generally increased over the last four years. Ridership and fare revenues have increased over the period on the intercity and dial-a-ride services but declined slightly on the local fixed-route. Both Lamont services are below the desirable 10% farebox recovery and the state mandated TDA requirement and the intercity route farebox recovery ratio hovered at 17.1% in FY 2008/09. KRT reports the agency's farebox recovery ratio for the entire system in aggregate by general service type (fixed-route and dial-a-ride) which allows the entire system to remain within the required farebox recovery ratio.

The overall operating cost per passenger has increased on all services except the dial-a-ride since FY 2004/05. The intercity routes operating cost per passenger increased 22% from \$4.61 in FY 2004/05 to \$5.65 in FY 2008/09. The cost per passenger on the Lamont Community Fixed-Route increased almost 60% over the five-year period to \$14.93 due to increasing costs and declining ridership. The dial-a-ride operating cost per passenger has decreased overall since FY 2004/05, costing KRT \$13.34 per passenger in FY 2008/09. As of FY 2008/09, the dial-a-ride is more cost effective per passenger to operate than the local fixed-route.

## Passenger Surveys

On Wednesday, Thursday, Saturday, and Sunday during the first week of April 2009, drivers asked passengers who boarded their vehicles if they would like to complete a passenger survey. Surveys were provided in both English and Spanish. A total of 231 surveys were returned. With an average weekday ridership of approximately 500 passenger trips, the total surveys returned represent a 46% response rate.

Overall passengers are pleased with public transit service in the Arvin/Lamont/Bakersfield corridor with 85% rating the service as "excellent" or "good". Respondents generally utilize the service regularly with over 68% responding that they use the service at least three times per week. While passengers use the service regularly, 22% of passengers would simply walk to their destination if transit service were unavailable. Because Arvin and Lamont are small communities, passengers can easily walk for local trips without transit service. The largest percentage, 36%, would not have made the trip without public transit, emphasizing the important role it plays in this corridor by helping passengers access jobs, schools, and other services. A large majority of passengers (74%) were from low income households earning less than \$15,000 per year.

## Stakeholder Input

Kern Regional Transit and Kern Council of Government staff identified stakeholders to provide a diversity of insight that would reflect the concerns of the communities in the Arvin/Lamont corridor. Stakeholders' main issues are described below.

### **Service between Arvin and Lamont**

With only one morning and one evening KRT trip between Arvin and Bakersfield, stakeholders would like to see more service to Arvin. The envisioned service would provide at least two morning trips to Lamont and Bakersfield and two return trips to Arvin as well as service midday. The service could be provided by Arvin Transit's intercity service to Lamont. In order to improve

this service however, KRT and Arvin Transit must coordinate their schedules to create a seamless transfer between the two services.

## **Fare Coordination**

Stakeholders identified the need for fare coordination as a priority of this plan. Each time a passenger boards a different KRT route or a different agency route, the passenger must pay the full fare. This can be a significant financial burden for passengers making long trips to Bakersfield who may have to pay over \$3.00 one-way per person. Stakeholders would like to see KRT, Arvin Transit, and GET work together to form transfer agreements between operators where passengers can either transfer for free between services or at least receive a fare discount between services.

## **Bilingual Materials**

With a high number of Spanish speaking passengers and residents in the Arvin and Lamont area, stakeholders requested that KRT provide transit information in both English and Spanish and update the schedules to make them more user friendly.

KRT drivers were also interviewed as part of the stakeholder interview process. All stakeholder outreach is detailed in Chapter 6.

## **Goals, Objectives, and Standards**

In order to assess system performance and determine when corrective action is needed for transit services, Kern Regional Transit has established a set of goals and objectives to evaluate services in the Arvin/Lamont/Bakersfield corridor. These goals and objectives were reviewed and updated and simplified for this plan.

Chapter 7 provides a full discussion of the recommendations including goals, objectives and specific performance targets.

## **Service Plan**

Based on the needs and issues identified during earlier phases of the study and detailed in Chapter 8, the consultant recommends the following service plan. The plan calls for no additional spending or service reductions however expansion and reduction scenarios are discussed in Chapter 8.

## **Background**

In September 2008, KRT intercity service underwent significant changes in order to provide service to Edison, located northeast of Lamont. With the implementation of service to Edison, Route 2 was restructured from offering a clockwise counterpart to KRT Lamont/Bakersfield Route 1 to serving Edison, Downtown Bakersfield, and Valley Plaza Mall. As a result of this change, Lamont/Bakersfield Route 1 has been adversely impacted and Route 2 ridership and productivity has declined significantly.

## **KRT Lamont/Bakersfield Route 1**

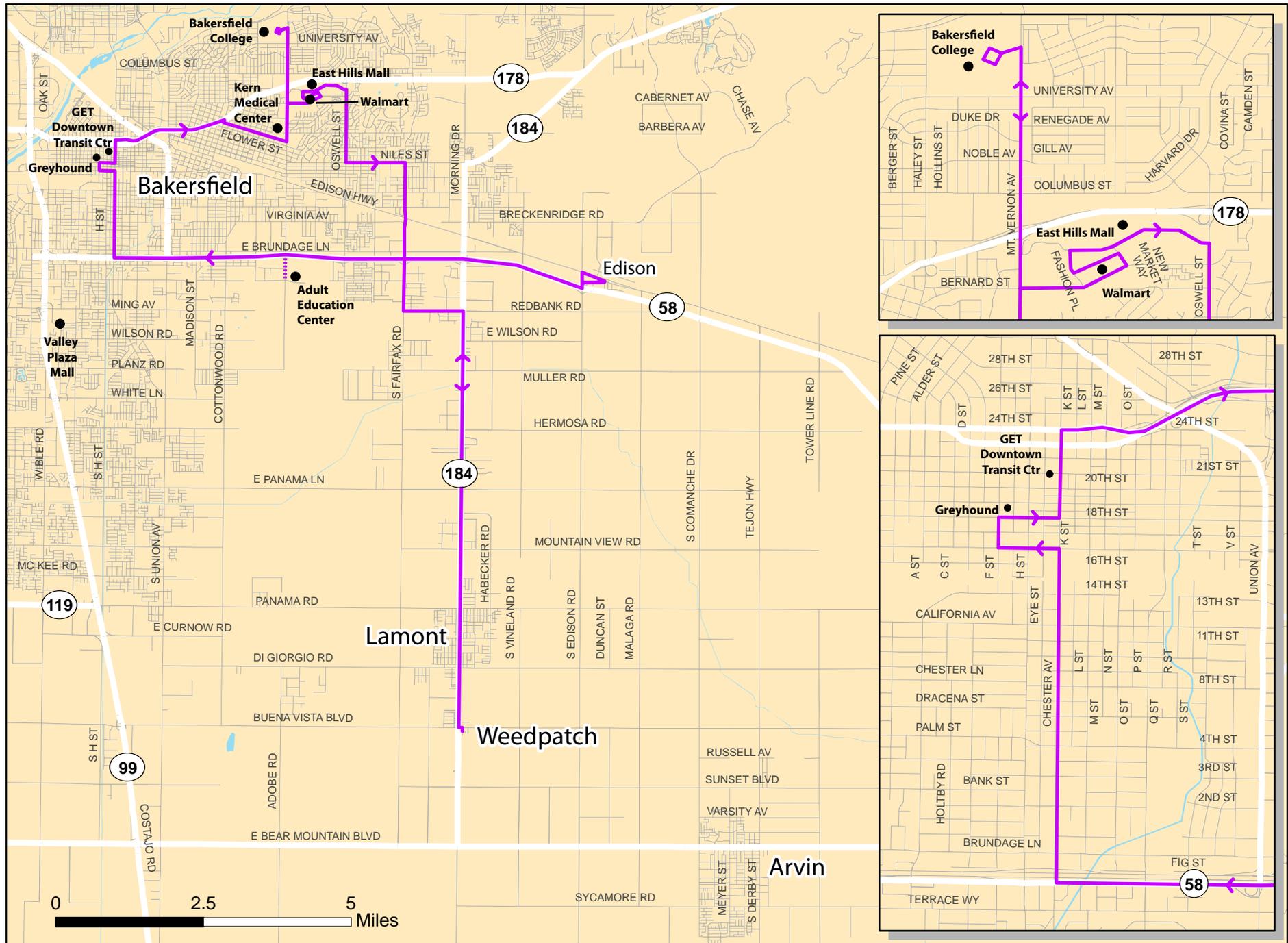
Route 1 serves as the “work horse” for intercity service between Lamont, Arvin, and Bakersfield and carried approximately 54% of all passengers in the study corridor in FY 2008/09. While the route has suffered from poorer on-time performance and overcrowding since September 2008 due to KRT Lamont/Bakersfield Route 2 modifications, the consulting team does not recommend any changes to this route. Route 1 serves the community well and connects passengers to the services they need and want to access. By modifying Route 2 service, Route 1 should return to its pre-September 2008 conditions.

## **KRT Lamont/Bakersfield Route 2**

With the implementation of Edison service, Route 2 ridership has fallen and passenger productivity is down over 30%. According to driver comments, passenger surveys, and stakeholder interviews, Route 2 no longer goes where passengers want to go. In order to provide access to desired destinations, it is recommended that Route 2 be rerouted to serve Lamont, Edison, Walmart near East Hills Mall, Bakersfield College, and Downtown Bakersfield. In this alternative, service is discontinued to Valley Plaza Mall and the GET’s Southwest Transit Center in order to allow the schedule to accommodate East Hills Mall and Bakersfield College. By reinstating service to Bakersfield College and Walmart, Edison residents will have greater access to education and shopping and Lamont/Weedpatch residents will have increased access to services. This will also help alleviate overcrowding issues on Route 1 that have caused a decline in on-time performance.

The proposed route will operate similar to Route 2 service before September 2008. While this change is not expected to dramatically change ridership, the updated service should redistribute ridership between Route 1 and Route 2 and alleviate overcrowding and improve on-time performance on Route 1. The proposed schedule maintains the same level of service to Edison as the current service. The proposed Route 2 may help attract more Edison riders who want to access Walmart, Kern Medical Center, and Bakersfield College.

# Figure ES-3 Proposed KRT Lamont/Bakersfield Route 2 with Edison Service



## Schedule Coordination

One of the main concerns of passengers and stakeholders was the connection between Arvin, Lamont, and Bakersfield. Currently only one morning and one evening KRT trip serves Arvin and six additional trips are provided between Arvin and Lamont on Arvin Transit. The Arvin Transit trips however are not coordinated with KRT service and as a result, passengers may have to wait for up to 30 minutes.

It is recommended that Arvin Transit and KRT work together to coordinate their schedules in order to maximize passenger convenience. The two services should meet at a marked bus stop, preferably with a shelter in at least one direction, such as Weedpatch Highway/Main Street and Panama Road near Apple Market. Because Arvin Transit's route is significantly less complex than KRT's intercity services, it is recommended that Arvin Transit adjust their schedules to meet KRT.

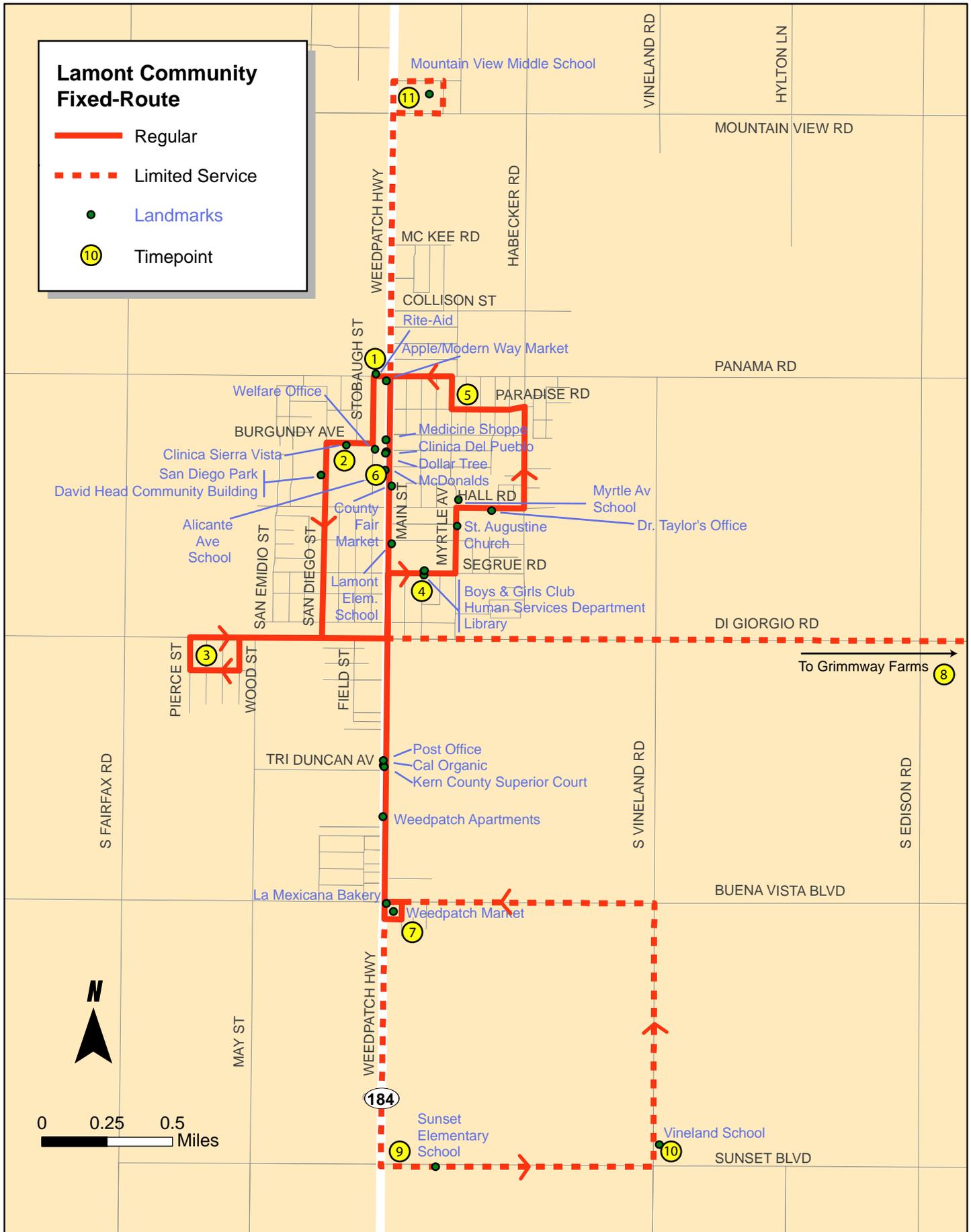
A sample schedule is presented in Chapter 8. The proposed updates modify the Arvin-Lamont routes to meet trips for peak direction travel—the first four trips meet Bakersfield-bound KRT trips and the last two trips meet Lamont-bound KRT trips. Wait times are reduced to 5-6 minutes at County Fair Market in Lamont, a shared timepoint on both Arvin Transit and KRT. The changes represent a minimal change to the total revenue hours offered by Arvin Transit and will not significantly alter service cost.

## Lamont Community Fixed-Route

The current Lamont Community Fixed-Route is circuitous and can be confusing, serving many of the same streets and destinations on each scheduled trip. Drivers have stated that they are sometimes unaware of how the route is supposed to operate. In order to create a streamlined, easier to use service and reduce route redundancy, a new route is recommended. The new route will use the same streets as the current route but will have a shorter one-way travel time and not double back on itself during the course of one trip. The updated route will also serve Mountain View Middle School at Weedpatch Highway and Mountain View Road during the school year at bell times.

The total roundtrip cycle time for a regular run is 33 minutes. The service is scheduled to operate approximately every 40 minutes. With service to Sunset and Vineland Schools, a roundtrip can take up to 48 minutes. The proposed service modifications will not increase the operating cost but with a simpler route, passenger productivity should increase modestly.

# Figure ES-4 Proposed Lamont Community Fixed-Route



## Lamont Dial-A-Ride

Dial-a-ride is operated in Lamont with one vehicle. At this time, the level of service appears to be sufficient and operational problems are not regularly experienced. The dial-a-ride service currently carries over five passengers per hour, high for a dial-a-ride operation. No service changes are recommended.

## Marketing Recommendations

Marketing is an essential part of any transit operation. Schedules tell passengers where and when to catch the bus and state important policies. Marketing recommendations are:

- Translate schedule information into Spanish.
- Make schedules available at more locations throughout Lamont and Arvin.
- Clarify bus stop policies with First Transit staff and add KRT bus stop signs at key GET bus stops in Bakersfield.

## Financial and Capital Plan

### Revenue Sources

KRT's Arvin/Lamont/Bakersfield services rely on TDA and farebox revenues in order to operate. Approximately 90% of operating revenues currently come from TDA. Capital funding comes from two sources including TDA and Congestion Mitigation Air Quality (CMAQ) grants.

### Financial Plan

A key objective of the financial plan is to ensure that the service is sustainable over the planning horizon. With the current state financial situation, the financial plan assumes that no new service will be initiated within the next five years. Total revenue hours are kept at the FY 2008/09 level.

The financial plan assumes the following:

- Revenue hours will remain status quo through the life of the plan and are based on the total revenue hours for FY 2008/09.
- Operating cost is based on the FY 2008/09 operating cost per revenue hour of \$69.99 and the FY 2008/09 total revenue hours.
- Operating cost increases 3% in FY 2009/10 and increases based on the new operating contract with First Transit in FY 2010/11<sup>1</sup> and beyond.
- The service will rely exclusively on TDA and farebox revenues.
- STA funding will be unavailable.
- The annual LTF allotment will remain static in FY 2010/11 and FY 2011/12, increase 2-3% in FY 2012/13, and increase 3-4% in FY 2013/14 and beyond.
- Passenger fare revenue is based on the FY 2008/09 average fare per passenger and the projected annual ridership.

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<sup>1</sup> The new operating contract with First Transit began on July 1, 2009 (FY 2009/10)

- In FY 2013/14, a \$0.25 fare increase across the board is programmed to maintain a 10% farebox recovery ratio (discussed in “Fare Recommendations” Section).
- Ridership will increase modestly at 1-2% on the dial-a-ride and 2% on the intercity fixed-routes. Lamont Community Fixed-Route service is projected to decline slightly in FY 2009/10 in line with the current trend and then increase in FY 2010/11 if the recommended service is implemented and service is extended to Mountain View Middle School.

Figure ES-5 presents the estimated service hours, operating costs, and projected revenues..

### Figure ES-5 Operating Plan

	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Estimated Revenue Service Hours</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	8,036	8,036	8,036	8,036	8,036	8,036
Lamont Community Fixed-Route	4,140	4,140	4,140	4,140	4,140	4,140
Lamont Dial-A-Ride	5,059	5,059	5,059	5,059	5,059	5,059
<b>Total Hours</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>
<b>Estimated Service Costs</b>						
<i>Projected Inflation Factor*</i>		3.0%	6.2%	2.9%	2.8%	2.9%
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$562,440	\$579,313	\$615,498	\$633,334	\$650,998	\$670,034
Lamont Community Fixed-Route	\$289,765	\$298,458	\$317,101	\$326,289	\$335,390	\$345,197
Lamont Dial-A-Ride	\$354,095	\$364,718	\$387,499	\$398,728	\$409,849	\$421,833
<b>Total Cost</b>	<b>\$1,206,300</b>	<b>\$1,242,489</b>	<b>\$1,320,098</b>	<b>\$1,358,351</b>	<b>\$1,396,236</b>	<b>\$1,437,064</b>
<b>Estimated Revenues</b>						
<b>Non-Fare Revenues</b>						
TDA-Local Transportation Funds (LTF)	\$1,082,786	\$1,116,880	\$1,191,886	\$1,227,761	\$1,263,321	\$1,272,422
TDA-State Transportation Assistance (STA)	<i>Program Suspended</i>					
<b>Non-Fare Revenues Subtotal</b>	<b>\$1,082,786</b>	<b>\$1,116,880</b>	<b>\$1,191,886</b>	<b>\$1,227,761</b>	<b>\$1,263,321</b>	<b>\$1,272,422</b>
<b>Fare Revenues</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$96,046	\$97,967	\$99,926	\$101,925	\$103,963	\$127,251
Lamont Community Fixed-Route	\$9,398	\$9,210	\$9,671	\$9,864	\$9,963	\$13,417
Lamont Dial-A-Ride	\$18,070	\$18,431	\$18,615	\$18,802	\$18,990	\$23,974
<b>Subtotal Fare Revenues</b>	<b>\$123,514</b>	<b>\$125,608</b>	<b>\$128,212</b>	<b>\$130,590</b>	<b>\$132,916</b>	<b>\$164,642</b>
<b>Total Revenues</b>	<b>\$1,206,300</b>	<b>\$1,242,489</b>	<b>\$1,320,098</b>	<b>\$1,358,351</b>	<b>\$1,396,236</b>	<b>\$1,437,064</b>

\*Operating costs increase by the amount specified in KRT's operating contract with First Transit

## Performance Indicators

Based on the recommended service alternative, ridership and key performance indicators are presented in Figure ES-6.

**Figure ES-6 Key Performance Indicators**

	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Ridership</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	99,618	101,610	103,643	105,715	107,830	109,986
Lamont Community Fixed-Route	19,408	19,020	19,971	20,370	20,574	20,780
Lamont Dial-A-Ride	26,543	27,074	27,345	27,618	27,894	28,173
<b>Farebox Revenues</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$96,046	\$97,967	\$99,926	\$101,925	\$103,963	\$127,251
Lamont Community Fixed-Route	\$9,398	\$9,210	\$9,671	\$9,864	\$9,963	\$13,417
Lamont Dial-A-Ride	\$18,070	\$18,431	\$18,615	\$18,802	\$18,990	\$23,974
<b>Passengers/Revenue Hour</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	12.4	12.6	12.9	13.2	13.4	13.7
Lamont Community Fixed-Route	4.7	4.6	4.8	4.9	5.0	5.0
Lamont Dial-A-Ride	5.2	5.4	5.4	5.5	5.5	5.6
<b>Operating Cost/Passenger</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$5.65	\$5.70	\$5.94	\$5.99	\$6.04	\$6.09
Lamont Community Fixed-Route	\$14.93	\$15.69	\$15.88	\$16.02	\$16.30	\$16.61
Lamont Dial-A-Ride	\$13.34	\$13.47	\$14.17	\$14.44	\$14.69	\$14.97
<b>Subsidy/Passenger</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$4.68	\$4.74	\$4.97	\$5.03	\$5.07	\$4.94
Lamont Community Fixed-Route	\$14.45	\$15.21	\$15.39	\$15.53	\$15.82	\$15.97
Lamont Dial-A-Ride	\$12.66	\$12.79	\$13.49	\$13.76	\$14.01	\$14.12
<b>Farebox Recovery Ratio</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	17%	17%	16%	16%	16%	19%
Lamont Community Fixed-Route	3%	3%	3%	3%	3%	4%
Lamont Dial-A-Ride	5%	5%	5%	5%	5%	6%
Cumulative Farebox Recovery Ratio	10%	10%	10%	10%	10%	11%

Passenger productivity is expected to increase over the life of the plan as ridership continues to grow while service hours remain static. By FY 2013/14, the intercity service is expected to carry almost 14 passengers per hour and each of the Lamont local services will carry five or more

passengers per hour. Cost effectiveness indicators such as cost per hour and cost per passenger will continue to increase because costs will increase at a greater rate than ridership and fare revenues.

The farebox recovery ratio will remain well over 10% for the intercity services despite increasing service costs. The Lamont Dial-A-Ride and Lamont Community Fixed-Route service will continue to have a low farebox recovery ratio. The cumulative farebox ratio for all corridor services is projected to remain at approximately 10% until FY 2013/14 when it will increase to 11% due to the recommended fare increase.

## Fare Recommendations

Currently KRT offers no passes to passengers and no transfers between KRT routes or regional transit operators. In order to increase passenger convenience and lessen the burden of paying multiple fares, KRT should pursue two key fare policies.

- KRT should pursue transfer agreements with Arvin Transit and GET and provide a fare discount for passengers transferring between KRT routes such as a \$0.25 discount for passengers transferring between routes and operators.
- KRT should consider implementing a system-wide bus pass such as a punch pass which can be purchased for a pre-set value such as \$10.
- In addition, it is recommended that KRT consider providing a fare disincentive for general public use of the dial-a-ride service in order to allow maximum availability for passengers who cannot use the fixed-route service.

## Fare Increase

KRT's system-wide farebox recovery ratio goal is 10%. KRT's FY 2008/09 farebox recovery ratio performance was 12.2%, above the system-wide goal. On a route-by-route basis, some services perform below the goal and some above. In the study corridor, the intercity routes recovered over 17% of the operating cost in fares, well above 10%, while Lamont Community Fixed-Route and Lamont Dial-A-Ride performed significantly below the goal at 3-5%. As a corridor, the cumulative farebox recovery ratio for the Arvin/Lamont/Bakersfield Corridor collection of services is projected to remain at approximately 10% until FY 2013/14 when it is projected to decline to 9%.

As a result of the decline, it is recommended that KRT increase fares on all corridor services by \$0.25 in FY 2013/14. With the proposed fare increase, the cumulative farebox recovery ratio will increase to 11% in FY 2013/14. Because KRT calculates its farebox recovery ratio on a system-wide basis, a fare increase may be required sooner to boost the system-wide farebox recovery ratio above 10%.

## Capital Plan

The primary capital need facing KRT's Arvin/Lamont/Bakersfield service over the next five years is vehicle replacement. The other programmed capital project is for bus stop shelters. Approximately \$583,000 is required to fulfill the projects including \$107,000 in local match funding. The capital projects, their costs, and proposed funding sources are presented in Figure ES-7.

**Capital Plan assumptions:**

- CMAQ will fund 88.5% of vehicle purchases
- TDA will provide the local match for vehicles and also fund bus stop shelters

Vehicle prices are based on KRT's last bus purchases for El Dorado Aerotech and Transmark vehicles, increasing at 3.5% annually.

**Figure ES-7 Capital Plan**

	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	Total
<b>CAPITAL EXPENSES</b>						
Vehicle Replacement <i># of Vehicles</i>		\$106,051 <i>1 cutaway</i>	\$109,763 <i>1 cutaway</i>		\$322,400 <i>1 standard coach</i>	\$538,215 <i>3</i>
Bus Stop Shelters		\$15,000	\$15,000	\$15,000		\$45,000
<b>Total Capital Expenses</b>	<b>\$0</b>	<b>\$121,051</b>	<b>\$124,763</b>	<b>\$15,000</b>	<b>\$322,400</b>	<b>\$583,215</b>
<b>CAPITAL REVENUES</b>						
CMAQ		\$93,855	\$97,140		\$285,324	\$476,320
TDA		\$27,196	\$27,623	\$15,000	\$37,076	\$106,895
<b>Total Capital Revenues</b>	<b>\$0</b>	<b>\$121,051</b>	<b>\$124,763</b>	<b>\$15,000</b>	<b>\$322,400</b>	<b>\$583,215</b>

**Vehicle Purchase**

Four vehicles are needed to operate service in the study corridor. Because this is a five-year plan and the vehicles used by KRT have a 5-10 year lifespan, only three vehicle replacements are programmed in this plan. One 16-passenger El Dorado Aerotech cutaway is programmed for FY 2010/11 and another in FY 2011/12 to replace vehicles purchased in 2004. In FY 2013/14, a 29-passenger El Dorado Transmark is scheduled for purchase to replace a Transmark purchased in 2003. In order to comply with air quality requirements and solidify KRT's commitment to clean fuel technology, all replacements will be fueled with compressed natural gas (CNG).

**Figure ES-8 Fleet Purchase Schedule**

Vehicle Type	Capacity	# of Vehicles	Purchase Year	Retirement Year
Standard Cutaway	16/2	1	FY 2010/11	FY 2015/16
Standard Cutaway	16/2	1	FY 2011/12	FY 2016/17
Medium Duty Coach	29/2	1	FY 2013/14	FY 2023/24
<b>Total Vehicles</b>		<b>3</b>		

**Bus Stop Shelters**

KRT is currently in the process of placing bus shelters throughout Kern County including 1-2 in the Lamont area. Placing bus shelters is good public policy. It provides an increased and permanent transit presence in the community and a comfortable place for passengers to wait for the bus. Over the five-year capital plan, three additional shelters are programmed at approximately \$15,000 each. The total price could vary depending on whether or not a concrete pad is needed to place the shelter. If only a shelter is needed and no additional improvements are necessary, then the cost would decline to approximately \$5,000 per shelter. TDA is identified as the funding source although with the current California fiscal status, TDA may not be available

for discretionary funding such as bus shelters. KRT is eligible to use Proposition 1B funding for bus shelter placement programs and is in the process of securing \$112,000 for shelters and benches. Kern COG does not require a local match for these funds.

## Operating and Capital Plan Summary

The current KRT Arvin/Lamont/Bakersfield transit service will cost approximately \$1.2 million to operate in FY 2009/10 and over \$1.4 million by FY 2013/14. Capital projects over the next five years will cost approximately \$580,000 and include three new vehicles and new bus shelters. TDA represents the largest funding source for corridor transit operations and provides the local match for capital projects. With TDA revenues in flux, capital projects may have to be postponed and KRT may need to consider future service reductions.

### Figure ES-9 Operating and Capital Plan Summary

	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Expenditures</b>					
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$579,313	\$615,498	\$633,334	\$650,998	\$670,034
Lamont Community Fixed-Route	\$298,458	\$317,101	\$326,289	\$335,390	\$345,197
Lamont Dial-A-Ride	\$364,718	\$387,499	\$398,728	\$409,849	\$421,833
Capital	\$0	\$121,051	\$124,763	\$15,000	\$322,400
<b>Total Expenditures</b>	<b>\$1,242,489</b>	<b>\$1,441,149</b>	<b>\$1,483,114</b>	<b>\$1,411,236</b>	<b>\$1,759,465</b>
<b>Revenues</b>					
Fare Revenue	\$125,608	\$128,212	\$130,590	\$132,916	\$164,642
Non-Fare Revenue					
TDA	\$1,116,880	\$1,219,082	\$1,255,384	\$1,278,321	\$1,309,498
CMAQ	\$0	\$93,855	\$97,140	\$0	\$285,324
<b>Total Revenues</b>	<b>\$1,242,489</b>	<b>\$1,441,149</b>	<b>\$1,483,114</b>	<b>\$1,411,236</b>	<b>\$1,759,465</b>



# Chapter 1. Introduction

The objective of the TDP is to evaluate the current transit services operated along the study corridor and identify possible alternatives for providing improved service. This report presents the results of the comprehensive analysis of Kern Regional Transit (KRT) service serving the corridor including a passenger survey, a peer review, stakeholder interviews, the recommended service plan, and the five-year capital and financial plan for service along the corridor.

## Current Service Overview

Kern Regional Transit offers four primary services along communities on the Arvin/Lamont/Bakersfield corridor. Two routes provide service between Downtown Bakersfield and Lamont. Lamont/Bakersfield Route 1 provides service to Weedpatch, Lamont, and Bakersfield. The first and last trips of the day also serve Arvin. Lamont/Bakersfield Route 2 provides service between Weedpatch, Lamont, Bakersfield, and Edison (on select trips only). Together these two routes provide passengers with access to Bakersfield College, Walmart, Kern Medical Center, the Greyhound Bus Station, and the Golden Empire Transit District (GET) Transit Center where connections can be made to GET routes. KRT's Lamont/Bakersfield Routes 1 and 2 operate Monday through Saturday and a modified Route 1 operates on Sunday.

In the Lamont area, KRT operates the Lamont Community Fixed Route which provides local circulation in Lamont and connections to Weedpatch. The Lamont Dial-A-Ride provides curb-to-curb service for Lamont and the surrounding unincorporated area. The Lamont Community Fixed Route operates Monday through Saturday and Lamont Dial-A-Ride operates seven days a week.

## Report Organization

The Existing Conditions Report details the current status of transit services along the Arvin/Lamont/Bakersfield Corridor. The chapters following this introduction include:

### **Chapter 2 Community Profile**

Chapter 2 presents a discussion of the demographics along the study corridor. The chapter presents maps that highlight where key ridership groups are located and which land uses are most appropriate for transit (based on employment and household densities).

### **Chapter 3 Existing Transit Services**

Chapter 3 provides an overview and assessment of fixed-route transit and dial-a-ride service performance operated by Kern Regional Transit.

### **Chapter 4 On-Board Passenger Survey**

Chapter 4 presents the results of the driver administered passenger survey conducted in April 2009 on Kern Regional Transit routes serving the study corridor. Results include passenger opinions on service quality, origin and destination data, and demographic information.

### **Chapter 5 Peer Review**

Chapter 5 reviews the results of the peer review conducted via telephone with similar transit services.

## **Chapter 6 Stakeholder Interviews**

Chapter 6 summarizes the results of stakeholder interviews with key community members and groups.

## **Chapter 7 Goals and Objectives**

This chapter reviews system performance compared to established standards and outlines the updated and streamlined goals and objectives for the Arvin/Lamont/Bakersfield Corridor.

## **Chapter 8 Service Plan**

The service plan reviews the issues and needs identified in the study corridor and proposes alternatives to the current service. Although no additional operating funding is currently available for the study corridor, service expansion scenarios are outlined and cost estimates are detailed.

## **Chapter 9 Capital and Financial Plan**

Chapter 9 reviews the estimated cost of the service plan and outlines capital needs for the five-year planning horizon.

## Chapter 2. Demographic Analysis

### Overview

The study corridor is located in the southern portion of California's San Joaquin Valley, southeast of Bakersfield in Kern County. Bakersfield, Kern County's largest city and location of most major services, is approximately 13 miles from Lamont and 25 miles from Arvin. Because the communities of Arvin, Lamont, and Weedpatch are relatively small, residents take advantage of the large concentrations of medical, educational, and commercial services located in Bakersfield. The study area lies along Highways 184 and 223 which connect residents to Highways 58 and 99 for access to the rest of the state.

An understanding of the distribution and density of population and employment is an integral part of the transit planning process. This chapter provides a profile of demographics along the study corridor. The source of demographic data presented in this chapter is the 2000 Decennial Census. Updated census figures on census tracts and blocks are not available at this time. These demographics maps provide a snapshot of the study area with the understanding that growth and change has occurred in the area since 2000.

### Population and Income Distribution

#### **Population and Employment Density**

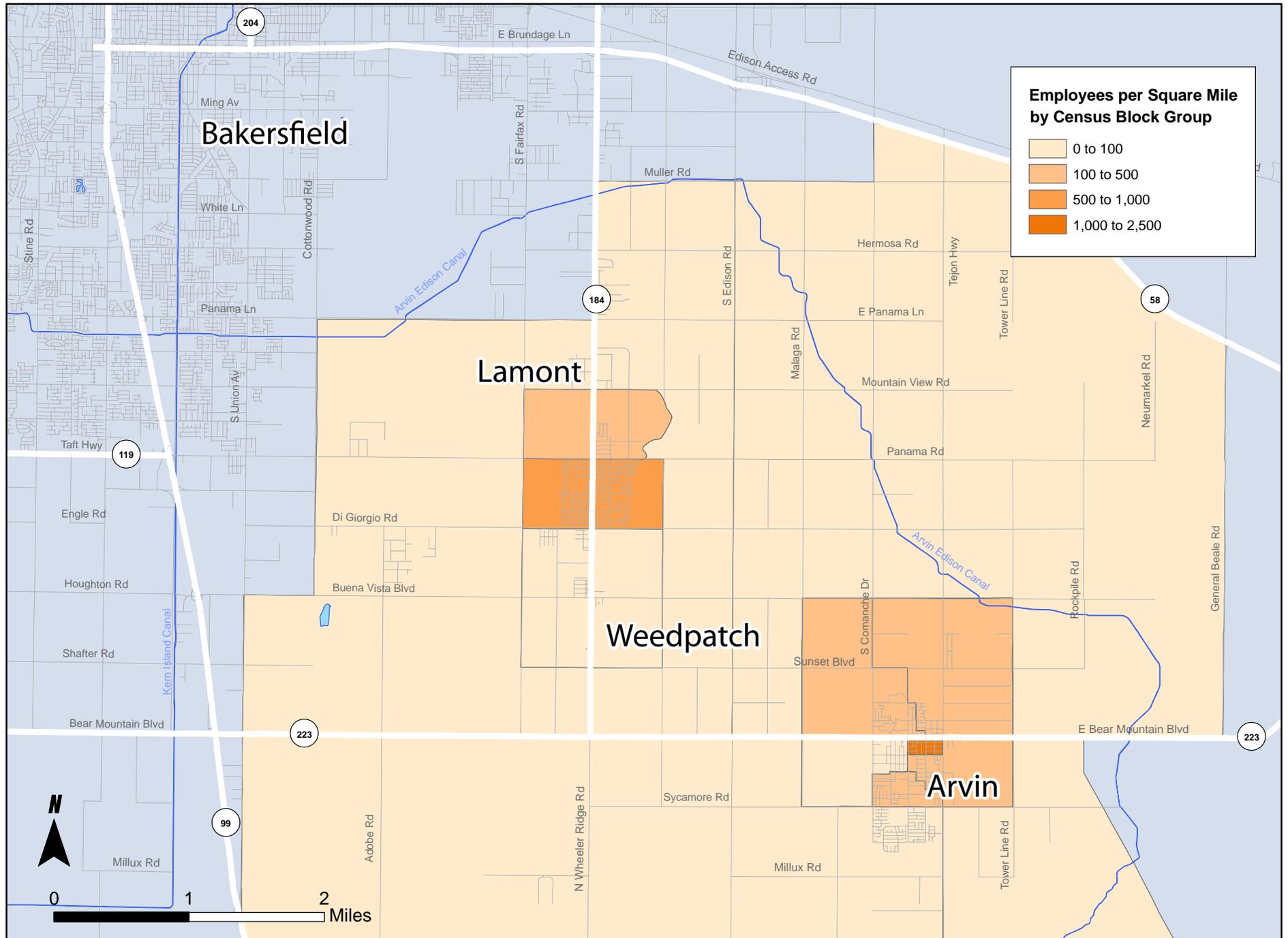
In 2000, the population of Lamont was approximately 14,000; the population of Arvin was approximately 13,000, and the population of Weedpatch was approximately 2,750. In the last nine years, the population of Arvin is estimated to have increased to 16,200 (an almost 25% increase) and the Lamont population is estimated at 15,800 residents (an approximate 13% increase).

All three communities are surrounded by agricultural land. Population densities are highest near the centers of Arvin and Lamont where housing and services are concentrated. In Lamont, the population density is higher on the east side of Highway 184 and in Arvin population density is concentrated south of Highway 223. Population density decreases immediately outside of each community. With increasing populations, density has likely increased in the core areas of the communities. Major development has not spread into areas outside of the immediate communities.

As with population density, employment density is also concentrated in the communities of Arvin and Lamont. In Arvin, employment density is concentrated in the northeast corner of town and in Lamont employment density is uniform across the core of the city. Because census block groups encompass a larger area outside of the city limits, employment density may be diluted even though many large agricultural companies operate in these areas. Population and employment density maps are shown in Figures 2-1 and 2-2.



# Figure 2-2 Employment Density Map



## **Income**

According to the 2000 Census, the median household income for Arvin was \$23,674, \$25,578 in Lamont, and \$19,838 in Weedpatch. The median household income in these communities is significantly lower than Kern County as a whole which has a median household income over \$35,000. According to the census data, zero block groups in the Arvin/Lamont/Weedpatch area have a median household income of over \$30,000. The lowest income populations were concentrated around Weedpatch and the southern portion of Lamont and south of Highway 223 in Arvin.

Figure 2-3 shows median household income by census block group.

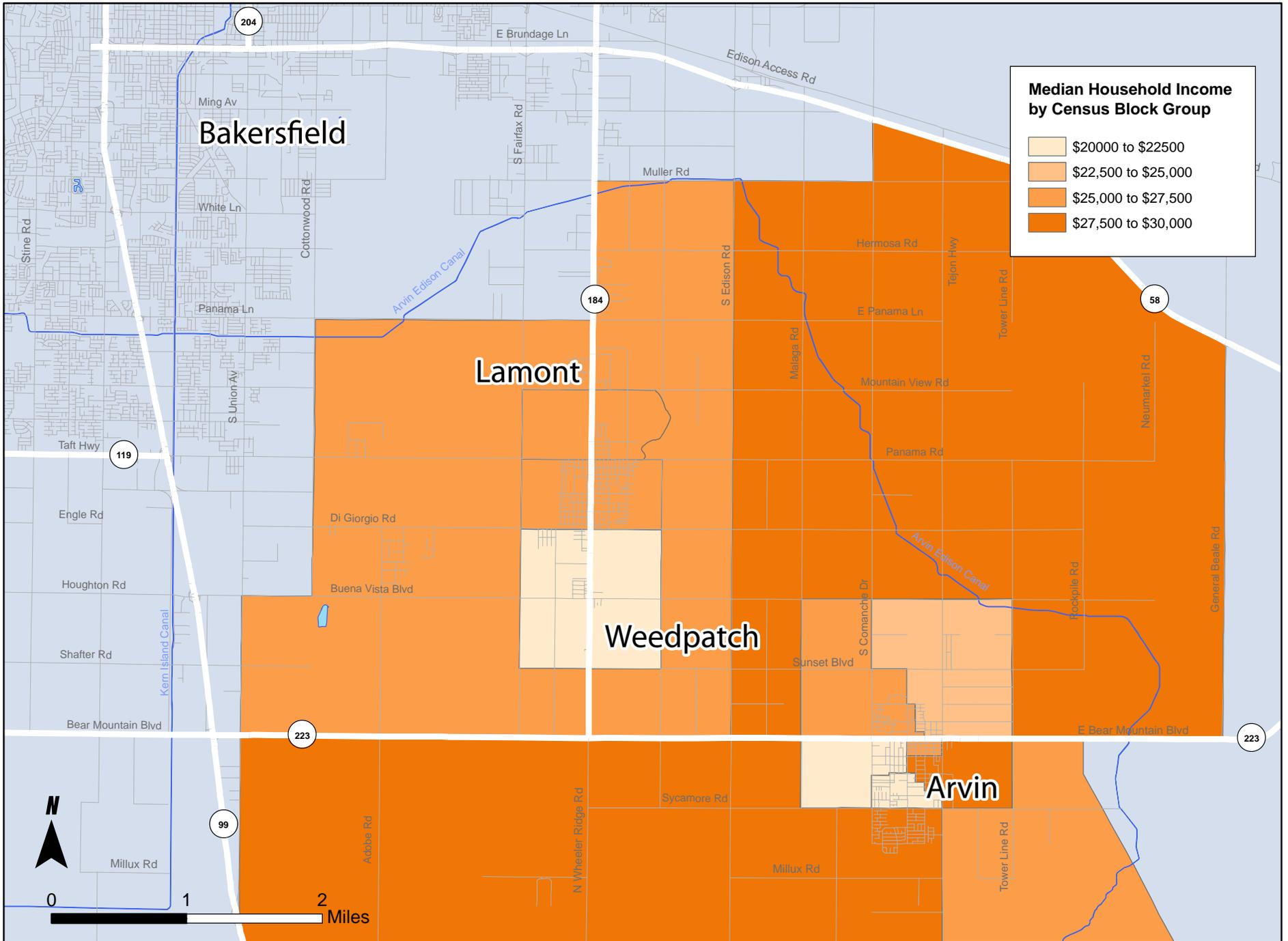
## **Transit-Dependent Populations**

Because seniors, youth, and members of households without private vehicles are more likely to use transit than the population as a whole, data for each of these groups can contribute to the assessment of transit service needs and potential demand.

## **Senior Population**

The senior populations in Arvin, Lamont, and Weedpatch are low compared to Kern County as a whole. In 2000, 9.4% of the county population was 65 years old and older. Comparatively, the senior populations in Arvin, Lamont, and Weedpatch were only 5.8%, 5.5%, and 4.9% respectively. As shown in Figure 2-4, densities of people over 65 years of age were 10% or less in each community. The concentration of people over 65 years of age was 5% or less in Weedpatch, the western portion of Lamont, and the southern portion of Arvin.

**Figure 2-3 Median Household Income**

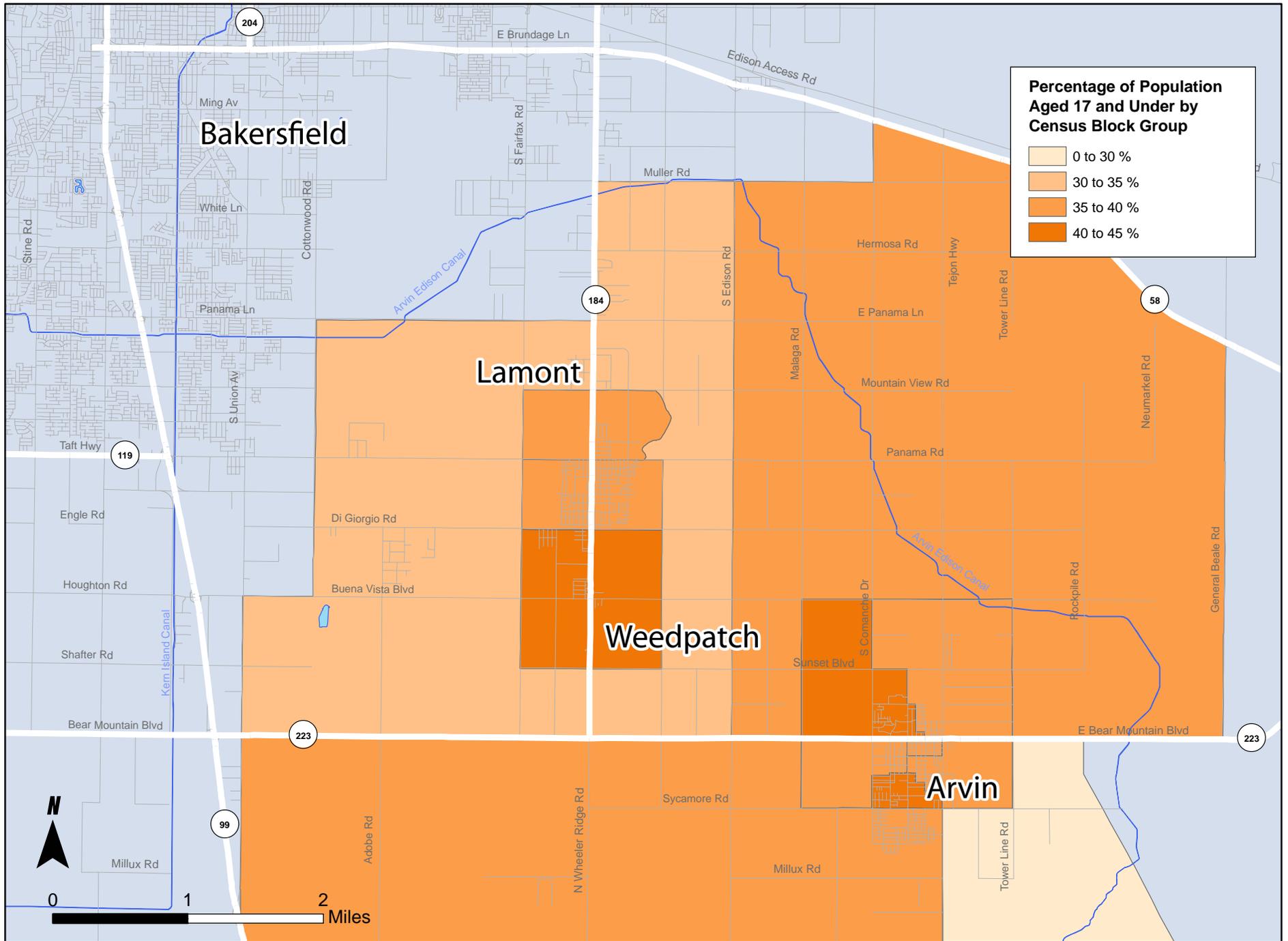




## **Youth Population**

The population of residents under 18 years old along the study corridor is significantly higher than the state and Kern County. The communities of Arvin, Lamont, and Weedpatch have youth populations ranging from a low of 38.6% in Lamont to 41.8% in Weedpatch. Comparatively, Kern County's youth population was 31.9% in 2000 and California's was approximately 27%. Youth populations were concentrated within the communities of Arvin, Lamont, and Weedpatch where most area residents are concentrated. The surrounding agricultural areas had lower concentrations of youth.

**Figure 2-5 Population Density of Persons 18 and Younger**



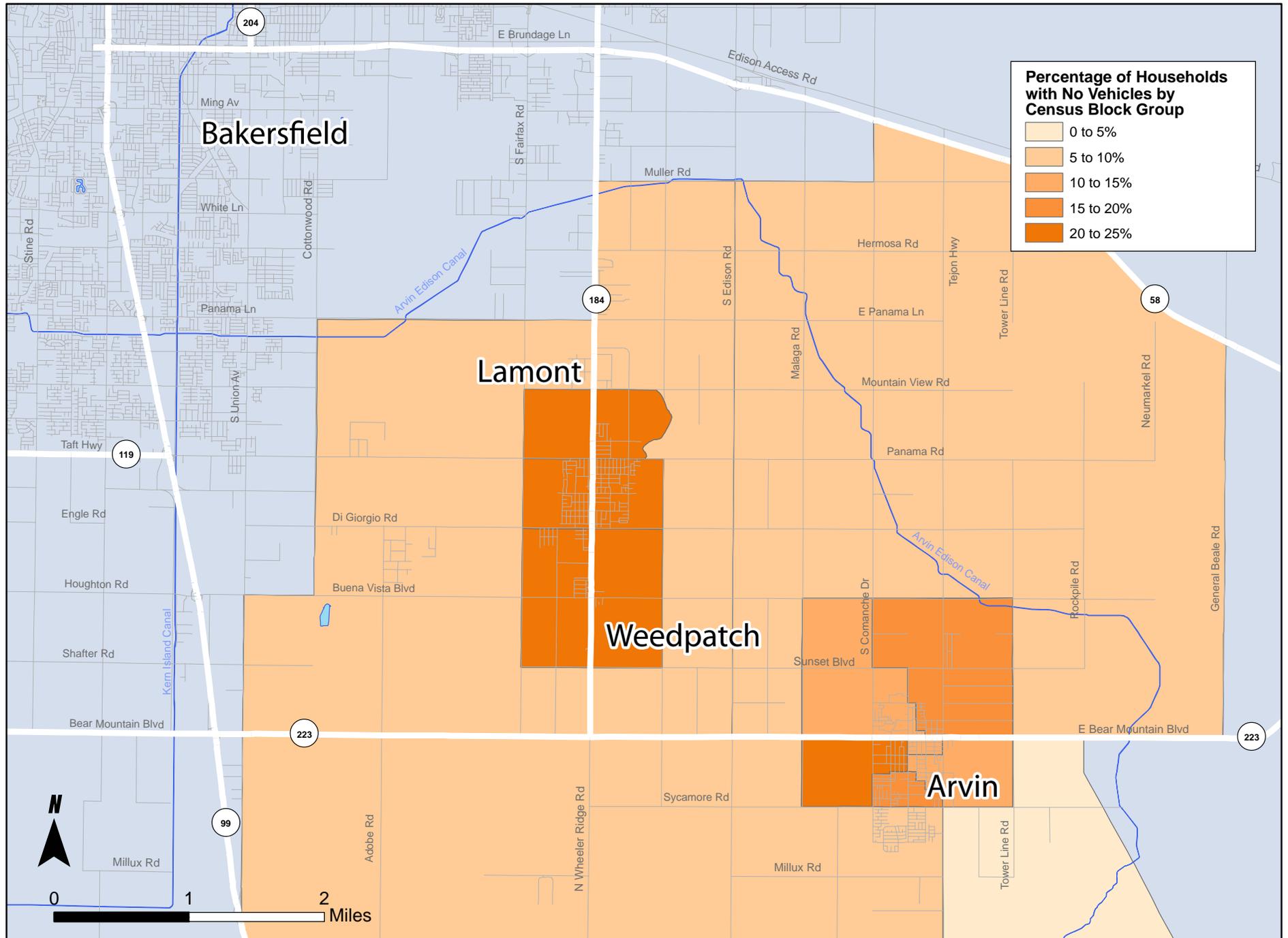
## **Households without Vehicles Available**

Because of the high concentration of low income households in the area, many households do not have access to a private vehicle. In Weedpatch and Lamont, between 20-25% of households did not have access to a private vehicle in 2000. In most areas of Arvin, 10-20% of households did not have access to a vehicle. On the western edge of the city an even greater percentage of residents – roughly one in four residents live in a household without a vehicle. Without access to a vehicle, many residents must rely on transit and other alternative modes to access jobs and services.

## Summary

Arvin, Lamont, and Weedpatch are home to high concentrations of low income households, residents under the age of 18, and households without access to vehicle. These population segments are typically transit dependent. Because each community is relatively small and flat, walking for local trips is commonplace for daily needs. To access the community college, large grocery stores, hospitals, and other services, residents travel to Bakersfield and must rely on KRT transit service in the corridor.

**Figure 2-6 Number of Zero Vehicle Households**



## Chapter 3. Existing Transit Services

Kern Regional Transit (KRT) operates three primary services along the Arvin/Lamont/Bakersfield corridor: intercity fixed-route, local fixed-route, and dial-a-ride service. Each of the services is described below and their service schedules are summarized in Figure 3-1.

### Intercity Fixed-Route

KRT operates two routes between Bakersfield and Lamont/Arvin, providing the only transit access to Bakersfield from Arvin, Lamont, and Weedpatch. Both routes have marked routes and bus stops but also respond to flag stops in rural areas between cities.

Lamont/Bakersfield Route 1 primarily provides service between Weedpatch and Downtown Bakersfield. In Lamont and Weedpatch, the route operates on Highway 184 and serves Weedpatch Market and County Fair Market among other locations. In Bakersfield, the route serves East Hills Mall, Walmart, Bakersfield College, Kern Medical Center, the Adult Education Center, and the Golden Empire Transit (GET) Downtown Transit Center. The first morning trip and final evening trip also provide service to City Hall in Arvin. Route 1 operates on Monday through Saturday from 5:55 AM to 6:55 PM approximately every two hours. On Sundays, the route operates from 8:00 AM to 7:45 PM every one to two hours. All Sunday trips provide service to Arvin.

Lamont/Bakersfield Route 2 operates between Weedpatch and Bakersfield. In Weedpatch and Lamont, the route follows the same alignment as Route 1 and serves Weedpatch Market and County Fair Market. In Bakersfield, the route serves Valley Plaza Mall, the Adult Education Center, and the GET Downtown Transit Center. In 2008, the route started serving Edison, a small community located east of Bakersfield on Highway 58, because of transit demand from Edison residents. Five of the seven trips offered on Route 2 serve Edison. Route 2 operates on Monday through Saturday from 5:30 AM to 6:17 PM at varying frequencies.

### Local Fixed-Route

KRT operates the Lamont Community Fixed-Route to provide local circulation within the vicinity of Lamont and provides more local coverage than the intercity routes. The route provides service via a one-way loop serving major destinations and service centers in Lamont. Major destinations include Apple Market, Kern County Department of Human Services, Cal Organic Farms, Clinica Sierra Vista, etc. The route also serves Sunset and Vineland Schools at bell times and a large agricultural employer, Grimmway Farms, on select trips. The Lamont Community Fixed-Route operates on Monday through Saturday from 5:30 AM to 6:55 PM approximately every 90 minutes.

### Dial-A-Ride

The Lamont Dial-A-Ride provides a general public curb-to-curb service. Reservations are required at least one day in advance although same day requests are fulfilled on a space available basis. The dial-a-ride provides service to the surrounding unincorporated county areas, not served by the fixed-route service. The dial-a-ride operates from 4:30 AM to 7:00 PM on Monday through Friday, 5:30 AM to 7:00 PM on Saturday, and 7:00 AM to 8:00 PM on Sunday.

**Figure 3-1 KRT Service Span**

	Weekdays		Saturday		Sunday	
	Span	Frequency	Span	Frequency	Span	Frequency
Lamont/Bakersfield Route 1	5:55 AM to 6:55 PM	105-120 minutes	5:55 AM to 6:55 PM	105-120 minutes	8:00 AM to 7:45 PM	60-120 minutes
Lamont/Bakersfield Route 2	5:30 AM to 6:17 PM	40-140 minutes	5:30 AM to 6:17 PM	40-140 minutes	No service	No service
Lamont Community Fixed-Route	5:30 AM to 6:55 PM	55-110 minutes	5:30 AM to 6:55 PM	55-110 minutes	No service	No service
Lamont Dial-A-Ride	4:30 AM to 7:00 PM	N/A	5:30 AM to 7:00 PM	N/A	7:00 AM to 8:00 PM	N/A

## Other Services

Arvin Transit provides fixed-route service between Arvin and Lamont and KRT connects with Golden Empire Transit (GET) in Bakersfield.

## Arvin Transit

Arvin Transit provides local and intercity service to Arvin residents on two routes. The Arvin Local circulates in Arvin via a one-way loop and serves destinations such as Dollar Tree, Arvin High School, Sycamore Health Care, and City Hall. The local route operates every 30 minutes from 7:30 AM to 4:30 PM on Monday through Friday. The Arvin-Lamont Route provides intercity connections for residents who need to access Lamont and KRT for service to Bakersfield. The route provides circulation in Arvin and travels on Sunset Boulevard and Highway 184 between Arvin and Lamont. In Lamont, the route serves Main Street, Segrue Road, Myrtle Avenue, and Hall Road. Two morning, midday, and afternoon trips are provided on the route. The roundtrip takes approximately 60 minutes. While schedules are not coordinated, Arvin Transit passengers may transfer to KRT routes along any portion of the Arvin-Lamont route. Both Arvin Transit services meet at the Arvin Transit Center. Figure 3-2 lists the service span and frequency for each route.

The Arvin Local route costs \$1.00 per ride for the general public and \$0.75 for seniors and ADA certified passengers. The Arvin-Lamont service is more expensive at \$1.50 per ride for the general public and \$1.00 for seniors and ADA certified passengers.

**Figure 3-2 Arvin Transit Service Span**

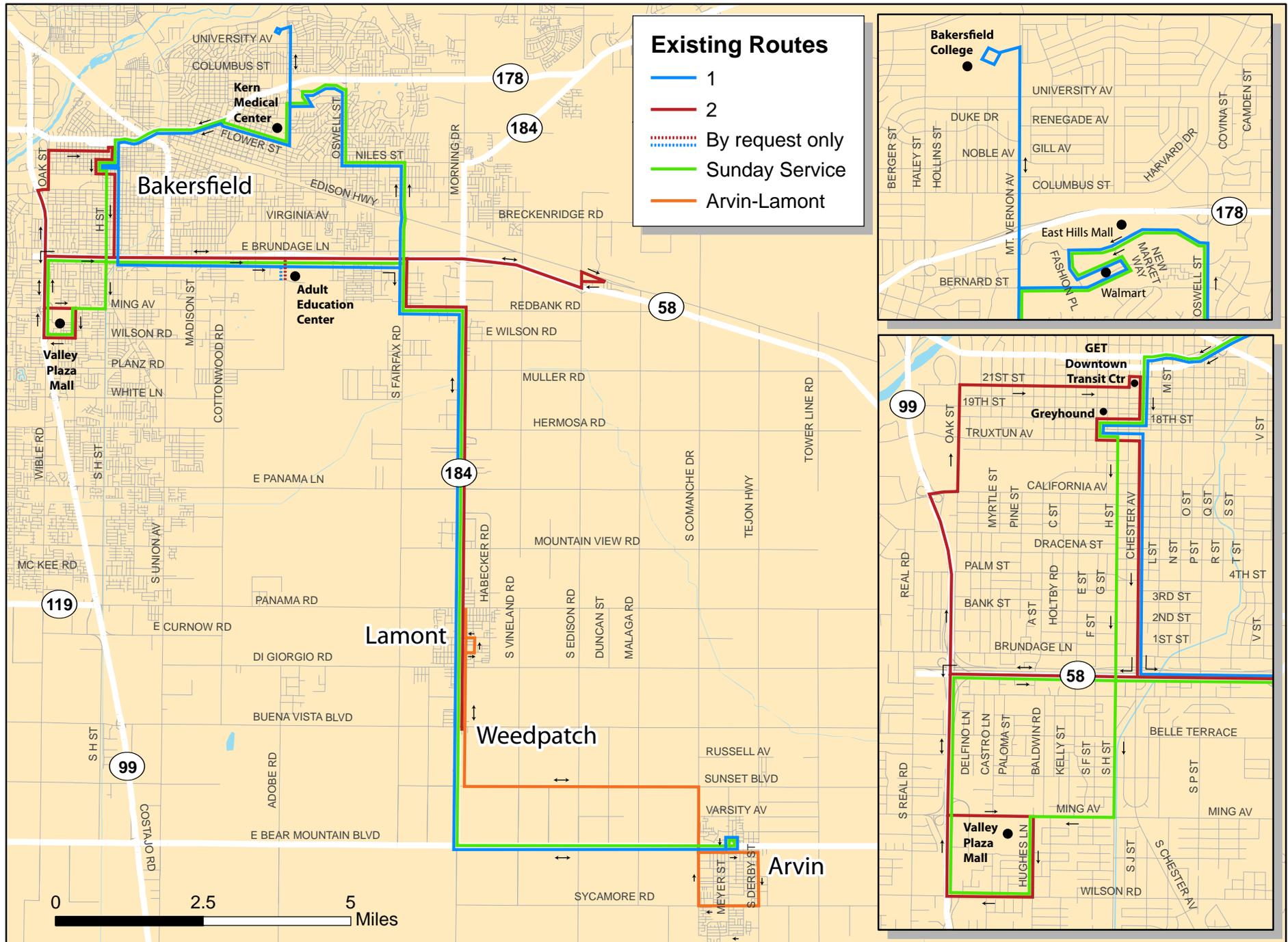
	Weekdays	
	Span	Frequency
Arvin Local	7:30 AM to 4:26 PM	30
Arvin-Lamont	8:00 AM to 9:56 AM 2:00 PM to 3:56 PM	60

## **Golden Empire Transit (GET)**

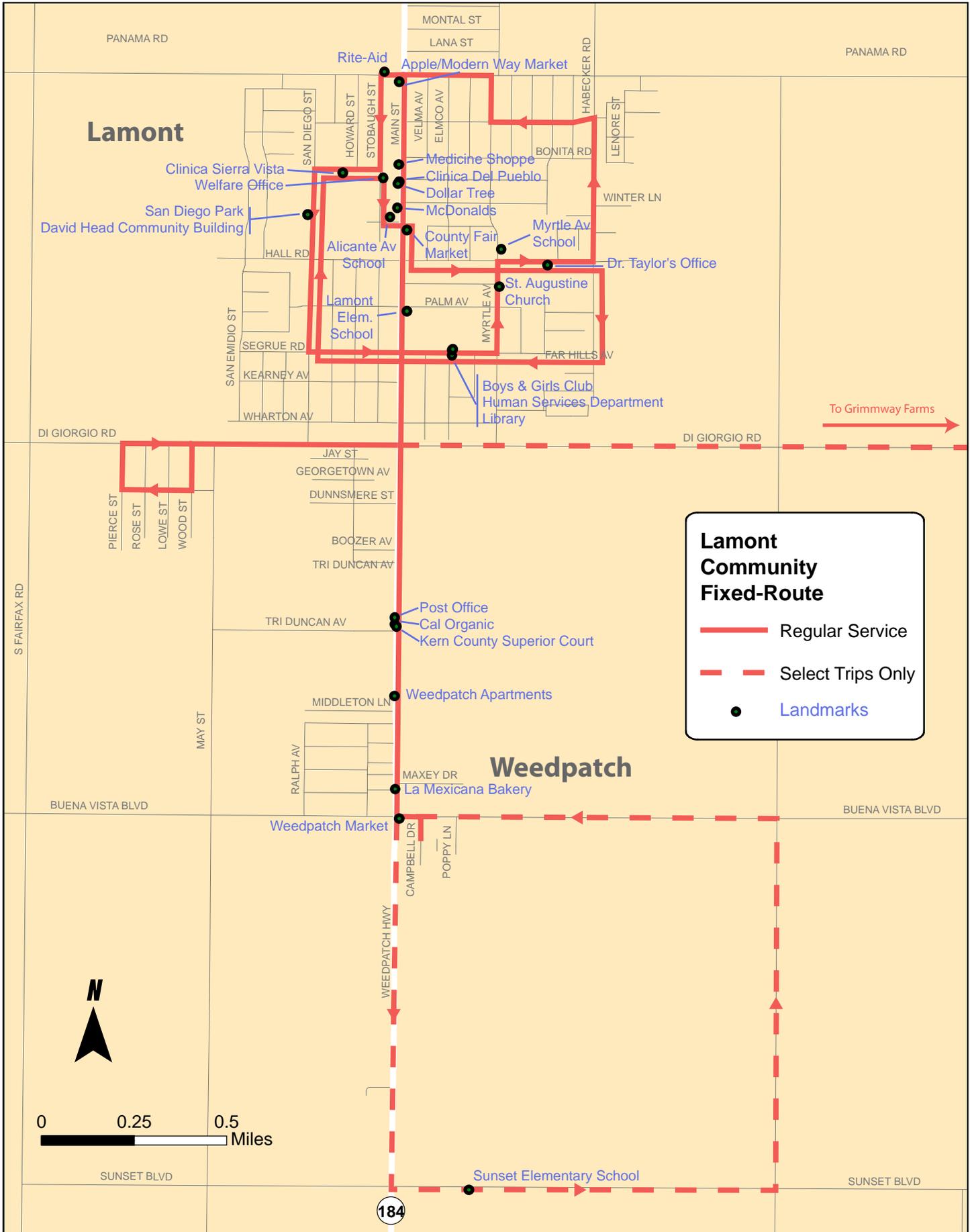
GET provides service within the City of Bakersfield on 18 different routes, seven days a week. KRT passengers can transfer at the Downtown Transit Center to GET routes 2, 3, 4, 5, 8, 9, 12, 14, and 17. KRT passengers may also transfer at bus stops shared by GET and KRT.

Figure 3-3 illustrates intercity services operated by Kern Regional Transit and Arvin Transit service in the study area. Figure 3-4 shows the Lamont Community Fixed-Route service.

# Figure 3-3 Intercity Service Map



# Figure 3-4 Lamont Community Fixed-Route Transit Service



## Fares

KRT has different fare structures for the intercity routes, local routes, and dial-a-ride as listed in Figure 3-5. The intercity city fare is determined by travel distance. General public fares range from \$1.25 to \$2.50. The discount fare ranges from \$0.50 to \$0.75 and is available to seniors who are 62 years old and older, youth between the ages of 5-15, and passengers with disabilities. Passengers under five years old ride free with a paying adult.

**Figure 3-5 Intercity Arvin/Lamont/Bakersfield Fares**

To/From	Bakersfield	Lamont	Weedpatch	Arvin	Edison
<b>Bakersfield</b>	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75	General: \$2.50 Discount: \$1.50	General: \$1.25 Discount: \$0.75
<b>Lamont</b>	General: \$1.25 Discount: \$0.75	General: \$0.75 Discount: \$0.50	General: \$0.75 Discount: \$0.50	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75
<b>Weedpatch</b>	General: \$1.25 Discount: \$0.75	General: \$0.75 Discount: \$0.50	-	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75
<b>Arvin</b>	General: \$2.50 Discount: \$1.50	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75	-	-
<b>Edison</b>	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75	General: \$1.25 Discount: \$0.75	-	-

On the Lamont Community Fixed-Route, the general public fare is \$0.75 and \$0.50 for the discount fare. On dial-a-ride, the fare is \$1.00 for the general public and \$0.75 is the discounted fare.

**Figure 3-6 Local Lamont Fares**

Fare Type	Fare
<b>Lamont Community Fixed-Route</b>	
General Public	\$0.75
Discount	\$0.50
<b>Lamont Dial-A-Ride</b>	
General Public	\$1.00
Discount	\$0.75

## Fare Analysis

Using the driver logs, Nelson\Nygaard reviewed how passengers generally pay for fares and the most common fare categories. From this data, the general age of passengers can be determined.

The general public fare for non-disabled passengers between 16 and 61 years old was the most common fare type on the intercity fixed-route services. Intercity fixed-route passengers

overwhelming paid the full fare (67%) while less than half of local fixed-route (43%) and dial-a-ride passengers (46%) paid the general public fare. There are a large number of passengers riding under five years old on local services. Twenty-three percent of riders on Lamont Community Fixed-Route and the dial-a-ride were under five years old.

Of particular interest is the passenger profile created by looking at passenger fares on the dial-a-ride as depicted in Figures 3-7 and 3-8 below. Lamont Dial-A-Ride had the lowest percentage of senior and passengers with disabilities of all Lamont transit services. Most dial-a-ride operations throughout the nation focus service on seniors and people with disabilities even when general public service is offered. Only 8% of dial-a-ride users paid a senior or disabled fare while 14% of intercity passengers and 15% of local fixed-route passengers paid a discounted fare. Dial-a-ride is largely serving youth markets in Lamont with almost half of all riders (46%) under 16 years old. Over 90% of passengers on all services paid with cash as opposed to pre-paid tickets.

**Figure 3-7 Fare Payment Type**

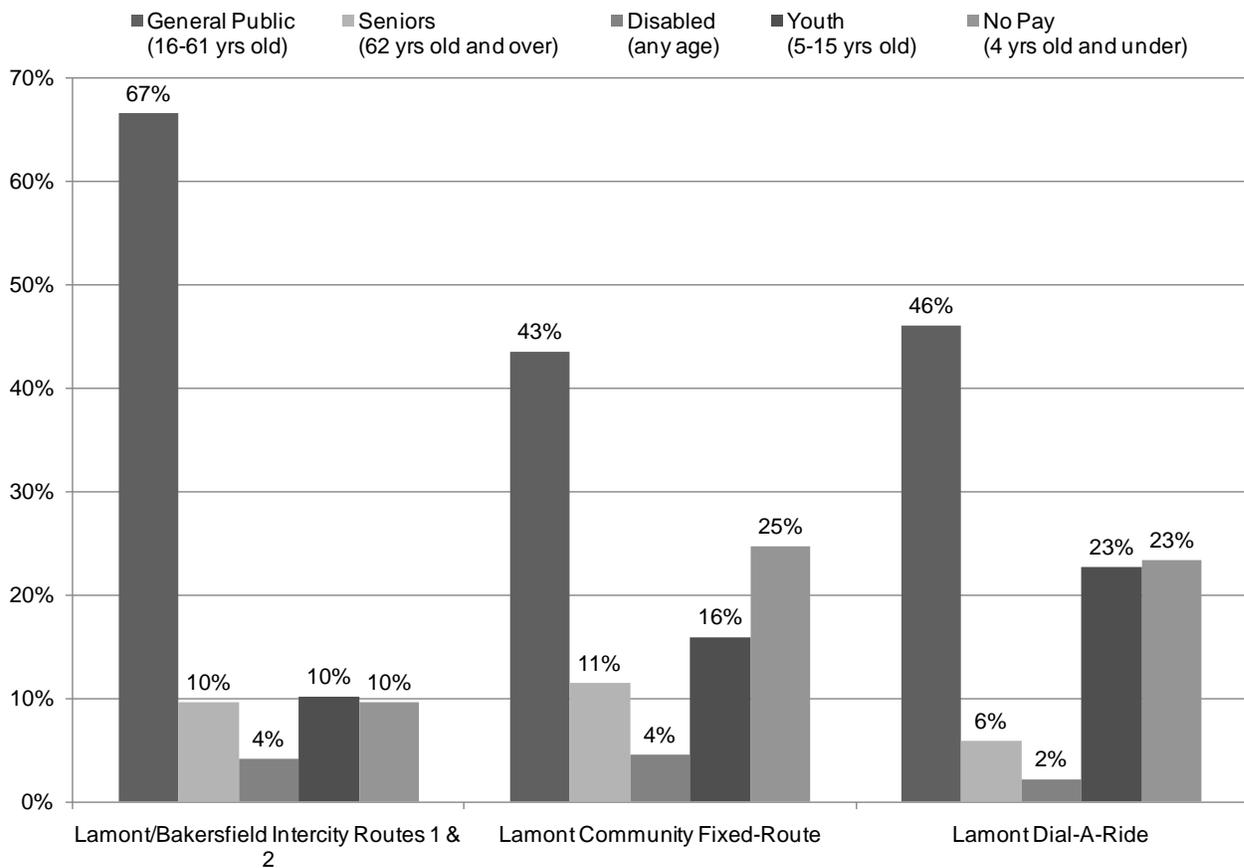
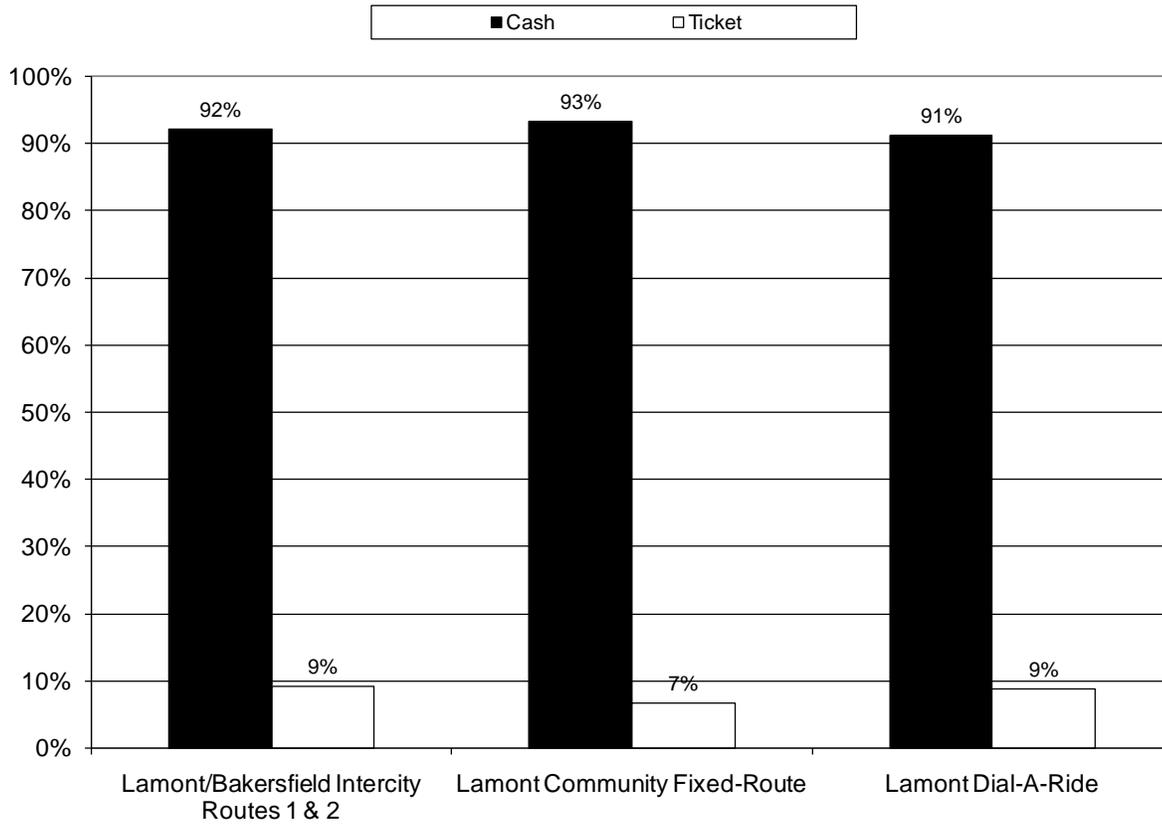


Figure 3-8 Fare Media



## Fleet & Facilities

KRT fleet is comprised of 56 revenue service vehicles; all are wheelchair accessible. Peak KRT service in the study corridor requires up to four vehicles.

**Figure 3-9 KRT Fleet**

Make/Model	Year	Fuel Type	Seating	Quantity
El Dorado Aerotech	1998	Diesel	16/2	2
Champion E350	1998	Gasoline	11/2	1
El Dorado Aerotech	1999	Diesel	16/2	6
El Dorado Transmark	1999	Diesel	26/2	3
El Dorado Aeroelite	1999	Diesel	18/2	3
El Dorado E450	2001	Diesel	16/2	5
El Dorado Aerotech	2003	Diesel	18/2	6
El Dorado Aerotech	2003	CNG	13/2	2
El Dorado Aerotech	2003	Diesel	18/2	3
El Dorado Transmark	2003	CNG	26/2	4
El Dorado Transmark	2003	Diesel	29/2	3
El Dorado MST 2	2003	Diesel	24/2	1
El Dorado Aerotech	2004	CNG	18/2	2
El Dorado Transmark	2004	CNG	26/2	2
El Dorado Transmark	2004	CNG	29/2	3
El Dorado Aerotech	2005	Diesel	18/2	3
El Dorado Transmark	2007	CNG	29/2	7

KRT is operated from the Kern County Roads Department located at 5438 Victor Road in Bakersfield. First Transit, the contract operator, has a building located on the property. Vehicle storage and maintenance is also performed at this facility. Administrative staff is housed in Downtown Bakersfield in a Kern County administration building at 2700 M Street. All vehicles and facilities are owned by Kern County.

## System Performance

System performance was analyzed for the past five fiscal years. Basic financial and operating data is presented in Figure 3-10 below. Cost indicators, such as the operating cost per passenger and per revenue hour, have generally increased over the last four years. Ridership and fare revenues have increased over the period on the intercity and dial-a-ride services but declined slightly on the local fixed-route.

**Figure 3-10 KRT Performance by Mode**

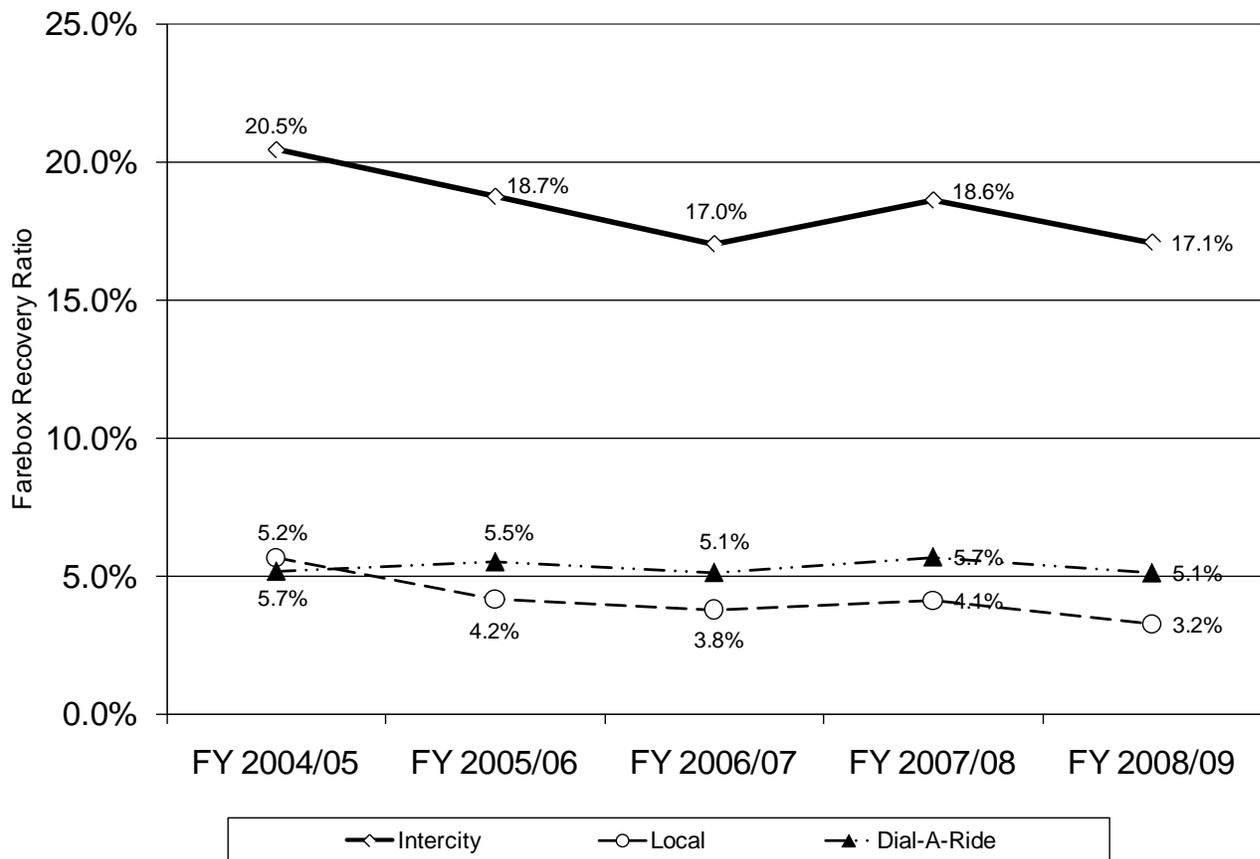
	Intercity					Local					Dial-A-Ride				
	FY 2004/05	FY 2005/06	FY 2006/07	FY 2007/08	FY 2008/09	FY 2004/05	FY 2005/06	FY 2006/07	FY 2007/08	FY 2008/09	FY 2004/05	FY 2005/06	FY 2006/07	FY 2007/08	FY 2008/09
Operating Cost	\$433,989	\$471,029	\$507,132	\$502,252	\$562,433	\$227,858	\$252,376	\$271,921	\$268,485	\$289,765	\$332,380	\$305,162	\$331,593	\$330,199	354095
<i>Percent Change</i>		8.5%	7.7%	-1.0%	12.0%		10.8%	7.7%	-1.3%	7.9%		-8.2%	8.7%	-0.4%	7.2%
Ridership	94,080	93,030	90,524	96,630	99,618	24,238	20,847	21,023	22,717	19,408	23,657	23,853	24,288	25,621	26,543
<i>Percent Change</i>		-1.1%	-2.7%	6.7%	3.1%		-14.0%	0.8%	8.1%	-14.6%		0.8%	1.8%	5.5%	3.6%
Revenue Miles	172,833	169,598	158,856	171,418	187,604	64,013	61,990	62,896	62,517	63,174	51,650	55,690	52,771	55,022	53,410
<i>Percent Change</i>		-1.9%	-6.3%	7.9%	9.4%		-3.2%	1.5%	-0.6%	1.1%		7.8%	-5.2%	4.3%	-2.9%
Revenue Hours	7,920	7,786	7,730	7,740	8,036	4,158	4,172	4,145	4,138	4,140	5,066	5,044	5,054	5,088	5,059
<i>Percent Change</i>		-1.7%	-0.7%	0.1%	3.8%		0.3%	-0.6%	-0.2%	0.0%		-0.4%	0.2%	0.7%	-0.6%
Farebox Revenue	\$88,756	\$88,307	\$86,303	\$93,490	\$96,046	\$12,884	\$10,508	\$10,236	\$11,001	\$9,398	\$17,160	\$16,783	\$16,964	\$18,740	\$18,070
<i>Percent Change</i>		-0.5%	-2.3%	8.3%	2.7%		-18.4%	-2.6%	7.5%	-14.6%		-2.2%	1.1%	10.5%	-3.6%
Operating Cost/Passenger	\$4.61	\$5.06	\$5.60	\$5.20	\$5.65	\$9.40	\$12.11	\$12.93	\$11.82	\$14.93	\$14.05	\$12.79	\$13.65	\$12.89	\$13.34
<i>Percent Change</i>		9.8%	10.6%	-7.2%	8.6%		28.8%	6.8%	-8.6%	26.3%		-8.9%	6.7%	-5.6%	3.5%
Operating Cost/Revenue Hour	\$54.80	\$60.50	\$65.61	\$64.89	\$69.99	\$54.80	\$60.50	\$65.61	\$64.88	\$69.99	\$65.61	\$60.50	\$65.61	\$64.90	\$69.99
<i>Percent Change</i>		10.4%	8.4%	-1.1%	7.9%		10.4%	8.4%	-1.1%	7.9%		-7.8%	8.4%	-1.1%	7.9%
Passengers/Revenue Hour	11.9	11.9	11.7	12.5	12.4	5.8	5.0	5.1	5.5	4.7	4.7	4.7	4.8	5.0	5.2
<i>Percent Change</i>		0.6%	-2.0%	6.6%	-0.7%		-14.3%	1.5%	8.2%	-14.6%		1.3%	1.6%	4.8%	4.2%
Farebox Recovery Ratio	20.5%	18.7%	17.0%	18.6%	17.1%	5.7%	4.2%	3.8%	4.1%	3.2%	5.2%	5.5%	5.1%	5.7%	5.1%
<i>Percent Change</i>		-8.3%	-9.2%	9.4%	-8.3%		-26.4%	-9.6%	8.8%	-20.8%		6.5%	-7.0%	10.9%	-10.1%
Average Fare/Passenger	\$0.94	\$0.95	\$0.95	\$0.97	\$0.96	\$0.53	\$0.50	\$0.49	\$0.48	\$0.48	\$0.73	\$0.70	\$0.70	\$0.73	\$0.68
<i>Percent Change</i>		0.6%	0.4%	1.5%	-0.3%		-5.2%	-3.4%	-0.5%	0.0%		-3.0%	-0.7%	4.7%	-6.9%
Subsidy/Passenger	\$3.67	\$4.11	\$4.65	\$4.23	\$4.68	\$8.87	\$11.60	\$12.45	\$11.33	\$14.45	\$13.32	\$12.09	\$12.95	\$12.16	\$12.66
<i>Percent Change</i>		12.1%	13.0%	-9.0%	10.7%		30.8%	7.3%	-8.9%	27.5%		-9.3%	7.1%	-6.2%	4.1%

## Farebox Recovery Ratio

The farebox recovery ratio has remained relatively steady over the last five years on the Lamont Dial-A-Ride. The dial-a-ride has averaged a farebox recovery ratio of approximately 5-6%. The Lamont Community Fixed-Route farebox recovery ratio has declined 43% from 5.7% in FY 2004/05 to 3.2% in FY 2008/09. Both services are below the desirable 10% farebox recovery and the state mandated TDA requirement. The intercity route farebox recovery ratio declined since FY 2004/05. In FY 2008/09, the performance indicator declined to 17.1%, its lowest level since FY 2006/07. KRT reports the agency's farebox recovery ratio for the entire system in aggregate by general service type (fixed-route and dial-a-ride) which allows the entire system to remain within the required farebox recovery ratio.

Farebox revenues were at a five year high for the intercity routes in FY 2008/09. On the local fixed-route, farebox revenues declined from a high of almost \$13,000 in FY 2004/05 to a low of approximately \$9,400 in FY 2008/09. Dial-a-ride revenues declined in FY 2008/09 but have increased overall since FY 2004/05.

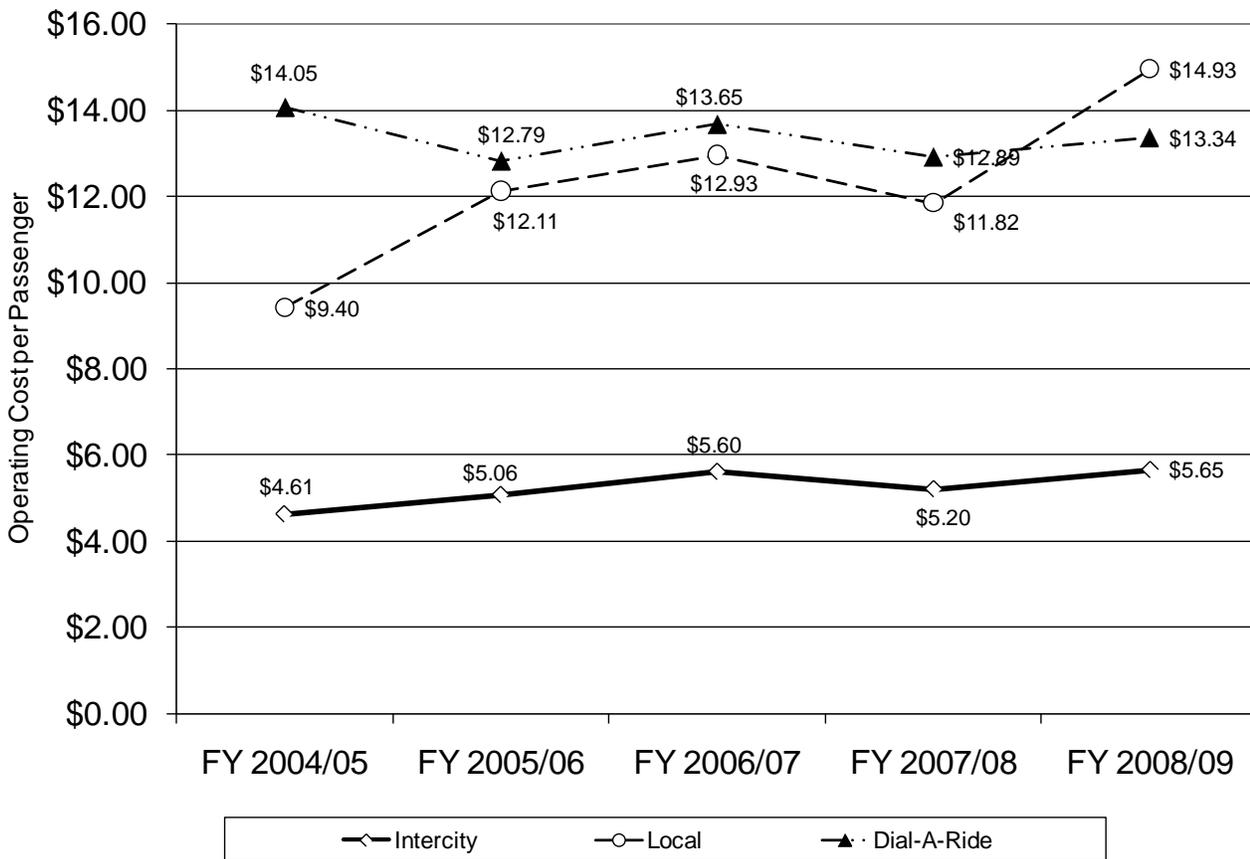
**Figure 3-11 Farebox Recovery Ratio**



## Operating Cost per Passenger

The overall operating cost per passenger has increased on all services except the dial-a-ride since FY 2004/05. The intercity routes operating cost per passenger increased 22% from \$4.61 in FY 2004/05 to \$5.65 in FY 2008/09. The cost per passenger on the Lamont Community Fixed-Route increased almost 60% over the five year period to \$14.93 due to increasing costs and declining ridership. The cost per passenger is significantly higher on the local fixed-route because the local route experiences significantly lighter boarding activity than the intercity routes. The dial-a-ride operating cost per passenger has decreased overall since FY 2004/05, costing KRT \$13.34 per passenger in FY 2008/09. As of FY 2008/09, the dial-a-ride is cheaper per passenger to operate than the local fixed-route.

Figure 3-12 Operating Cost per Passenger

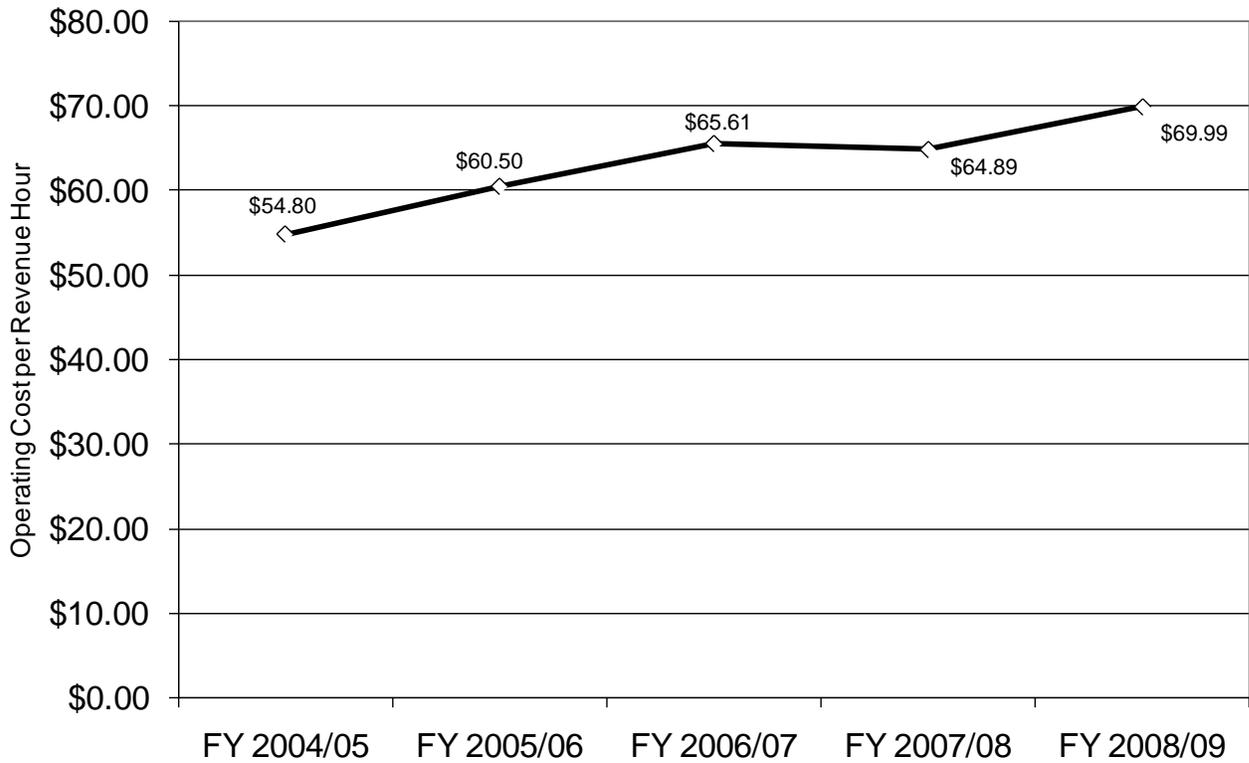


## Operating Cost per Revenue Hour

The operating cost per revenue hour has increased 28% since FY 2004/05 from \$54.80 per revenue hour to approximately \$70 per revenue hour in FY 2008/09. All KRT services have the same operating cost per hour.

The operating cost per revenue hour has increased by an annual average of approximately 6%. The California Consumer Price Index (CPI) only increased an average of 3.6% annually in the same time period. The increased cost of fuel in FY 2007/08 significantly contributed to the larger than usual cost increases.

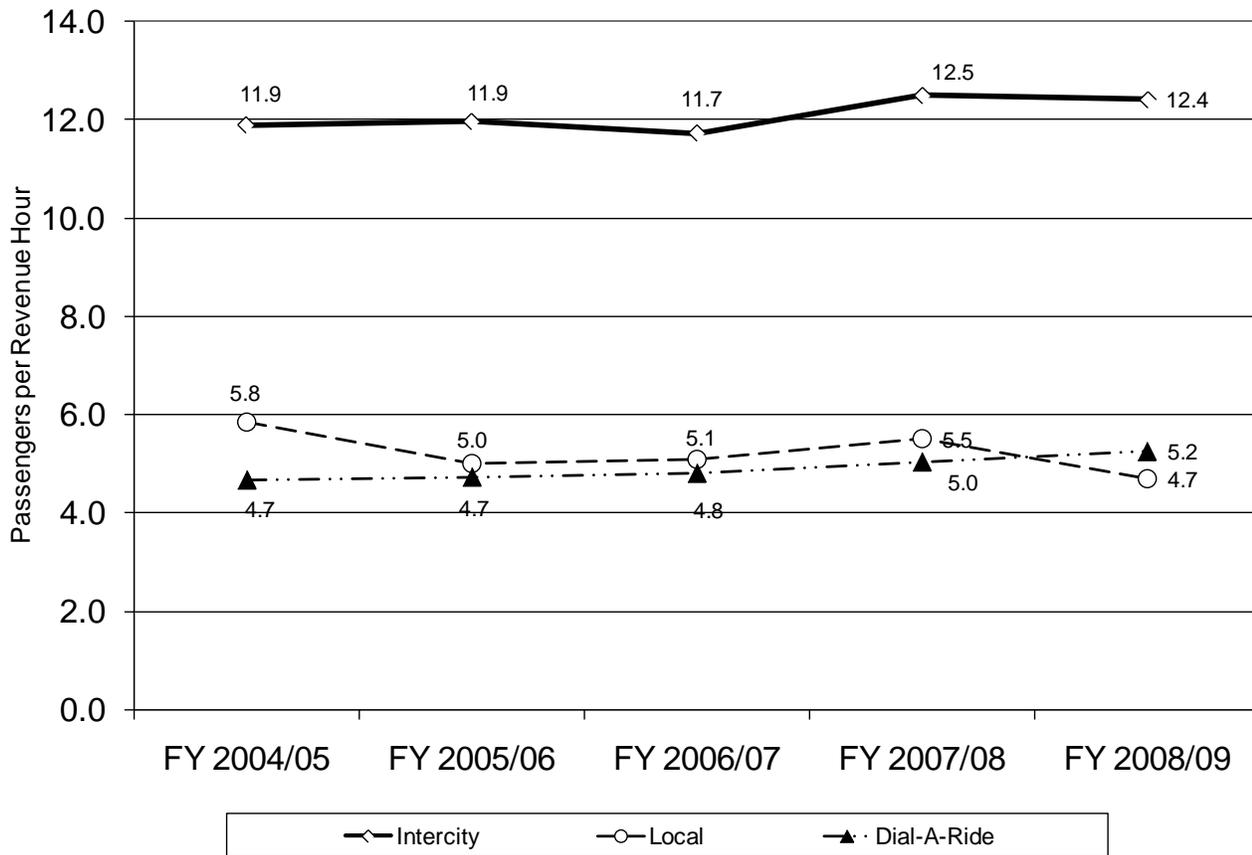
**Figure 3-13 Operating Cost per Revenue Hour**



### Passengers per Revenue Hour

The number of intercity passengers carried per revenue hour has remained relatively steady since FY 2004/05. The intercity routes averaged 11.9 passengers per revenue hour in FY 2004/05 and have increased to 12.4 passengers per hour in FY 2008/09. Passenger productivity on the local fixed-route and dial-a-ride were relatively stable although as of FY 2008/09, the dial-a-ride carries more passengers per hour than the local fixed-route. Lamont Community Fixed-Route carried about six hourly passengers in FY 2004/05 and declined to under five hourly passengers by FY 2008/09. Productivity on the dial-a-ride increased slightly over the five-year period from 4.7 passengers per revenue hour in FY 2004/05 to 5.2 passengers per revenue hour in FY 2008/09.

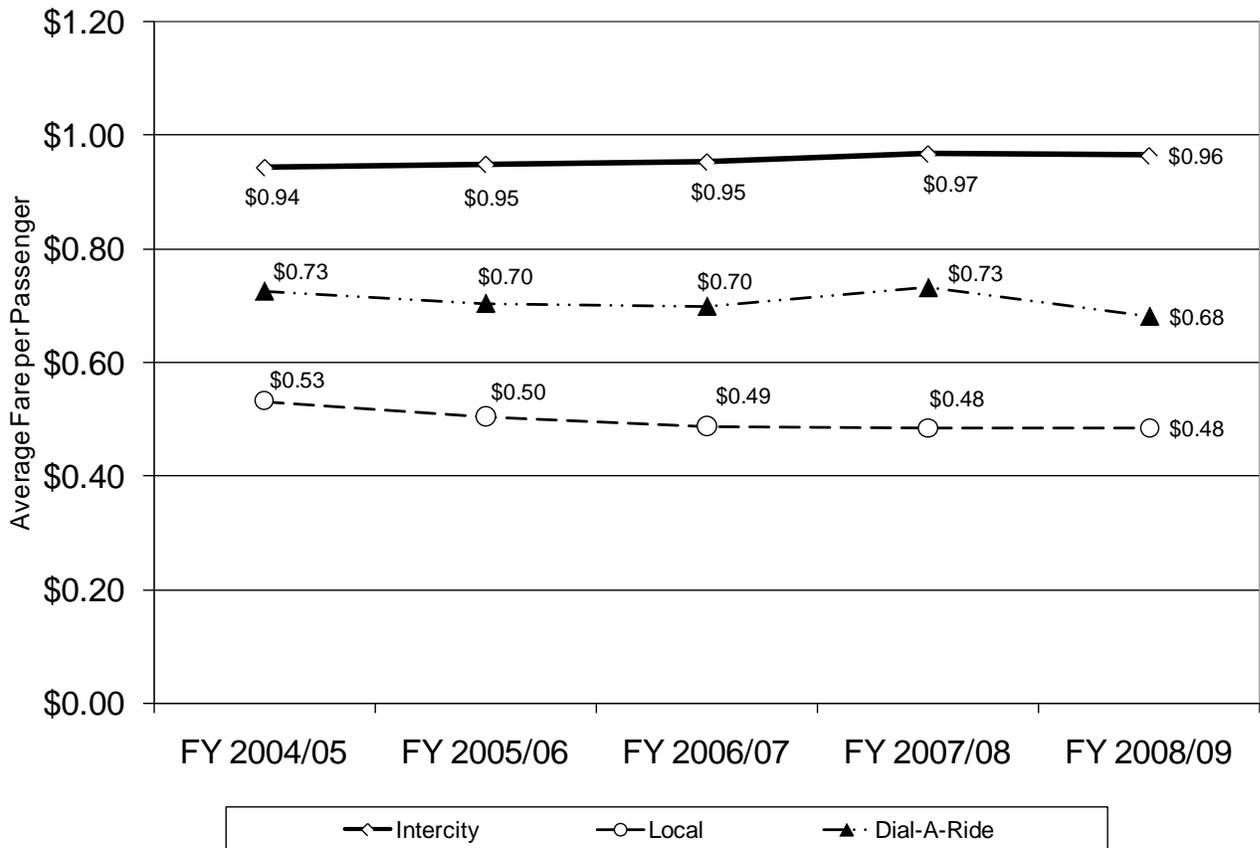
Figure 3-14 Passengers per Revenue Hour



## Average Fare per Passenger

The average fare per passenger has remained steady since FY 2004/05 on all Arvin/Lamont/Bakersfield corridor services. The intercity fixed-route services average approximately \$1.00 per passenger. The local fixed-route averages about \$0.50 per passenger, approximately 67% of the full general public fare. The dial-a-ride service averages \$0.68 per passenger, slightly less than the \$0.75 per passenger fare for seniors and passengers with disabilities.

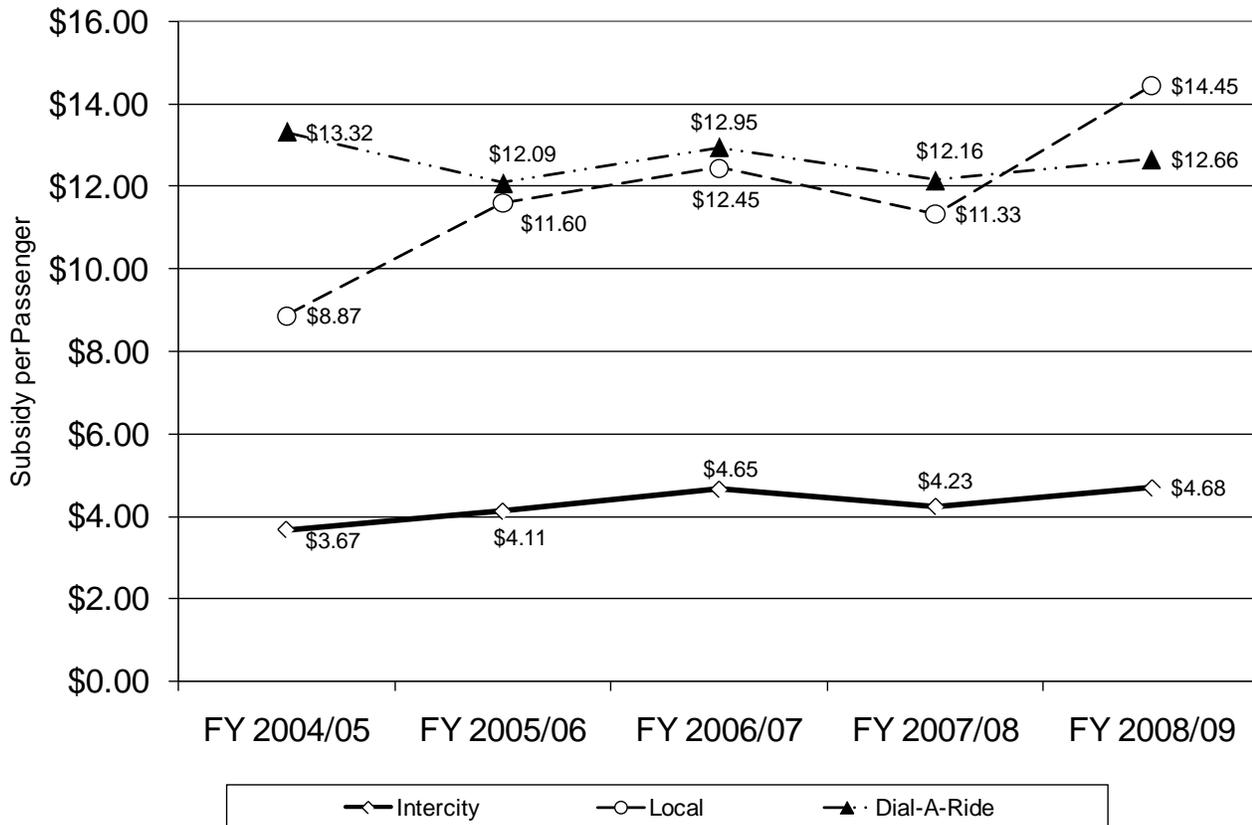
**Figure 3-15 Average Fare per Passenger**



## Subsidy per Passenger

The subsidy per passenger peaked in FY 2008/09 on the fixed-route services. The Lamont Community Fixed-Route subsidy per passenger spiked over 27% in FY 2008/09 due to declining ridership and increasing costs. The subsidy per passenger has increased 63% since FY 2004/05. Because of its high ridership, the intercity routes have the lowest subsidy per passenger at \$4.68 in FY 2008/09. The indicator has increased 28% since FY 2004/05. The dial-a-ride had the highest subsidy per passenger until FY 2008/09 when the Lamont Community Fixed-Route eclipsed it. The dial-a-ride subsidy per passenger has declined overall since FY 2004/05.

Figure 3-16 Subsidy per Passenger



## Ridership Patterns

Lamont/Bakersfield Route 1 carries a significant percentage of the ridership in the study corridor. In FY 2008/09, Route 1 accounted for 54% of the total ridership in the corridor compared to only 14% on Route 2. Compared to the annual total for FY 2007/08, this is a large shift when Route 1 carried 46% of the ridership and Route 2 carried 21% of the ridership in the corridor (See Figure 3-17). According to driver comments, Route 2 has seen a fall in ridership due to the extension to Edison and the discontinuation of service to Bakersfield College in September 2008. The dial-a-ride carried more people during the last two fiscal years than the local Lamont fixed-route. While part of the increase in ridership can be attributed to the local fixed-route operating six days a week whereas the dial-a-ride operates seven days per week, when Sunday ridership is excluded from the dial-a-ride, Lamont Community Fixed-Route still carried 28% less passengers than the dial-a-ride.

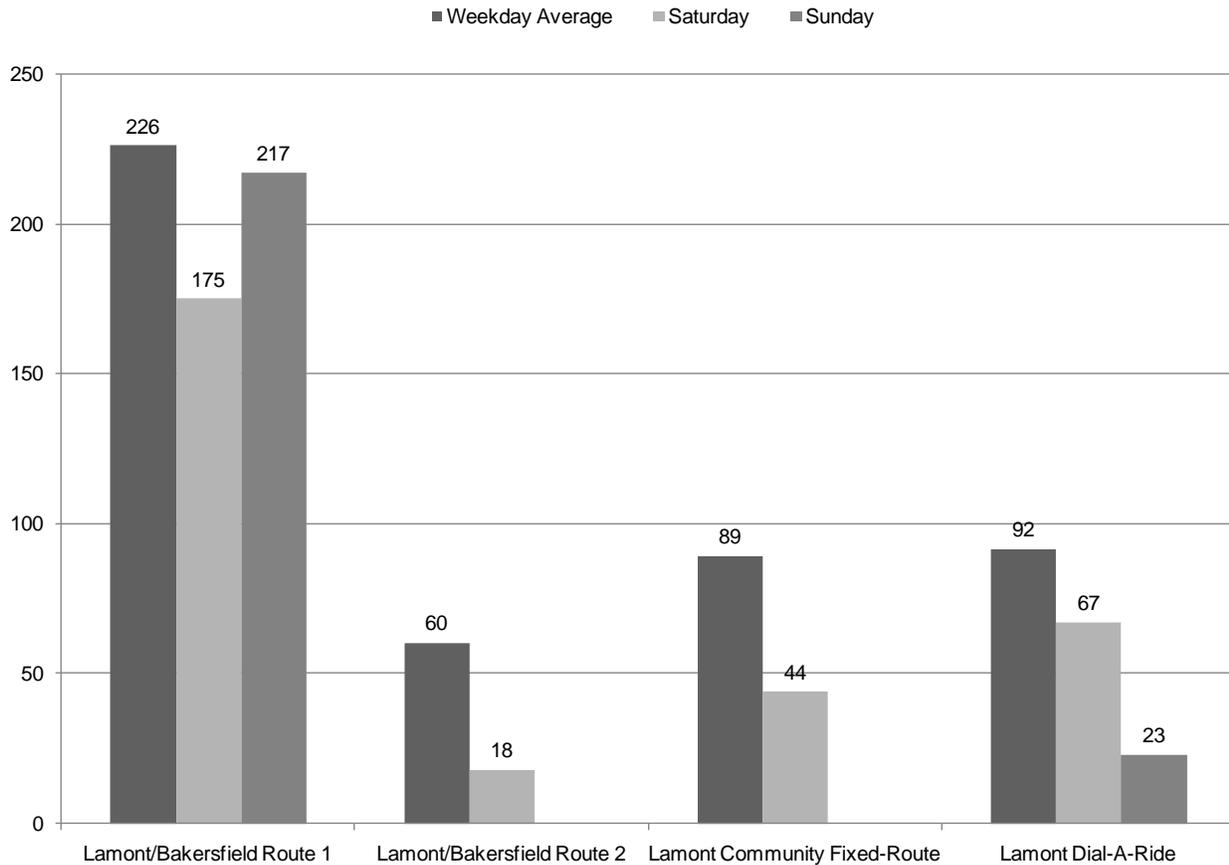
**Figure 3-17 Annual Ridership FY 2007/08 and FY 2008/09**

	Annual Total FY 2008/09		Annual Total FY 2007/08	
	Passengers	Percentage	Passengers	Percentage
Lamont/Bakersfield Route 1	78,649	54%	66,729	46%
Lamont/Bakersfield Route 2	20,969	14%	29,901	21%
Lamont Community Fixed-Route	19,408	13%	22,717	16%
Lamont Dial-A-Ride	26,543	18%	25,621	18%
<b>TOTAL</b>	<b>145,569</b>		<b>144,968</b>	

## Ridership by Day

Ridership logs for March 2-8, 2009 were analyzed to assess ridership patterns by day, by route, and by trip. As shown in the figure below, Lamont/Bakersfield Route 1 carried more weekday, Saturday, and Sunday passengers than Route 2 and the other services by a large margin. Route 2 carried less passengers on average than both the local Lamont fixed-route and the Lamont Dial-A-Ride. This suggests that Route 2 may not be providing a convenient service to passengers. Sunday ridership was higher on Route 1 than on Saturdays but this may be because Route 2 and Lamont Community Fixed-Route do not operate on Sundays.

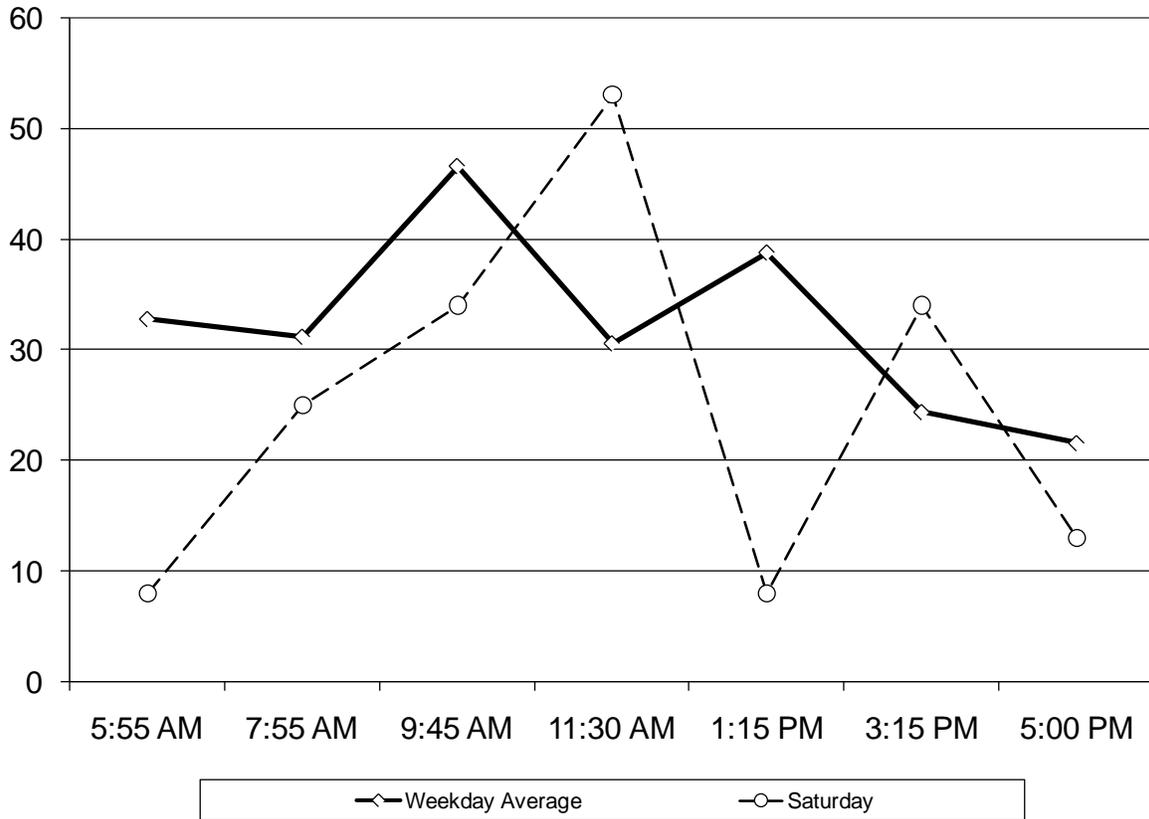
**Figure 3-18 Ridership by Day**



## Ridership by Trip

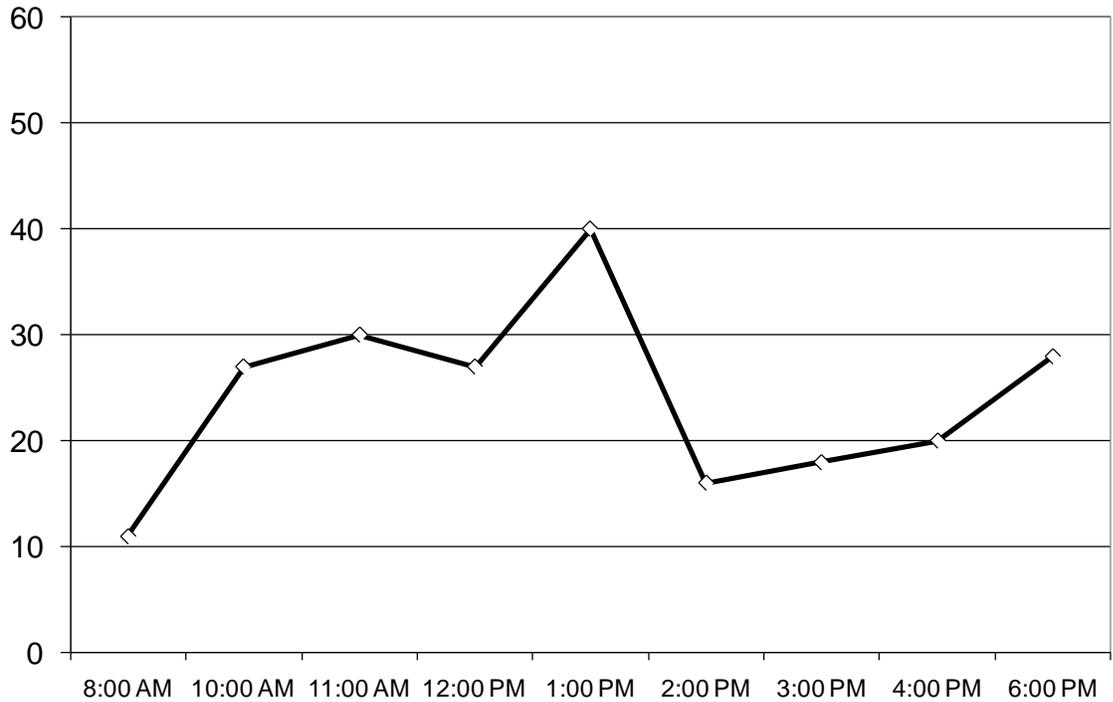
Driver logs showed that Route 1 ridership peaked in the morning on the 9:45 AM trip from Lamont and declined throughout the day except for a smaller afternoon peak on the 1:15 PM trip. Saturday ridership gradually increased through the morning and peaked midday on the 11:30 AM trip. The Saturday service had a smaller peak during the 3:15 PM trip.

**Figure 3-19 Lamont/Bakersfield Route 1 Ridership by Trip**



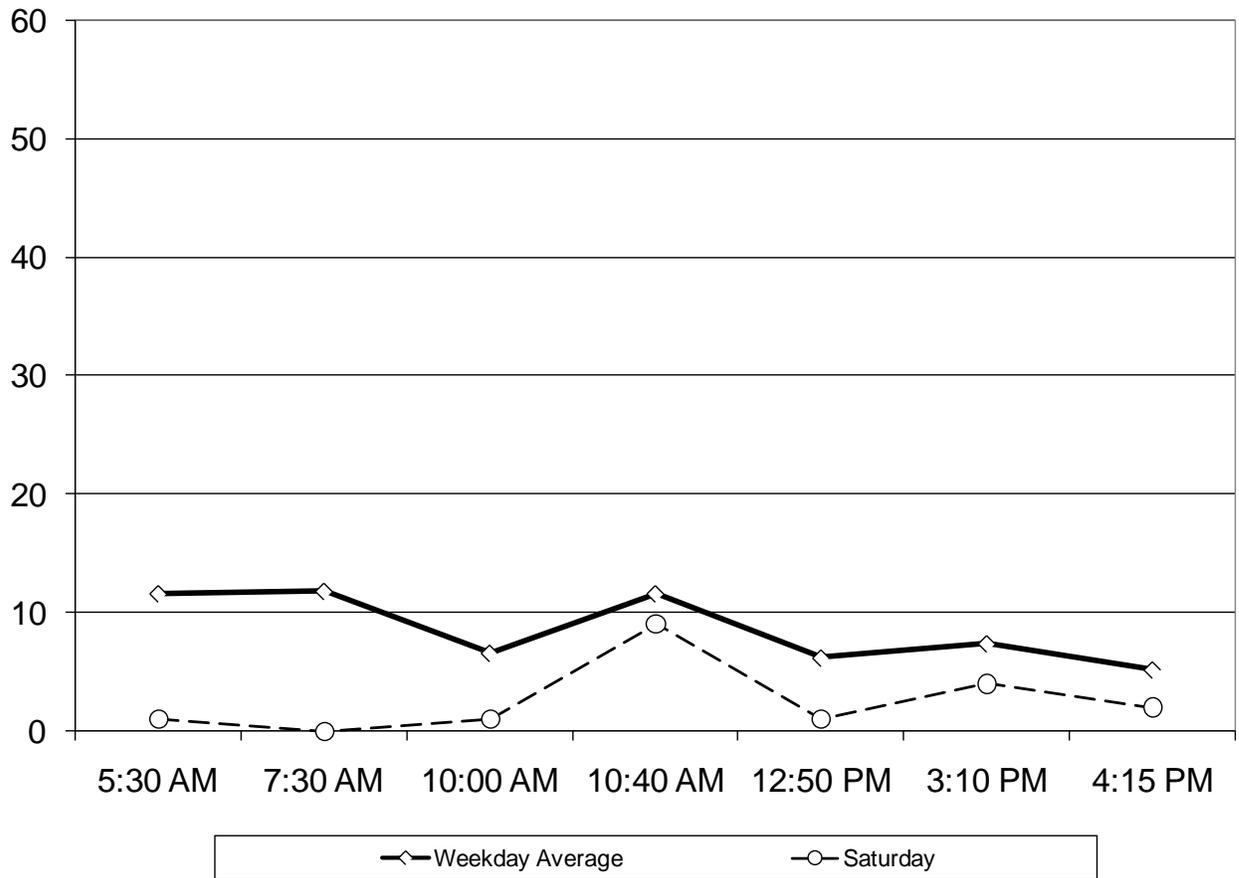
Sunday ridership generally followed Saturday's trend, increasing throughout the morning and peaking in the early afternoon. Ridership declined sharply on the 2:00 PM trip but increased gradually until the 6:00 PM trip.

**Figure 3-20 Lamont/Bakersfield Sunday Service Ridership by Trip**



Route 2 ridership remained fairly constant on weekdays, declining slightly as the day progressed. On Saturday, the route experienced very low early morning and afternoon boarding activity.

Figure 3-21 Lamont/Bakersfield Route 2 Ridership by Trip

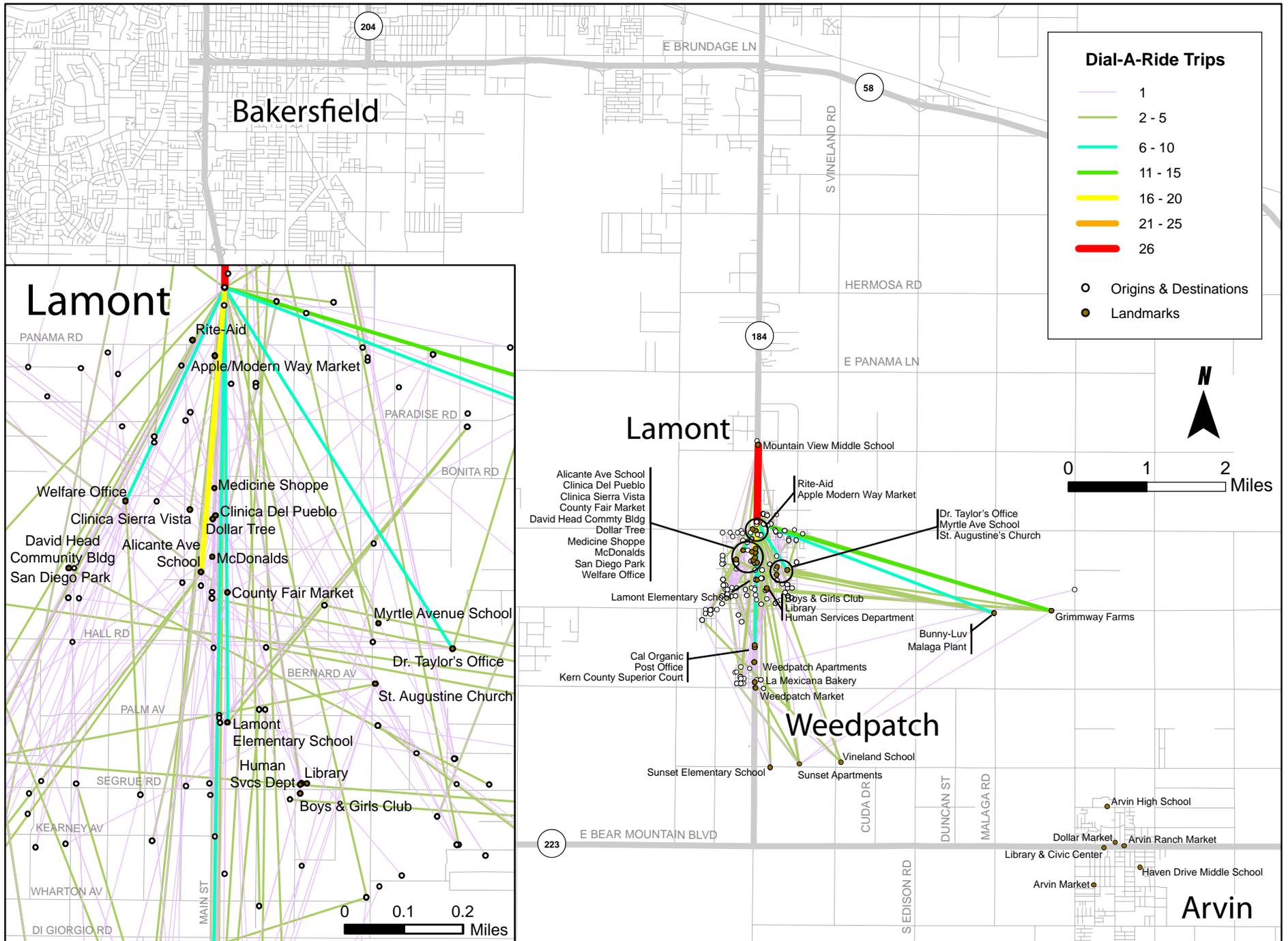


## Dial-A-Ride Passenger Logs and Travel Patterns

Nelson\Nygaard reviewed Lamont Dial-A-Ride logs from Monday, March 2, 2009 to Sunday, March 8, 2009.

The most popular travel corridor for the dial-a-ride was Highway 184/Main Street where businesses are concentrated. Subscription trips to Mountain View Middle School and other schools as well as to major employers such as Cal Organic, Grimmway Farms, and Bunny-Luv Farms where the most common origin and destination pairs.

**Figure 3-22 Dial-A-Ride Origin and Destination Pairs (Week of March 2-8, 2009)**



The most frequent origins and destinations did not correspond with each other as shown in Figure 3-23. The top origins were focused on residences while the most common destinations were schools and agricultural employers. The top two origins were private residences with between 12 and 13 weekly pick-ups. The top destinations received many more trips than the top origins. Mountain View Middle School was the destination for 44 trips, Alicante Avenue School was the destination for 22 trips, and Clinica Sierra Vista was the destination for 21 trips.

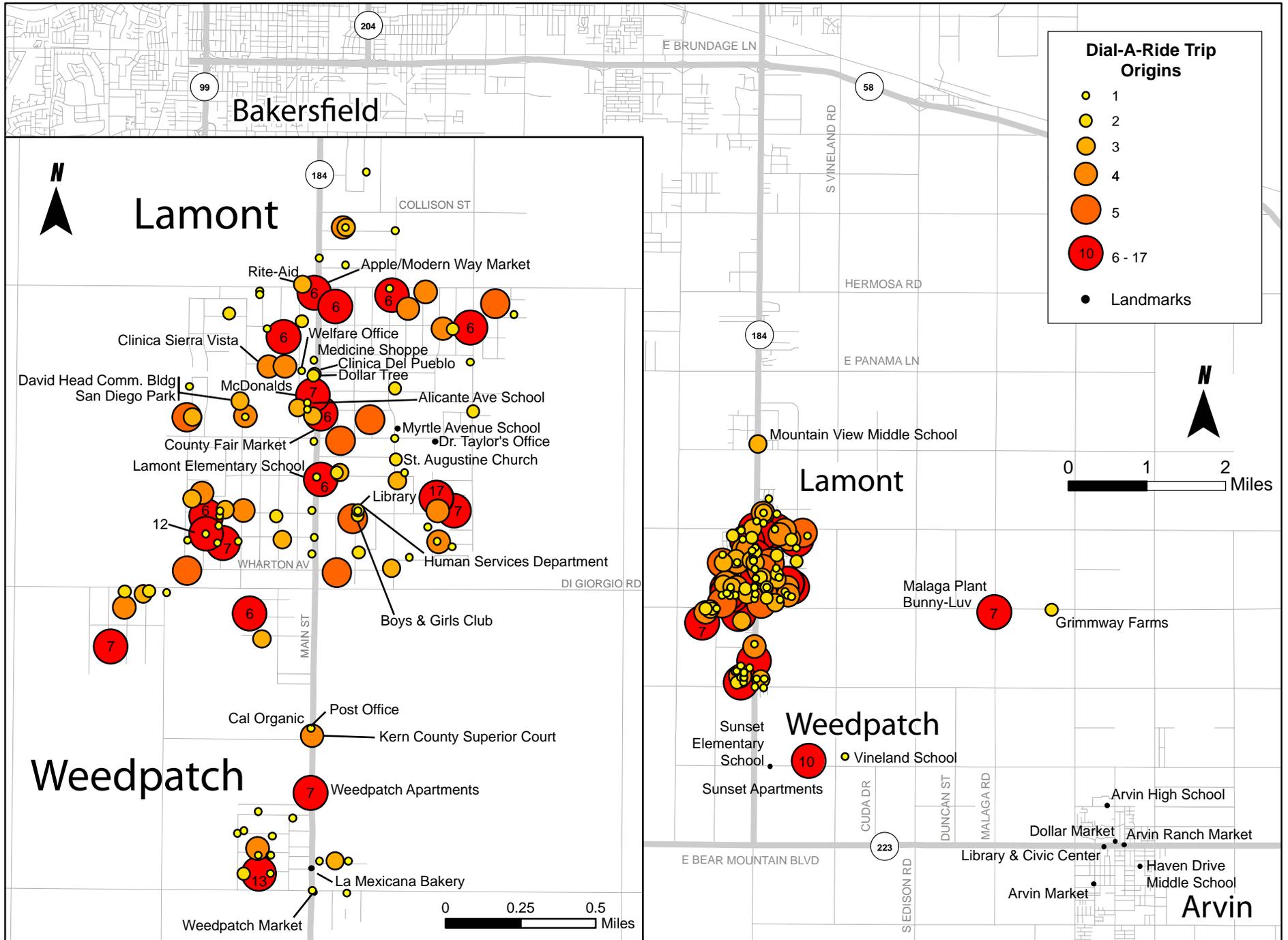
Because there were many more origins than destinations it suggests that passengers are returning home using another mode, perhaps they are walking or riding Lamont Community Fixed-Route. The difference is particularly striking for school service. Forty-four morning trips went to Mountain View Middle School but only three afternoon trips returned from the school. Lamont Community Fixed-Route does not go to Mountain View Middle School so students must be returning home via alternate modes. Morning trips destined for large agricultural employers also see a large decline for afternoon return trips, although this may be explained by Lamont Community Fixed-Route providing an afternoon trip into Lamont from Grimmway Farms and employers east of Lamont.

**Figure 3-23 Top Dial-A-Ride Origins and Destinations**

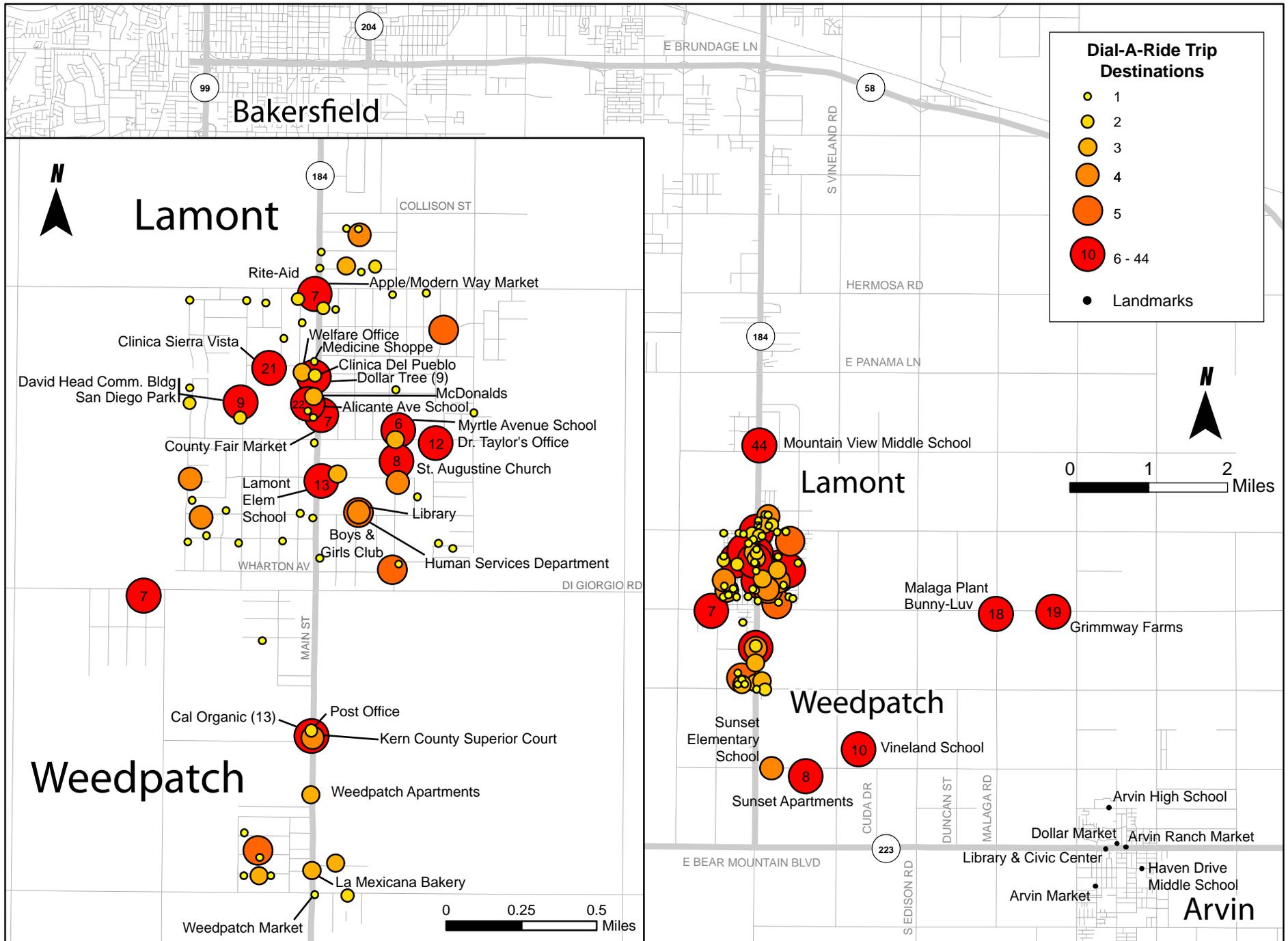
Location Name	Address	City	# of Boardings
<b>Destinations</b>			
Mountain View Middle School	8001 Weedpatch Hwy	Bakersfield	44
Alicante Avenue School	7998 Alicante Ave	Lamont	22
Clinica Sierra Vista	7839 Burgundy Ave	Lamont	21
Grimmway Farms	14141 Di Giorgio Rd	Arvin	19
Bunny-Luv Farms	11412 Malaga Rd	Arvin	18
Lamont Elementary School	10621 Main St	Lamont	13
Cal Organic Farms	12000 Main St	Lamont	13
Dr. Taylor's Office	8787 Hall Rd	Lamont	12
Vineland School	14713 Weedpatch Hwy	Weedpatch	10
<b>Origins</b>			
Private Residence	7821 Alden St	Lamont	13
Private Residence	7506 Kearney Ave	Lamont	12
Sunset Apartments	Sunset Blvd	Weedpatch	10

The following maps provide a graphical representation of all dial-a-ride origins and destinations for the first week of March 2009.

**Figure 3-24 Dial-A-Ride Origins (Week of March 2-8, 2009)**



**Figure 3-25 Dial-A-Ride Destinations (Week of March 2-8, 2009)**



## Chapter 4. Passenger Survey

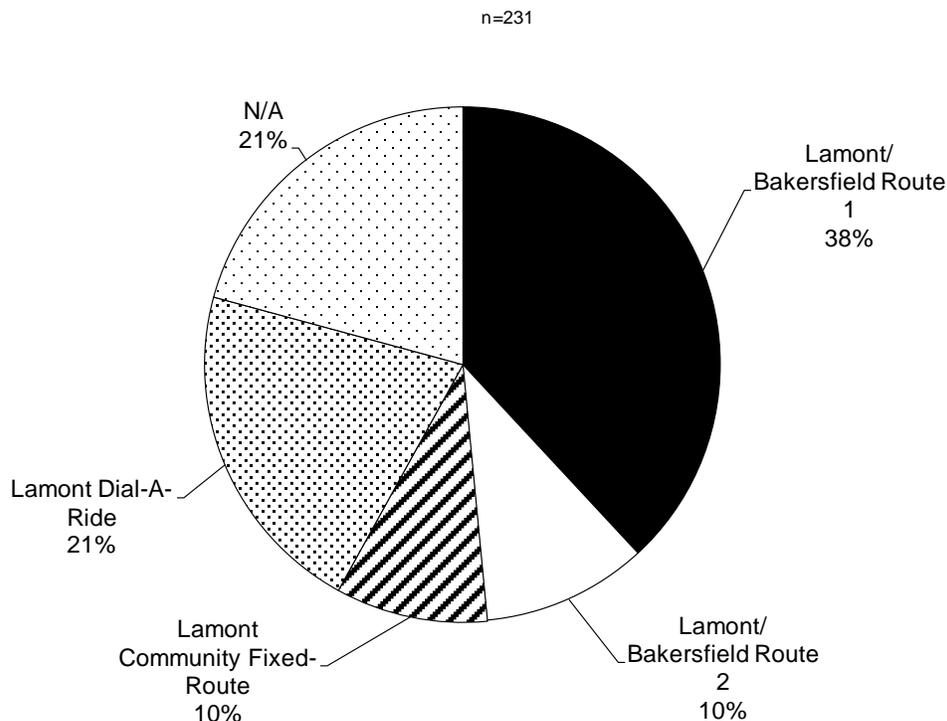
In order to understand the travel patterns and solicit opinions from Kern Regional Transit (KRT) passengers, an on-board passenger survey was administered by KRT drivers. The survey was conducted on the Lamont/Bakersfield Routes 1 and 2, Lamont Community Fixed Route, and Lamont Dial-A-Ride. On Wednesday, Thursday, Saturday, and Sunday during the first week of April 2009, drivers asked passengers who boarded their vehicles if they would like to complete a passenger survey. Passengers were given the option of placing completed surveys into a manila envelope on the vehicle or mailing back the survey. Passengers were instructed to complete only one survey. Surveys were provided in both English and Spanish. A copy of the surveys is presented in Appendix A. The following week, KRT staff mailed all completed surveys back to Nelson\Nygaard.

An on-board survey is the best way to obtain reliable information about current riders and their travel choices. The passenger survey asked passengers' about their trip origin and destination as well as information on personal characteristics, such as age, income, and employment status.

A total of 231 surveys were returned. With an average weekday ridership of approximately 500 passenger trips, the total surveys returned represent a 46% response rate.

The highest percentage of surveys was received by Lamont/Bakersfield Route 1 riders (38%), followed by the Lamont Dial-A-Ride (21%). Over 20% of riders did not mark which route they were riding when filling out the survey.

**Figure 4-1 Responses by Service and Route**



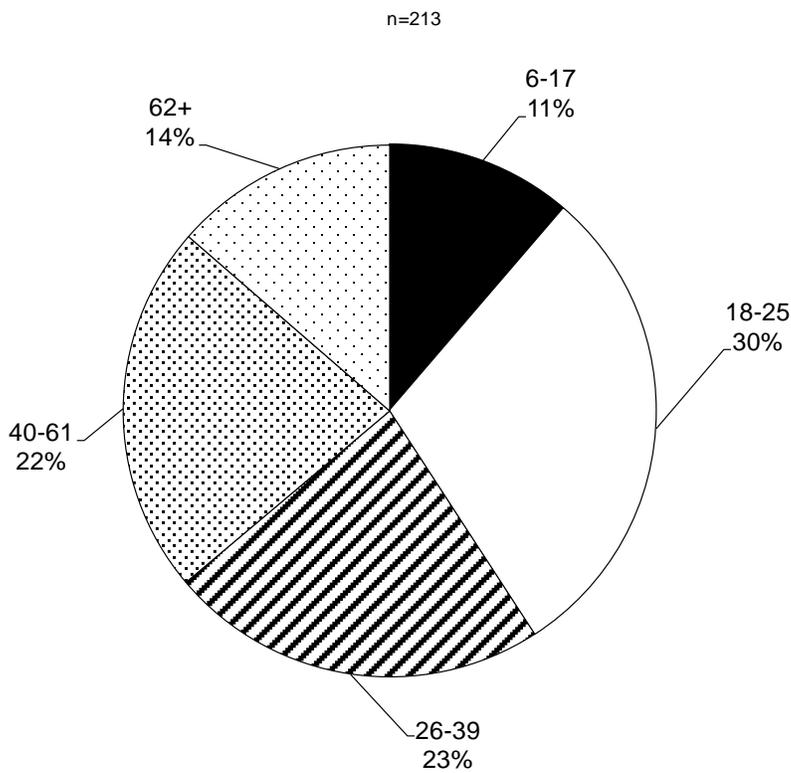
## Who Rides Transit in the Corridor?

The following section provides a profile of survey respondents.

### Age of Respondents

Of the respondents, 75% were between the ages of 18 and 61. Eleven percent were under 18 and 14% were 62 and older. This understates the number of youth riders since a large number of trips are taken by school-aged children to elementary and secondary schools. It is assumed that students chose not to or were unable to participate in the survey.

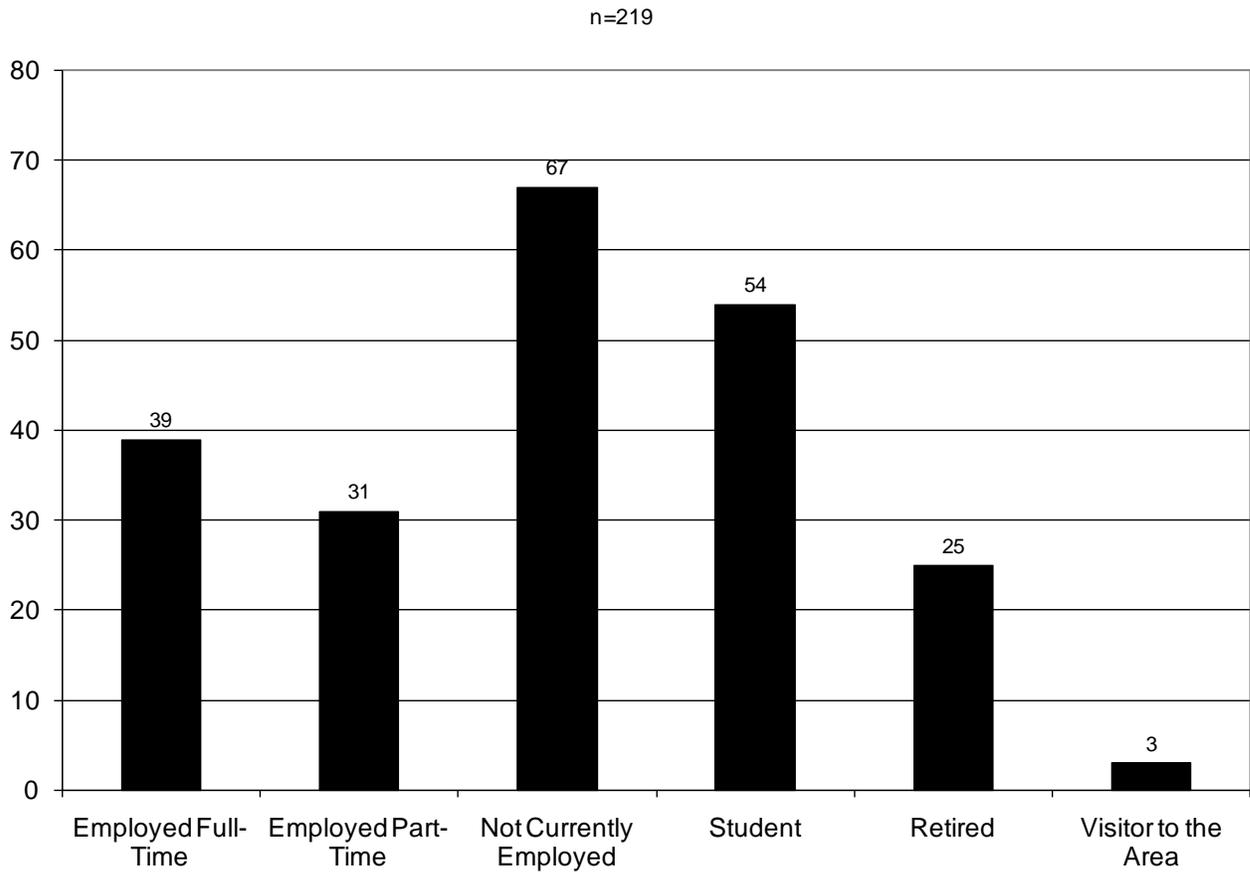
**Figure 4-2 Age of Respondents**



## Employment Status

The largest number of respondents were not employed, students, or employed full-time. As with the question about age, student ridership is probably understated.

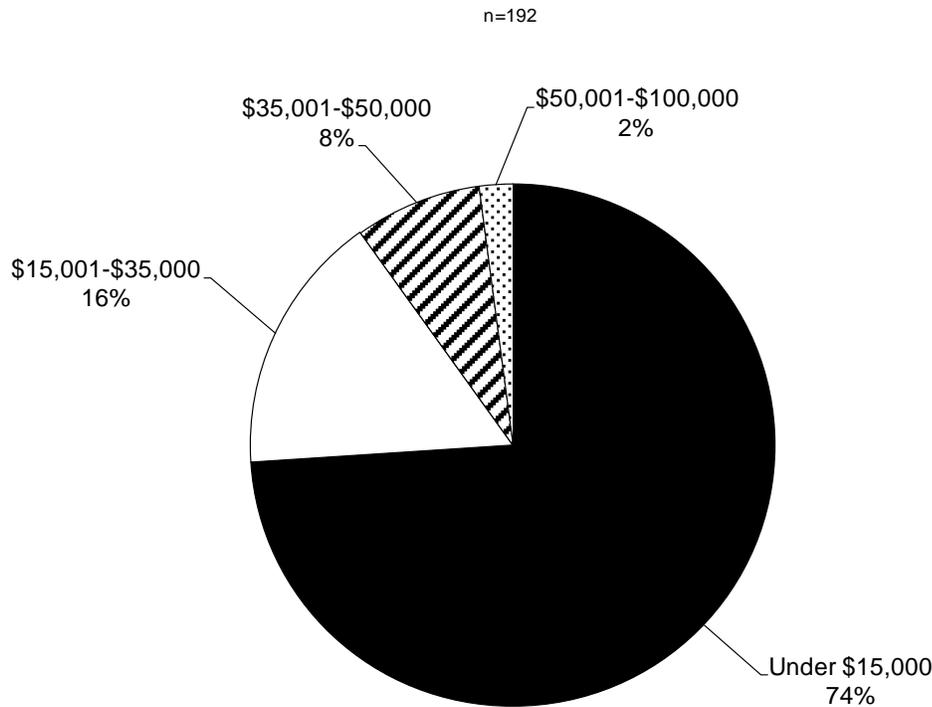
Figure 4-3 Employment Status



## Income

Almost 75% of respondents stated their annual household income is \$15,000 or less, well below the poverty threshold. The 2009 Poverty Guideline established by the US Department of Health and Human Services was \$22,000 for a family of four. US Census data confirm that the income level for the study area is low. Only 10% stated that their households have an annual income of more than \$35,000 and two percent are households with annual incomes greater than \$50,000.

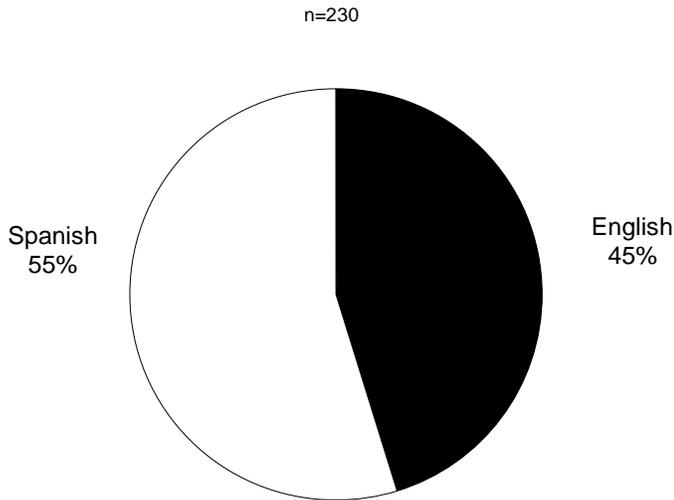
Figure 4-4 Income



## Language

The Lamont/Arvin/Weedpatch area has a strong Latino heritage and demographic. As a result, 55% of surveys were answered in Spanish.

**Figure 4-5 Survey Language**



## How Riders Use Local and Intercity Services

To gauge typical trip patterns, passengers were asked about the origin and destination of their trip, their trip purpose and access to the bus stop. Passengers were also asked how they would travel if public transit service was not available.

### Trip Purpose

To determine trip purpose, passengers were asked two questions: “Where are you coming from?” and “Where are you going to now?” In addition to major categories, such as home, work, and shopping, passengers were able to list the specific location of their destination.

Most trips were home-based with over 90% of trips starting or ending at home. A quarter of passengers were traveling between home and school/college. The most popular school locations were Bakersfield College and Mountain View Middle School. Besides school/college, over 22% of passengers were travelling to a store for shopping, and approximately 13% were using KRT to access work or medical/healthcare services. Passengers stating “other” were largely travelling to or from church services.

**Figure 4-6 Trip Purpose**

		Destinations							
		Home	Work	Shopping	Medical/Healthcare	Recreation/Social Visit	Personal Errand	School/College	Other
Origins	Home	4.2%							
	Work	13.5%	0.9%						
	Shopping	22.3%	0.9%	2.3%					
	Medical/Healthcare	13.0%	0.0%	0.0%	1.4%				
	Recreation/Social Visit	2.8%	0.0%	0.0%	0.0%	0.0%			
	Personal Errand	4.7%	0.0%	0.0%	0.0%	0.5%	0.0%		
	School/College	25.1%	0.5%	0.5%	0.0%	0.0%	0.0%	0.5%	
	Other	5.1%	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.0%

### Mode of Access to and from Bus Stop

Determining the mode of access to and from the fixed-routes is important because it is one indication of how well the routes are penetrating the service area. In general, routes should strive to be more accessible by walking than any other mode of transportation.

To access the bus at their origin, over 80% of passengers walked. Because Arvin, Lamont, and Weedpatch are small communities, passengers can easily walk to access the bus route. Eight percent transferred from the Lamont Community Fixed-Route and approximately two percent bicycled to access the bus. Approximately four percent transferred from either Arvin Transit, GET, or another KRT route.

**Figure 4-7 Mode of Access to Bus Stop**

Mode	Respondents	Percentage
Walked	175	81.8%
Transferred from Lamont Service	18	8.4%
Biked	5	2.3%
Rode with Someone Else	4	1.9%
Transferred from GET	4	1.9%
Transferred from KRT	3	1.4%
Drove Alone and Parked	2	0.9%
Transferred from Arvin Transit	2	0.9%
Other	1	0.5%
<b>Total</b>	<b>214</b>	

Of those who walked, almost half of respondents (48%) stated that they walked under five minutes to the bus stop. Thirty-one percent reported walking between six and ten minutes and 16% stated they walked for 11 to 15 minutes. Only five percent reported walking for more than 15 minutes. Since the communities in the study corridor are relatively compact, passengers do not have to walk far to access the nearest bus stop.

Upon exiting the bus, over half of the passengers (54%) walk to their final destination. Almost 30% arrive at their destination or are very close to their destination when they are dropped off at their bus stop and approximately 14% must transfer to another bus route to complete their trip. On Route 2, only 4% of passengers responded that they were at or near their destination when exiting the bus. This may suggest that Route 2 is not taking passengers where they need to go.

**Figure 4-8 Mode of Access to Final Destination**

Mode	Respondents	Percentage
Walk	111	53.9%
Trip complete when exit bus	60	29.1%
Transfer to Lamont Service	12	5.8%
Transfer to GET	7	3.4%
Transfer to KRT	6	2.9%
Bike	3	1.5%
Transfer to Arvin Transit	3	1.5%
Ride with Someone Else	2	1.0%
Drive Alone	1	0.5%
Other Bus	1	0.5%
<b>Total</b>	<b>206</b>	

Of those transferring, almost six percent reported that they must transfer to Lamont Community Fixed-Route. Three percent transfer to KRT Route 1 and another three percent transfer to Golden Empire Transit (GET) in Bakersfield plus about two percent transfer to Arvin Transit. Almost half

of respondents (48%) stating that they have to walk to access their final destination, responded that the walking time is five minutes or less. Twenty-seven percent must walk six to 10 minutes and 14% responded that they have to walk between 11 and 20 minutes to access their final destination.

## Origins and Destinations

Survey respondents were asked to indicate their origin and destination cities as well as the address, cross street, or a landmark of where they were going. On the Lamont Dial-A-Ride and Lamont Community Fixed-Route, passengers travelled within Lamont, Weedpatch, and the immediate areas because these services only provide local transit coverage. On Lamont/Bakersfield Routes 1 and 2, most passengers were travelling between communities. A large majority of respondents (83%) were travelling to Bakersfield. Travel between Lamont and Bakersfield accounted for 51% of the trips on Routes 1 and 2. Trips limited to one community accounted for almost a quarter of all trips while travel within Bakersfield accounts for 11% of trips. Travel within Lamont accounts for 10% of trips.

**Figure 4-9 Origin and Destination Cities on Routes 1 and 2**

	Bakersfield	Weedpatch	Lamont	Arvin
Bakersfield	11%			
Weedpatch	9%	2%		
Lamont	51%	4%	10%	
Arvin	12%	0%	1%	0%

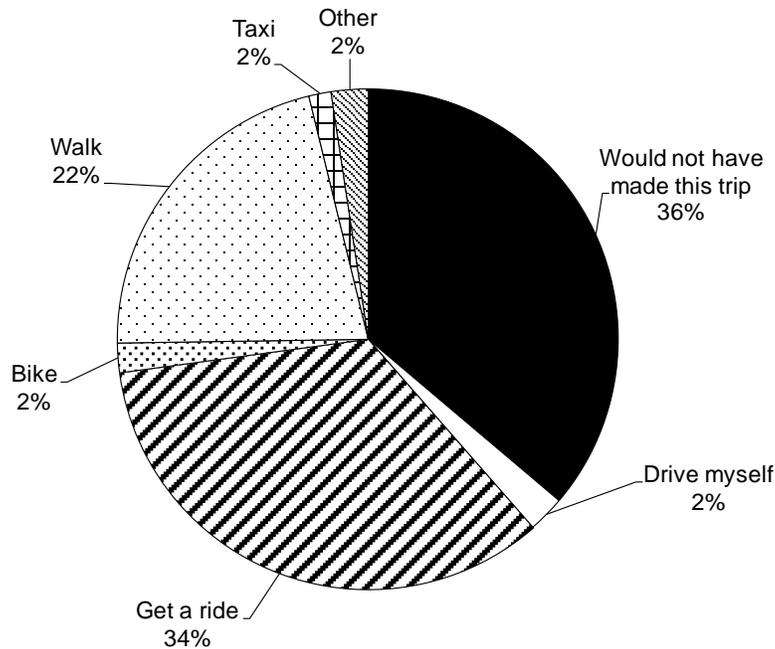
The most common origins and destinations mentioned by respondents were generally major trip generators such as shopping centers and schools. Walmart, Downtown Bakersfield , and Bakersfield Community College were the most popular Bakersfield destinations. In Lamont, Apple Market, County Fair Market, Dollar Tree, Alicante Avenue School, Myrtle Avenue School, and Clinica Sierra Vista are common local trip generators. For trips with a start or end point in Arvin and Weedpatch, Arvin City Hall and Weedpatch Market were popular among respondents.

## Transit Dependency

Thirty-six percent of respondents reported that they would not have made the trip had public transit service not been available. This highlights the important role that transit plays in providing mobility to people who are transit dependent, especially in areas with limited shopping, social, and medical services. About one third stated that they would “get a ride” if transit service was unavailable. This response highlights transit’s role in vehicle trip reduction. For transit-dependent riders, it is sometimes thought that transit’s role does not contribute towards vehicle trip reduction. In fact, transit’s main impact toward vehicle trip reduction is in reducing “chauffeured” trips, represented here by people who say that they would “get a ride” if transit were not available. Chauffeured trips are different from carpools because they are made solely to transport a person. Reducing the need for these trips contributes to reducing vehicle trips and congestion. In total, 38% of respondents would have driven alone, gotten a ride, or taken a taxi.

Over 20% of respondents stated that they would have walked if transit service was not available. Because the study corridor is a relatively small and has a flat terrain, walking to destinations within the community is practical.

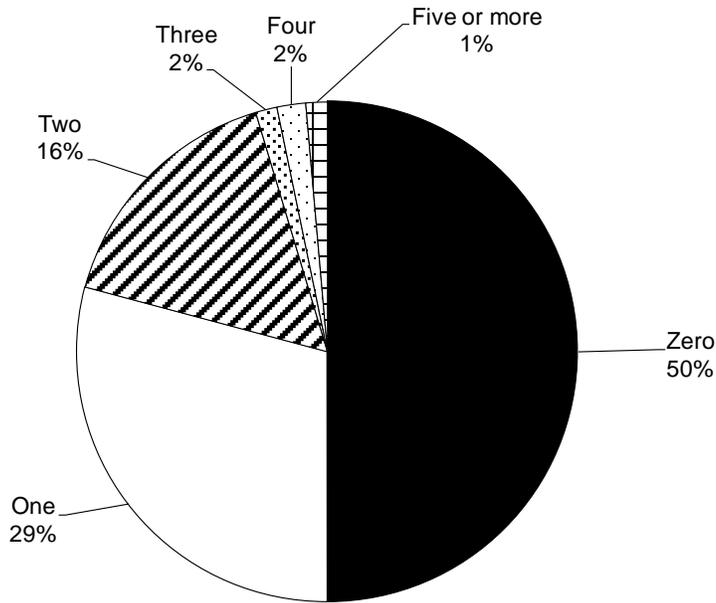
**Figure 4-10 Alternatives to Transit**



### Vehicle Availability

People without access to a personal automobile are more likely to be dependent on transit services than those that have access to a vehicle. Half of the respondents stated that there are zero vehicles available to members of their household. For these passengers, transit may be their primary mode of transportation for local travel and to destinations in neighboring communities.

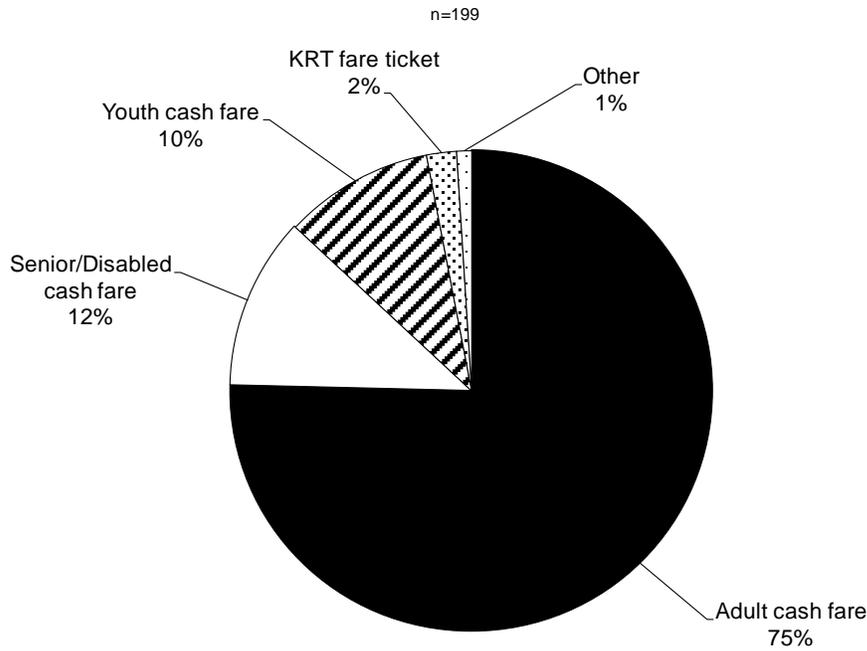
Figure 4-11 Automobile Availability



## Fare

With few non-cash fare options such as monthly passes available, respondents overwhelmingly pay a cash fare (97%) with most utilizing the adult cash fare to pay for their trip (75%). Twelve percent of respondents pay the senior/disabled cash fare and 10% pay the youth cash fare. Only two percent use a pre-paid ticket to pay for their ride.

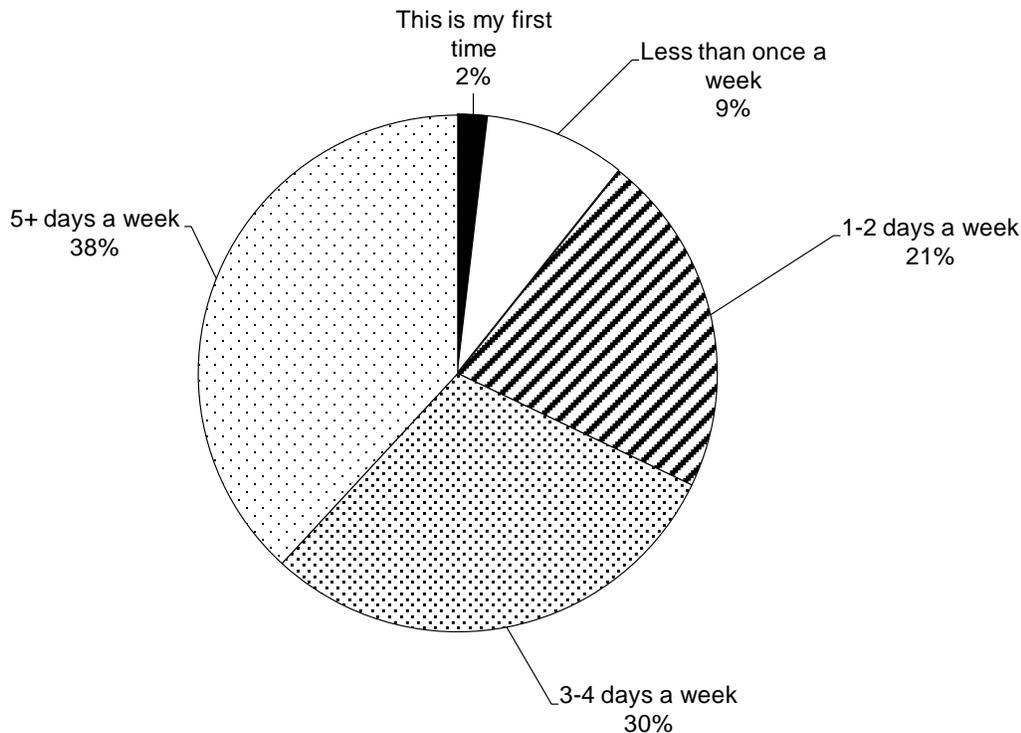
Figure 4-12 Fare



## Frequency of Use

Thirty-eight percent of respondents stated that they use public transit at least five days per week. Another 30% of the riders indicated they ride three to four times per week. This shows that riders depend on public transit service to provide mobility for their daily needs and services including school, and jobs. Only 11% stated that they use the service for one trip or fewer per week or that this was their first time on public transit.

**Figure 4-13 Frequency of Use**

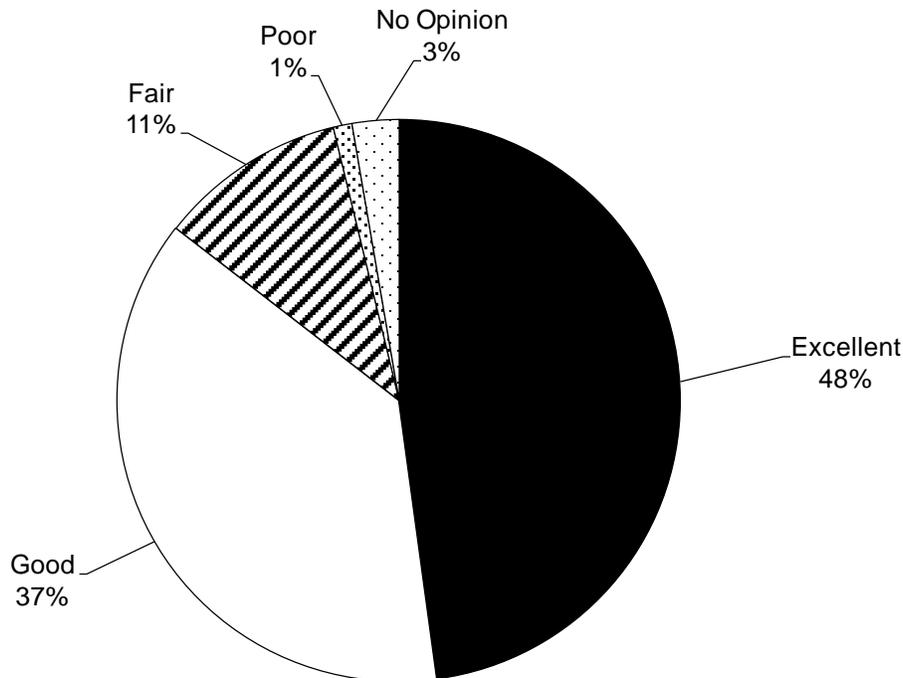


## Riders Opinions of Transit in the Corridor

### Passenger Rating

Passengers were very pleased with service. Eighty-five percent of respondents rated the service as “excellent” or “good”. Only one percent of passengers rated the service as “poor.”

**Figure 4-14 Overall Satisfaction**



All survey categories received high marks with a total of 68% or more “good” or “excellent” ratings (See Figure 4-15 below). Driver courtesy and cleanliness of vehicles received the highest marks with 87% rating each as “excellent” or “good”. The poorest performer was frequency of service with 28% of respondents rating the frequency as “fair” and three percent as “poor”. “Fair” and “poor” responses were more prevalent on Route 1.

**Figure 4-15 Service Ratings**

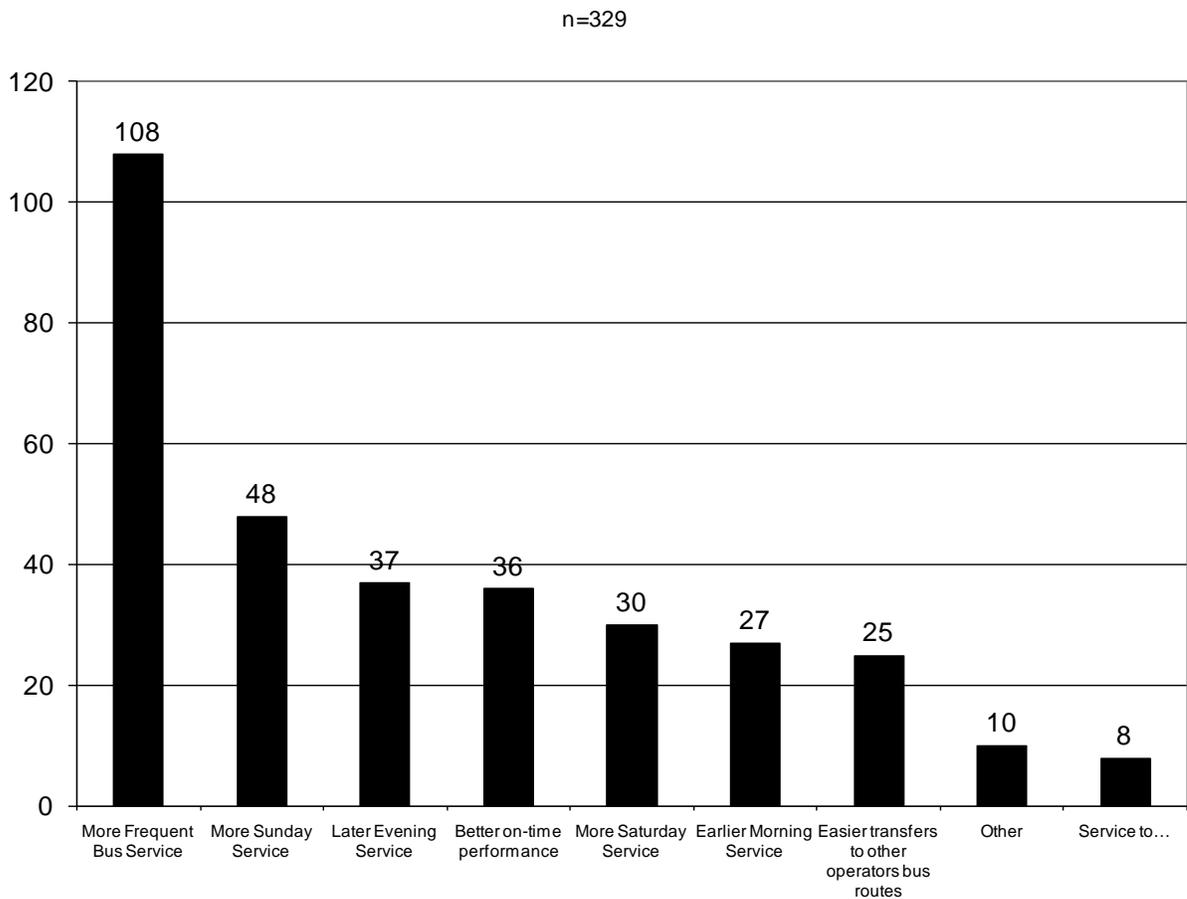
	Excellent	Good	Fair	Poor	No Opinion	n=
On-time Performance	42%	33%	18%	6%	1%	203
Frequency of Service	34%	34%	28%	3%	1%	183
Driver Courtesy	63%	24%	9%	3%	2%	191
Rider Information	46%	27%	17%	5%	4%	184
Cleanliness of Vehicles	56%	30%	10%	2%	2%	187
System Easy to Understand	50%	34%	11%	3%	2%	188
Fares (cost)	44%	31%	20%	4%	2%	184
Overall Bus Service	48%	38%	11%	1%	3%	186

## Requested Improvements

Respondents were asked to specify from a list of options which improvements they favor. Among the choices were more frequent bus service, extended service hours, more weekend service, etc.

The most requested improvement was for more frequent service followed by more Sunday service and later evening service. When asked about transit service frequency, most passengers stated they would like service to operate at least hourly. Local and intercity services in the Lamont area operate at varying frequencies throughout the day. Routes 1 and 2 offer a combined hourly frequency during many parts of the day, however, separately their frequency is generally two or more hours. Route 1 riders made up the bulk of respondents who stated that they would like more frequent service. Most passengers requesting later evening service asked for service to operate until at least 8:00 PM. Weekday service currently terminates in Arvin at 6:55 PM.

**Figure 4-16 Requested Service Improvements**



## Summary

Overall passengers are pleased with public transit service in the Arvin/Lamont/Bakersfield corridor with 85% rating the service as “excellent” or “good”. Respondents generally utilize the service regularly with over 68% responding that they use the service at least three times per week. While passengers use the service regularly, 22% of passengers would simply walk to their destination if transit service were unavailable. The largest percentage, 36%, would not have made the trip without public transit, emphasizing the important role it plays in this corridor by helping passengers access jobs, schools, and other services. A large majority of passengers (74%) were from low income households earning less than \$15,000 per year.

## Chapter 5. Peer Review

As part of the background analysis, Nelson\Nygaard prepared a peer review to compare and contrast Kern Regional Transit services in the study corridor with other similarly sized transit operators. Peers were selected based on several criteria including ridership statistics and operating environment similarities. In presenting the peer review data, Nelson\Nygaard recognizes that every community and transit agency is unique, shaped by different geography, history and development patterns, so unqualified quantitative comparisons between transit agencies are inappropriate. Comparisons between agencies are, at best, indicators – few hard and fast comparisons can be made because of the myriad differences between agencies and operating environments. In spite of these limitations, peer reviews can and do provide valuable insight into agency operations, so long as these limitations are respected. The intent of this analysis is to gauge the service strengths and weaknesses in the corridor and identify aspects of where service warrants further investigation.

### Intercity Service Peers

Three intercity service providers were identified as peers to Kern Regional Transit intercity services in the study corridor—Calaveras Transit, San Joaquin Regional Transit District (RTD), and Stanislaus Regional Transit (StaRT). Peer agencies were selected based on similarities to Lamont/Bakersfield Routes 1 and 2, not on KRT service as a whole.

A brief description of each agency is provided below.

#### **Calaveras Transit**

Calaveras Transit operates six intercity fixed-routes within rural Calaveras County. Calaveras County is located in the Northern California foothills and is adjacent to San Joaquin County where services are concentrated in cities such as Stockton and Lodi. The county's population is approximately 40,500. The transit service provides intercity connections between the Calaveras County communities of Jackson, San Andreas, Angels Camp, and Copperopolis and also serves Lodi in San Joaquin County. The service span varies by route but generally operates on Monday through Fridays from 6:30 AM to 10:00 PM. Service frequency also varies by route. The general public fare is \$1.50 and \$0.75 for seniors and people with disabilities. Inter-county service costs \$3.00 for the general public and \$1.50 for seniors and people with disabilities.

#### **San Joaquin Regional Transit District (RTD)**

San Joaquin Regional Transit District is the major transit operator in San Joaquin County providing intercity service, local service in Stockton, countywide general public dial-a-ride service, and a variety of commuter services to transit hubs and large employers. RTD's service area encompasses all of San Joaquin County, home to approximately 620,000 residents, less than Kern County. RTD operates four intercity bus routes which connect the cities of Tracy, Manteca, Lodi, Escalon, and Ripon to Stockton. Routes generally operate seven days a week at varying service frequencies and service spans. The intercity regular fare is \$1.50 and \$0.75 for seniors and people with disabilities.

## Stanislaus Regional Transit (StaRT)

Stanislaus Regional Transit operates intercity service in Stanislaus County. The service provides six intercity routes connecting the rural communities of Turlock, Grayson, Patterson, Riverbank, and Oakdale among others to Modesto where services are concentrated. Stanislaus County has approximately 560,000 residents, almost half of which live in Modesto. Service operates on weekdays from 5:30 AM to 8:00 PM and from 6:30 PM to 7:00 PM on Saturdays on most routes. There is no Sunday service. The general public fare is \$1.25 and \$1.00 for seniors and people with disabilities.

## Service Span

Lamont/Bakersfield Routes 1 and 2 begin weekday service later than peers in Stanislaus and San Joaquin Counties and earlier than Calaveras County. The intercity routes in the study corridor also end service one to two hours earlier than intercity peer services. Lamont/Bakersfield Routes 1 and 2 operate the most extensive weekend service hours, although Sunday service starts 45 minutes later than RTD. Only RTD and KRT operate on Saturday and Sunday.

**Figure 5-1 Intercity Operating Hours**

Agency	Weekdays	Saturday	Sunday
Calaveras Transit	6:30 AM to 10:00 PM	–	–
San Joaquin Regional Transit District	5:00 AM to 9:30 PM	7:15 AM to 6:00 PM	7:15 AM to 6:00 PM
Stanislaus Regional Transit	5:30 AM to 8:00 PM	6:30 PM to 7:00 PM	–
Kern Regional Transit Lamont/Bakersfield Route 1 and 2	5:55 AM to 6:55 PM	5:55 AM to 6:55 PM	8:00 AM to 7:45 PM

## Fares and Passes

Kern Regional Transit fares are based on the trip distance. All peer agencies charge a flat fare for intercity service within their county and have fares between \$1.25 and \$1.50. Since KRT fares are based on distance, they are less than peer agencies for short trips (Lamont to Weedpatch) and approximately the same for medium distance trips (Lamont to Bakersfield). KRT is more expensive, charging passengers \$2.50, for longer distance trips such as travel between Bakersfield and Arvin.

All peer agencies offer pre-paid tickets and passes that provide passengers with a quantity discount. Calaveras Transit and RTD have the most pass types, offering passengers a daily pass, a monthly or 31-day pass, and ticket books. KRT only offers passengers prepaid ride tickets for convenience but these do not offer a quantity discount.

**Figure 5-2 Intercity Fares**

Agency	General Fare	Senior/Disabled Fare	Pass Types
Calaveras Transit	\$1.50	\$0.75	Day Pass 15-Ride Ticket Book Monthly Pass
San Joaquin Regional Transit District	\$1.50	\$0.75	Day Pass 10-Ride Ticket Book 31-Day Pass
Stanislaus Regional Transit	\$1.25	\$1.00	20-Ride Ticket Book
Kern Regional Transit Lamont/Bakersfield Route 1 and 2	\$0.75-\$2.50	\$0.50-\$1.50	Prepaid ticket books

## Intercity Performance Indicators

Performance indicators are presented below for KRT Bakersfield/Lamont Routes 1 and 2 and peer agencies. Peer agencies operate multiple intercity routes and data for peer agency routes is presented in aggregate.

**Figure 5-3 Intercity Performance**

	Kern Regional Transit* 2006/07	Calaveras Transit** 2006/07	San Joaquin RTD** 2007/08	StaRT** 2007/08
Operating Cost	\$507,132	\$731,327	\$3,053,250	\$2,800,000
Ridership	90,524	58,768	297,935	284,000
Revenue Hours	7,730	12,624	32,921	35,000
Revenue Miles	158,856	356,903	NA	640,000
Farebox	\$86,303	\$67,983	\$296,165	\$295,000
<b>Performance Indicators</b>				
Operating Cost per Revenue Hour	\$65.61	\$57.93	\$92.74	\$80.00
Operating Cost per Passenger	\$5.60	\$12.44	\$10.25	\$9.86
Operating Cost per Revenue Mile	\$3.19	\$2.05	NA	\$4.38
Passengers per Revenue Hour	11.7	4.7	9.0	8.1
Subsidy per Passenger	\$4.65	\$11.29	\$9.25	\$8.82
Farebox Recovery Ratio	17.0%	9.3%	9.7%	10.5%

Sources: Calaveras Transit Triennial Performance Audit, SJRTD SRTP 2009-2013, StaRT Staff Report 2007/08, Kern Regional Transit staff

\*KRT Lamont/Bakersfield Route 1 and 2 only

\*\*All intercity services aggregated together

Lamont/Bakersfield Routes 1 and 2 performed better than peer agencies on most performance indicators. KRT's operating cost per passenger was more than 40% lower than peer agencies. Combined the Lamont/Bakersfield routes carried 11.7 passengers per hour in FY 2006/07, many more than Calaveras Transit (4.7 passengers per hour) and more than San Joaquin RTD (9.0 passengers per hour) who carried the highest number of passengers per hour of the peer

agencies. The KRT services also had a much higher farebox recovery ratio than peer agencies (17% compared with 9-11%). The only categories that KRT did not perform better than peers were on operating cost per revenue hour and operating cost per revenue mile. In both cases, Calaveras Transit performed more cost effectively.

## Local Fixed-Route Service

Local fixed-route services are uncommon in smaller California communities such as Lamont. Smaller communities with fewer than 20,000 residents typically operate general public dial-a-ride services. Nelson\Nygaard identified three peer agencies which operate local fixed-route service in small size cities, and are located in rural or agricultural settings—Arvin Transit, Manteca Transit, and the Weaverville Shuttle.

A brief description of each agency is provided below.

### Arvin Transit

Located southeast of Lamont and in the study corridor, Arvin is home to approximately 16,200 residents. Arvin Transit operates two weekday fixed-routes, one local route and one intercity route to Lamont. The Arvin Local route operates from 7:30 AM to 4:30 PM every 30 minutes and the intercity route provides two morning and two afternoon roundtrips between Arvin and Lamont. The local fare is \$1.00 for the general public and \$0.75 for seniors and people with disabilities. The intercity fare is \$1.50 for the general public and \$1.00 for seniors and people with disabilities.

The information presented for Arvin Transit does not distinguish between the intercity and local service. However, a bulk of the fixed-route service is provided on the local route.

### Manteca Transit

Manteca is located in the southern part of San Joaquin County and started fixed-route transit service in the city in 2006. While the city is home to approximately 65,000 residents, many more than Lamont, the service is new and has low ridership in comparison to the city size. Manteca is surrounded by agricultural land and located nearby the larger cities of Stockton and Modesto. Manteca Transit operates two hourly fixed-routes on weekdays from 6:00 AM to 7:00 PM. The adult fare is \$1.00 and the senior/disabled fare is \$0.50.

### Weaverville Shuttle

Located in Northern California in Trinity County, Weaverville is home to approximately 3,500 residents. The Weaverville Shuttle provides local circulation service within Weaverville. The service is provided Monday through Friday but operates on a reduced schedule on Tuesdays and Thursdays when service is operated in other parts of the county. Eight hourly round trips are provided Monday, Wednesday and Friday. On Tuesdays, three round trips are offered and on Thursday five trips are offered at varying frequencies. Fares on the Weaverville Shuttle are \$1.00 for all passengers ages 5 and older.

### Service Span

Lamont Community Fixed-Route operates the longest service span of the peer agencies, operating for approximately 13.5 hours on weekdays and Saturdays. Manteca Transit, which serves a much larger population, has a slightly shorter service span, starting service at 6:00 AM

and ending at 7:00 PM compared to Lamont Community Fixed-Route which operates from approximately 5:30 AM to 7:00 PM. None of peer agencies operate on Saturday or Sunday. Lamont Community Fixed-Route operates Saturday service.

**Figure 5-4 Local Operating Hours**

Agency	Weekdays	Saturday	Sunday
Arvin Transit	7:30 AM to 4:30 PM	–	–
Manteca Transit	6:00 AM to 7:00 PM	–	–
Weaverville Shuttle	7:30 AM to 5:30 PM	–	–
Kern Regional Transit Lamont Community Fixed-Route	5:30 AM to 6:55 PM	5:30 AM to 6:55 PM	–

## Fares and Passes

Lamont Community Fixed-Route has the lowest general public fare out of the peer agencies. All of the peer agencies charge \$1.00 for the general public and between \$0.50 and \$1.00 for the discounted fare. Manteca Transit offers passengers a monthly pass but is the only peer agency that offers a pre-paid discounted pass.

**Figure 5-5 Local Fares**

Agency	General Fare	Senior/Disabled Fare	Pass Types
Arvin Transit	\$1.00	\$0.75	None
Manteca Transit	\$1.00	\$0.50	Monthly Pass
Weaverville Shuttle	\$1.00	\$1.00	None
Kern Regional Transit Lamont Community Fixed-Route	\$0.75	\$0.50	None

## Local Transit Performance Indicators

Performance indicators are presented below for Lamont Community Fixed-Route and peer agencies. Farebox returns are not available for Arvin Transit because fares are reported in aggregate for Arvin Transit fixed-route and dial-a-ride service.

**Figure 5-6 Local Transit Performance**

	Lamont Community Fixed-Route 2006/07	Arvin Transit 2006/07	Manteca Transit 2007/08	Weaverville Shuttle 2006/07
Operating Cost	\$271,921	\$170,825	\$409,954	\$92,030
Ridership	21,023	23,899	23,507	4,777
Revenue Hours	4,145	2,121	6,629	1,374
Revenue Miles	62,896	43,683	73,727	21,793
Farebox	\$10,236	NA	\$14,813	\$2,227
<b>Performance Indicators</b>				
Operating Cost per Revenue Hour	\$65.60	\$80.54	\$61.84	\$66.98
Operating Cost per Passenger	\$12.93	\$7.15	\$17.44	\$19.27
Operating Cost per Revenue Mile	\$4.32	\$3.91	\$5.56	\$4.22
Passengers per Revenue Hour	5.1	11.3	3.5	3.5
Subsidy per Passenger	\$12.45	NA	\$16.81	\$18.80
Farebox Recovery Ratio	3.8%	NA	3.6%	2.4%

Sources: City of Arvin TDP 2008, Manteca Transit SRTF FY 2008-2013, Trinity County TDP FY 2009-2013, Kern Regional Transit staff

Lamont Community Fixed-Route outperformed peer agencies on subsidy per passenger and farebox recovery ratio. Since these local routes serve small areas and are intended as lifeline services, productivity was poor for most peers. Lamont Community Fixed-Route had the lowest subsidy per passenger at \$12.45 compared to a high of over \$18 on the Weaverville Shuttle. The farebox recovery ratio was below 10% on all services but the Lamont service had the highest recovery ratio at almost 4%. The Lamont service carried approximately 5 passengers per hour, more than Manteca Transit and the Weaverville Shuttle, but was significantly lower than Arvin Transit which carried over 11 passengers per hour. Lamont's operating cost per hour was in line with Manteca and Weaverville and almost 20% lower than Arvin Transit.

## Dial-A-Ride

Four peer dial-a-ride services similar to Lamont Dial-A-Ride are described below. The services are available to the general public with the exception of Arvin Dial-A-Ride which is limited to seniors and people with disabilities.

### Arvin Dial-A-Ride

As stated previously, Arvin is located near Lamont and shares the same general geography with Lamont. Arvin Dial-A-Ride operates the same hours as Arvin fixed-route services. The service provides curb-to-curb transportation for eligible residents within Arvin city limits. The service can generally pick-up a passenger within 30 minutes of the ride request. Unlike, Lamont Dial-A-Ride, Arvin Dial-A-Ride is only available to people 60 years and older and ADA certified passengers. The fare is \$2.00.

## Dixon Read-Ride

Located in the City of Dixon in Solano County, Read-Ride provides a general public curb-to-curb dial-a-ride service. Dixon has a population of approximately 16,000, similar to Lamont, and is surrounded by agricultural land. Read-Ride operates on weekdays from 7:00 AM to 5:00 PM and fulfills ride requests within 10-30 minutes. The general public fare is \$2.00 and the senior/disabled fare is \$1.50. Fares were increased in February 2009.

## Shafter Transit

In western Kern County, the City of Shafter is home to approximately 13,000 residents and operates Shafter Transit. Shafter Transit provides general public curb-to-curb dial-a-ride service within Shafter and the unincorporated area contiguous to the city. As with Arvin and Dixon, service is provided promptly once a ride request is received. The service operates Monday through Friday from 7:30 AM to 4:30 PM. The adult fare is \$1.00 while the fare for seniors and people with disabilities is \$0.75.

## McFarland Dial-A-Ride

Also located in western Kern County, McFarland has a population of approximately 12,000. The City of McFarland operates a general public curb-to-curb dial-a-ride within the city limits. The service operates Monday through Friday, from 8:00 AM to 4:00 PM. No estimated time of arrival is given to passengers calling the service but, according to staff, response time is quick when vehicles are available. The general public fare is \$1.00 and the senior/disabled fare is \$0.50.

## Service Span

Lamont Dial-A-Ride offers the longest service span of the peer agencies. Lamont Dial-A-Ride operates from 4:30 AM to 7:00 PM on weekdays, starting two and a half hours earlier and ending two hours later than Dixon Read-Ride which has the second longest service span. Only Lamont offers weekend service.

**Figure 5-7 Dial-A-Ride Operating Hours**

Agency	Weekdays	Saturday	Sunday
Arvin Transit	7:30 AM to 4:30 PM	–	–
Dixon Read-Ride	7:00 AM to 5:00 PM	–	–
McFarland Dial-A-Ride	8:00 AM to 4:00 PM	–	–
Shafter Transit	7:30 AM to 4:30 PM	–	–
Kern Regional Transit Lamont Dial-A-Ride	4:30 AM to 7:00 PM	5:30 AM to 7:00 PM	7:00 AM to 8:00 PM

## Fares and Passes

Lamont Dial-A-Ride's general public fare is equivalent to other peer agencies in Kern County. The fare is significantly lower than Dixon Read-Ride which charges the general public \$2.00 per trip. Lamont Dial-A-Ride's discounted fare is \$0.75, the same as Shafter, and significantly less than Dixon (\$1.50) and nearby Arvin (\$2.00).

**Figure 5-8 Dial-A-Ride Fares**

Agency	General Fare	Senior/Disabled Fare
Arvin Transit	–	\$2.00
Dixon Readi-Ride	\$2.00	\$1.50
McFarland Dial-A-Ride	\$1.00	\$0.50
Shafter Transit	\$1.00	\$0.75
Kern Regional Transit Lamont Dial-A-Ride	\$1.00	\$0.75

## Dial-A-Ride Performance Indicators

Performance indicators are presented below for Lamont Dial-A-Ride and peer agencies. Farebox returns are not available for Arvin Transit because fares are reported in aggregate for Arvin Transit fixed-route and dial-a-ride service.

**Figure 5-9 Dial-A-Ride Performance**

	Lamont Dial-A-Ride 2006/07	Arvin Transit 2006/07	Shafter Transit 2006/07	McFarland Dial-A-Ride 2006/07	Dixon Readi- Ride 2006/07
Operating Cost	\$331,593	\$398,190	\$250,859	\$104,517	\$623,450
Ridership	24,288	80,843	38,524	10,015	66,324
Revenue Hours	5,054	4,944	3,435	1,512	7,734
Revenue Miles	52,771	56,201	38,524	15,648	100,418
Farebox	\$16,964	NA	\$32,637	\$17,136	\$81,276
<b>Performance Indicators</b>					
Operating Cost per Revenue Hour	\$65.61	\$80.54	\$73.03	\$69.13	\$80.61
Operating Cost per Passenger	\$13.65	\$4.93	\$6.51	\$10.44	\$9.40
Operating Cost per Revenue Mile	\$6.28	\$7.09	\$6.51	\$6.68	\$6.21
Passengers per Revenue Hour	4.8	16.4	11.2	6.6	8.6
Subsidy per Passenger	\$12.95	NA	\$5.66	\$8.73	\$8.17
Farebox Recovery Ratio	5.1%	NA	13.0%	16.4%	13.0%

Sources: City of Arvin TDP 2008, City of Dixon SRTP FY 2008, Kern Regional Transit staff

Lamont Dial-A-Ride does not perform as well as the peer agencies on many indicators. This may be due to the high number of operating hours and the relatively low ridership compared to peers. The number of passengers carried per hour was high on all peer agencies since most services are open to the general public and not restricted to seniors and people with disabilities. Arvin Transit and Shafter Transit reported carrying over 11 passengers per hour. Lamont Dial-A-Ride carried almost five passengers per hour but was the lowest among the peer agencies. Lamont Dial-A-Ride had the lowest farebox recovery ratio and the highest subsidy per passenger. All peer agencies had a farebox recovery ratio over 10% and a subsidy per passenger under \$9.00 except

for Lamont Dial-A-Ride. Despite these inefficiencies, Lamont Dial-A-Ride had the lowest operating cost per hour at \$65.61 compared to McFarland with \$69 per hour and Arvin and Dixon with over \$80 per hour. The Lamont service also had the highest operating cost per passenger, almost 25% higher than McFarland Dial-A-Ride which had the second highest cost per passenger.

## Summary

Three different types of service are offered in the study corridor—intercity fixed-route, local fixed-route, and dial-a-ride. In general, these services operate a longer daily service spans than peer agencies and offer weekend service which many peers do not. Passenger fares are in line or lower than most peer agencies. Service performance is summarized below.

**Intercity Fixed-Route Service.** Lamont/Bakersfield Routes 1 and 2 outperformed peers with a much lower operating cost per hour and the highest number of passengers per hour. The intercity services account for the bulk of KRT service and ridership in the study corridor.

**Local Fixed-Route Service.** Lamont Community Fixed-Route outperformed peers on cost effective indicators such as the farebox recovery ratio and subsidy per passenger and performed in line with peers on other indicators. The service had an operating cost per hour on par with Manteca Transit and the Weaverville Shuttle and significantly lower than Arvin Transit. The Lamont service also carried more passengers per hour than all peers except for Arvin Transit.

**Dial-A-Ride.** Lamont Dial-A-Ride performed poorest among the KRT services in the study corridor. The dial-a-ride had the highest subsidy per passenger and cost per passenger, lowest farebox recovery ratio, and carried the lowest number of passengers per hour among the peers. Despite these negative indicators, Lamont Dial-A-Ride had the lowest operating cost per hour of the peer agencies.



## Chapter 6. Stakeholder and Driver Interviews

Kern Regional Transit and Kern Council of Government staff identified stakeholders to provide a diversity of insight that would reflect the concerns of the communities in the Arvin/Lamont corridor. These individuals were relied upon to describe the “pulse of the community,” but do not necessarily represent the full range of concerns among the citizens in the corridor.

The intention of this chapter is to represent the array of concerns voiced by community representatives of local agencies and organizations and community members representing a diversity of groups and opinions. Individuals commented on a number of issues regarding transit services. This chapter provides a summary of the range of perspectives on issues related to transit. Comments are grouped according to general themes.

Stakeholder outreach was performed in June 2009 and was conducted via telephone. Stakeholders were contacted up to four times to schedule a stakeholder interview. After four attempts, no further contact was made.

In addition to community stakeholders, consulting staff met with KRT drivers and conducted a brief survey of social service representatives and consumers in Lamont.

### Community Stakeholders

The interview format afforded stakeholders an opportunity to discuss their concerns about transit service in the study corridor. Comments are classified under the following headings:

- Role of transit in the community
- General perception of transit services
- Major issues facing constituents and clients
- Summary of key priorities for transit in the area

A list of interviewed stakeholders is included in the appendix.

### **Role of Transit in the Community**

The Arvin and Lamont area has a high concentration of low-income families. Low income households as well as seniors, people with disabilities, and youth are more likely to be transit dependent. With these demographics in mind, stakeholders all stated that transit should focus on low-income families and disadvantaged populations who do not have access to their own personal vehicle. Transit must be provided to offer essential access to schools, medical services, and shopping opportunities.

While stakeholders would like to see an increased focus on commuters to surrounding agricultural areas and into Bakersfield, the primary role of transit should remain on transit dependents accessing services.

## **General Perception of Transit Services**

Across the board, stakeholders stated that the public has a generally positive view of transit services but are not well informed about transit options. Those who have access to a private automobile do not use transit and are not aware of transit options. In general only transit dependent people know about transit service and only depend on transit service if they have no other options.

Stakeholders said that their constituents and clients often mention the lack of convenience with intercity services especially between Arvin and Bakersfield. For example KRT only provides one roundtrip between Arvin and Bakersfield on weekdays and Saturdays. Arvin Transit provides weekday service to Lamont where passengers can transfer to KRT but Arvin Transit and KRT do not coordinate their schedules. Current KRT riders are grateful for the service and KRT provides an excellent level of customer service to passengers.

## **Major Issues facing Constituents and Clients**

The majority of the stakeholder interviews focused on six major issues facing their clients and constituents.

### **Convenience**

On Monday through Saturday, the Lamont/Bakersfield service operates on varying frequencies ranging from every 25 minutes to every 120 minutes. Varying service frequencies are difficult to remember and buses every 120 minutes can be inconvenient for passengers who have appointments in Bakersfield. More frequent bus trips would be preferred.

### **Coordination**

Only one morning and one afternoon trip are provided between Arvin and Bakersfield on KRT. The morning KRT trip leaves Arvin at 5:55 AM and the afternoon KRT trip arrives back in Arvin at 6:55 PM. Passengers also can ride Arvin Transit to Lamont to transfer to KRT later in the morning at 8:30 AM and 9:30 AM or return to Arvin from Lamont in the afternoon at 2:30 PM and 3:30 PM. Because Arvin Transit and KRT in Lamont do not have coordinated schedules, passengers have to wait 20 minutes or more to transfer to KRT, a long time especially during cold and rainy or hot days. If KRT and Arvin Transit coordinated a more seamless transfer between services, then passenger satisfaction and convenience would improve.

## **Additional Services and Destinations**

### **More Service between Bakersfield and Arvin**

Passengers who need to get to Bakersfield from Arvin must take the 5:55 AM KRT bus or take one of two morning Arvin Transit trips to Lamont and transfer to KRT. After the 9:00 AM Arvin Transit trip to Lamont, there is no service to Lamont and no way for passengers to connect to Bakersfield. More midday options would improve passenger options and provide better access to Bakersfield and Lamont.

### **More Service to Bakersfield College**

Stakeholders would like to see a more direct service connecting Arvin, Lamont, and Bakersfield College or an express route connecting a limited amount of stops in Arvin and Lamont to Bakersfield College.

### **Service to Turning Point of California**

Turning Point of California operates a women's detention facility at 4941 David Road in Bakersfield about 12 miles south of Lamont. The facility houses approximately 25 women and their children from newborns to age six. The inmates have no means of personal transportation and the facility only provides one to two trips a week into Bakersfield for shopping and medical appointments. The director of the facility would like KRT to consider serving the facility with a fixed-route or dial-a-ride service.

### **Service to Social Services and Food Bank on Cottonwood Road**

According to one stakeholder, Kern County has centralized a number of social services on Cottonwood Road near Felix Drive and Belle Terrace in Bakersfield including the Food Bank and Job Squad Center. The stakeholder stated that clients need to access services here and cannot access the services directly on KRT. Passengers can transfer from KRT to GET to arrive at services along Cottonwood Road.

### **Service between Arvin and Tejon Ranch Industrial Park**

Tejon Ranch Industrial Park located at the foot of the Grapevine is a major distribution point for goods all over California and the United States. It is also a major employment hub in the southern portion of Kern County. Transportation services are needed to connect employees in Arvin for work in Tejon Ranch Industrial Park.

## **Edison**

Lamont/Bakersfield Route 2 recently started serving the community of Edison, northeast of Lamont. Ridership has not been as high as anticipated, although Edison passengers appreciate the service. Stakeholders did not think that the position of the bus stop was the major reason for low ridership. Stakeholders suggested the lack of frequent service and marketing is the major factor for lower than expected ridership.

While stakeholders acknowledged that service expansion is not possible at this time due to financial constraints, ideally a route would be created that would connect Lamont, Arvin, and Edison in a loop. The current route provides connections to Bakersfield and Lamont. While Bakersfield is where most services are located, many Edison residents are more culturally linked to Arvin and Lamont. By connecting the three communities, passengers could go shopping, visit family and friends, go to the clinic, and access social services. This would also help improve the midday service gap between Arvin and Lamont as well.

Regarding marketing, stakeholders thought that effort should focus on high school students traveling to Mira Monte High School in Bakersfield and more outreach to the lower income areas in Edison, such as the trailer park. Stakeholders believe that marketing to these target groups may help improve ridership.

## **Transfers and Fares**

Currently, KRT, Arvin Transit, and GET do not have transfer agreements in place. This means that passengers traveling from Arvin to Bakersfield may have to pay three separate fares (Arvin Transit, KRT, and GET) or up to \$3.55 each way depending on the time they travel and their destination. For passengers on a limited budget, paying multiple fares for each person can be a

financial burden. Stakeholders would like to see transfer agreements or fare discounts between services to help ease the financial burden on passengers.

## **Marketing Information**

The population in the study corridor and the bus passengers are heavily Latino and Spanish speaking. Many residents and riders do not understand English. Despite the population demographic, information on the schedule brochures is provided in English only. Stakeholders would prefer that information be provided in both English and Spanish on the same brochure or that a separate brochure be provided in Spanish only.

Besides the language barrier, the schedules are confusing to some passengers. A route map is not provided on the intercity service schedule which leads to confusion over where the routes go and where it stops. For the Lamont Community Fixed-Route service, a map is provided but it is hard to understand especially since numbered timepoints are listed on the map but the corresponding number is not represented on the timetable. Stakeholders also stated that they would like to see schedules and route information more prominently displayed in public facilities such as libraries and at social service centers.

## **Summary of Key Priorities for Transit in the Area**

To close each interview, stakeholders were asked to summarize the priorities that KRT should focus their attention in the near term.

### **Service between Arvin and Lamont**

With only one morning and one evening KRT trip between Arvin and Bakersfield, stakeholders would like to see more service to Arvin. The envisioned service would provide at least two morning trips to Lamont and Bakersfield and two return trips to Arvin as well as service midday. The service could be provided by Arvin Transit's intercity service to Lamont. In order to improve this service however, KRT and Arvin Transit must coordinate their schedules to create a seamless transfer between the two services.

### **Fare Coordination**

Stakeholders identified the need for fare coordination as a priority of this plan. Each time a passenger boards a different KRT route or a different agency route, the passenger must pay the full fare. This can be a significant financial burden for passengers making long trips to Bakersfield who may have to pay over \$3.00 one-way per person. Stakeholders would like to see KRT, Arvin Transit, and GET work together to form transfer agreements between operators where passengers can either transfer for free between services or at least receive a fare discount between services.

### **Bilingual Materials**

With a high number of Spanish speaking passengers and residents in the Arvin and Lamont area, stakeholders requested that KRT provide transit information in both English and Spanish and update the schedules to make them more user friendly.

## Driver Meeting

In addition to stakeholder interviews, Nelson\Nygaard staff met in person with three KRT drivers and a KRT supervisor on March 23, 2009. Because drivers are front line employees and have first hand experience in how the routes operate on a daily basis, drivers often provide excellent feedback and suggestions. The following summarizes the major issues discussed with drivers.

### **Route 2 Issues**

In 2008, Lamont/Bakersfield Route 2 was modified to serve Edison while service to Walmart and Bakersfield College on the route was discontinued. As a result of this change, operational issues have arisen. The two main issues are discussed below.

#### **Overcrowding on Route 1**

With the discontinuation of service to Walmart and Bakersfield College on Route 2, all riders traveling to Walmart and Bakersfield College must now board Route 1. This has led to severe overcrowding on certain trips as well as on-time performance problems related to high passenger loads. The drivers recommended modifying Route 2 to once again serve Bakersfield College and Walmart to alleviate problems on Route 1.

#### **Service to Edison**

The Edison service has not performed well and few passengers board the bus in Edison according to drivers. Drivers stated that this was because the bus stop is not located in the center of the community. The current bus stop is located approximately 0.3 miles from the Post Office. Drivers stated that moving the bus stop to the Post Office may improve ridership. If ridership cannot be improved however, drivers suggested that service should be discontinued or provided on a more limited basis.

#### **Service between Arvin and Lamont**

KRT only provides one morning trip to Bakersfield and one afternoon return trip to Arvin. Arvin residents can ride Arvin Transit between Arvin and Lamont on two morning and afternoon trips and transfer to KRT. The drivers stated that more trips should be provided directly to Arvin to provide better access to Arvin residents. This is particularly important on Saturdays when Arvin Transit does not operate and only one KRT roundtrip is provided all day. Drivers stated that passengers who need to ride KRT or get home to Arvin sometimes walk along the rural roads and highways between Lamont and Arvin. The distance between communities is ten miles and walking along these roads can be dangerous.

In order to improve connectivity between Arvin Transit and KRT, drivers stated that coordinating the Arvin Transit intercity service and Lamont/Bakersfield route schedules would help provide a more convenient service for passengers and provide them with better options.

#### **Fares**

Drivers stated that passengers comment on the price of fares and the lack of transfers between services. Drivers think that using passes or tickets would speed up boardings and increase passenger convenience. They would prefer passes not be sold on the bus since it would likely slow down the boarding process (i.e. day passes issued by the driver).

## Flag Stops

In areas between communities, passengers are allowed to flag down the bus from the side of the road. KRT's current policy is that drivers are allowed to stop in rural areas between communities for flag stops if it is safe to do so. Drivers expressed concern that flag stops are rarely safe and present a safety hazard since the vehicle is often times traveling at high speeds and must stop on the side of the highway to pick up passengers. Since an unlimited number of flag stops are possible, the bus often runs behind schedule when multiple flag stops are requested. Drivers would prefer marked bus stops in between communities which would help schedule adherence and improve passenger and driver safety.

## Bus Stop Issues

In general, drivers would like to see improved bus stop markings and more shelters at stops for passenger convenience and comfort. At Bakersfield College, drivers have difficulty using the designated bus stop because the turnaround is small and GET buses often use all the bus parking. The stop is also unmarked for KRT. The GET Downtown Transit Center is also too small to handle KRT buses and KRT must stop street-side to board and alight passengers. Because the facility is overcrowded, often times KRT buses cannot access the Transit Center in time to transfer passengers between KRT and GET.

Drivers would like to see additional bus stops placed along Mt. Vernon Avenue between Bakersfield College and Columbus Street and at the Social Security Office on Haley Street. KRT drivers are allowed to use GET bus stops however, drivers do not appear to be aware of this policy. By adding KRT bus stop signs at popular GET stops, both drivers and passengers would be more aware that KRT buses share GET stops.

## Summary

The drivers' main concern was with the updated Route 2. Discontinuing service to Bakersfield College and Walmart has led to low Route 2 ridership and overcrowding and on-time performance issues on Route 1. Since the Edison portion of Route 2 is unproductive, drivers thought that KRT should consider discontinuing the Edison service and modifying Route 2 to serve Bakersfield College and Walmart.

As with community stakeholders, the drivers stated the most important transit need was the connection between Arvin and Lamont. Drivers thought that more KRT trips should serve Arvin directly and that Arvin Transit and the Lamont/Bakersfield routes should have coordinated schedules.

Drivers also focused on bus stop issues stating that flag stops can be dangerous and should be replaced with fixed bus stops. They would also like to see capacity improvements to the Bakersfield College stop<sup>1</sup> and GET's Downtown Transit Center. Additional passenger amenities like benches and shelters were also requested.

## Lamont-Weedpatch Collaborative Meeting

The Lamont-Weedpatch Collaborative meets every two months to discuss issues facing Lamont and Weedpatch residents. The meetings bring together social service representatives and

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<sup>1</sup> GET is building a new transit site on the north side of campus where KRT will be provided a dedicated space to use.

consumers. On Thursday, June 11, 2009, Jennifer Wood-Slayton distributed a brief survey to meeting attendees. The survey asked attendees if they use transit or if they represent people who use transit, what primary issues they hear about transit, and what improvements could be made to the current transit service. The survey is presented in the Appendix and the results are described below.

## **Results**

A total of 21 surveys were collected at the meeting. Most surveys were returned from attendees who represent transit riders (77%) but do not use transit themselves. Respondents stated that they personally or their clients most often need transit for local Lamont (62%) trips, to Kern Medical Center (57%), to Bakersfield College (57%), and between Lamont/Bakersfield and Arvin (52%). Less common destinations were Weedpatch, Walmart, and Downtown Bakersfield. One respondent stated that clients need to access social services concentrated on Cottonwood Road at Belle Terrace in Bakersfield and the Kern County Courthouse.

When asked what the major transit issues in the area are, nearly 40% responded that the connection between Arvin and Lamont/Bakersfield needs to be strengthened and that service operates too infrequently. Twenty-three percent stated that service to Bakersfield in general needs to operate more frequently and another 23% answered that KRT's main issue is on-time performance. Other identified issues were the need for later service to/from Bakersfield and the inability to use car seats on the buses.

Respondents were presented with a list of improvements and asked which improvements KRT should prioritize. The most popular responses were free or discounted transfers between different operators and more frequent service to Bakersfield. Other popular options were additional pass types (day pass, punch pass, or monthly pass), better connectivity between different operators, and bus stop improvements such as benches and shelters.

## **Summary**

Many of the same themes that stakeholders and drivers mentioned were echoed by the Lamont-Weedpatch Collaborative meeting including the need for better connectivity and more transit options between Arvin and Lamont/Bakersfield and generally more frequent service to Bakersfield. They also mentioned the need to improve on-time performance in order to provide a reliable service to passengers.



## Chapter 7. Goals and Objectives

The definition of a successful service should be expressed in terms of broadly defined goals which are reachable via clearly stated and measurable objectives. Goals and objectives serve as the foundation for determining where, when, and how to provide transit service, while performance standards provide the benchmarks for determining how effectively and efficiently services are being delivered.

In order to assess system performance and determine when corrective action is needed for transit services, Kern Regional Transit has established a set of goals and objectives to evaluate services in the Arvin/Lamont/Bakersfield corridor. These goals and objectives were established in 1999 and have not been updated in ten years. As a result, the current goals, objectives, and standards are outdated and still include information about Arvin local services which are operated by the City of Arvin and are not under the jurisdiction of KRT.

KRT staff offers a wide range of services across one of California's (and the nation's) largest counties, each with their own set of goals and objectives, in addition to an overarching set of goals and objectives for the agency as a whole. In order for goals and objectives to be useful on a corridor-by-corridor or city-by-city basis, they must be simple and easily identified in KRT performance reports. With the goal of simplification in mind, consulting staff has revisited and proposed modifications to the goals and objectives for the Arvin/Lamont/Bakersfield corridor.

### Purpose

Goals and objectives are worthwhile when they are clear, concise and realistic. The public should be able to relate the stated goals and objectives to their daily lives. We have reviewed the Kern Regional Transit's adopted goals and objectives and have suggested modifications so they can easily be understood by the public and be practical for staff. When appropriate, standards are separated by service type (intercity, local fixed-route, and dial-a-ride).

Two types of goals and objectives are necessary for a transit operation:

- **Service Design.** These goals and objectives are linked to policy decisions regarding where and when to provide service.
- **Service Delivery.** These goals and objectives are used to measure how effectively service is being provided and pertain to service delivery effectiveness and efficiency.

Figure 7-1 shows the proposed goals, objectives and standards for the Arvin/Lamont/Bakersfield corridor.

### Proposed Modifications

In order to streamline goals and objectives and make them simpler to calculate and understand, many goals and objectives were modified or discontinued. The following section explains proposed changes.

## Discontinued Goals, Objectives, and Standards

It is recommended to discontinue the following goals and objectives:

**All Goals, Objectives, and Standards related to Arvin Transit.** Arvin Transit has its own established goals, objectives, and standards that the City of Arvin reviews and must submit to Kern COG. The City of Arvin does not report to KRT. Arvin Transit completed a Transit Development Plan in 2008 which includes updated goals and objectives for that agency.

**Accidents and Roadcalls.** Goals, objectives, and standards related to accidents and roadcalls should be discontinued. This information is not reported by KRT staff on a route-by-route or corridor-by-corridor basis. KRT maintains an excellent safety and maintenance record and reports accident and roadcall data on a system-wide basis.

**Preventative Maintenance.** As with accidents and roadcalls, KRT reports preventative maintenance on a system-wide basis and not on a route-by-route or corridor-by-corridor basis. All fleet vehicles are used interchangeably on KRT routes and KRT maintains a strict preventative maintenance schedule according to California Highway Patrol regulations.

**County and Regional Development Plans.** A current objective calls for Arvin and Lamont transit plans to be integrated into regional development plans. Kern COG already includes the study corridor in its Regional Transportation Improvement Plans and requires regular updates to capital and operating plans from KRT.

**Travel Time.** A current standard requires that 75% of all dial-a-ride trips reach their destination within 0-20 minutes, 90% within 30 minutes, and 100% within 45 minutes. This information is not tracked by KRT and as a result is not useful to review the service. In addition, Lamont is a small community and passenger travel times are generally very low.

**Cost per passenger.** The current cost per passenger standard is set at \$5.00 or less. This cost is outdated and does not represent current operating conditions. Cost efficiency is already tracked using the cost per hour which is insulated against fluctuations in ridership. As a result, cost per passenger has been discontinued in favor of an operating cost per hour standard linked to annual inflation.

**Subsidy per passenger.** As with cost per passenger, the subsidy per passenger standard should be discontinued. Providing one cost effectiveness measure will streamline service review.

**No-shows.** KRT has policies in place regarding dial-a-ride passenger no-shows and the service does not experience a problem regarding no-shows.

**Rider satisfaction.** The current standard requires that 75% of all passengers rate the service as “good” or better. KRT does not survey passengers annually and as a result cannot compare year-by-year trends in satisfaction using this measure.

**Complaints.** Complaints are not tracked by service area. As a result, tracking the number of complaints is not a useful service measure. Complaints are tracked for the system as a whole and should be continued on a system-wide basis.

## Modified Goals, Objectives, and Standards

**Passengers per hour.** Over the last ten years, service productivity has improved significantly. As a result, the passenger per hour target is outdated. The standard is also presented on a system-wide basis, not on a route level basis. The consulting team has established a passenger per hour target for each service type in the corridor—intercity, local fixed-route, and dial-a-ride service.

**Farebox recovery ratio.** The current standard is to achieve a farebox recovery ratio of 10% for all services. Because of the significant operating differences between intercity fixed-route, local fixed-route, and dial-a-ride services, the consulting team has established separate targets for each service. It should be noted that these targets are not for the system as a whole but specifically for the routes in the study corridor. KRT reports its farebox recovery ratio for all services together for auditing and performance purposes.

## New Goals, Objectives, and Standards

**Service denials.** KRT offers dial-a-ride service above and beyond what the ADA requires for transit operators. In order to reinforce Lamont Dial-A-Ride's commitment to providing a reliable service to passengers, the consulting team recommends adding a standard stating that Lamont Dial-A-Ride will have less than 1% of service requests denied (approximately 250 per year).

KRT staff should review the performance of these services at least annually and preferably quarterly.

The following figure separates service design and service delivery goals.

**Figure 7-1 Proposed Goals, Objectives, and Standards**

GOALS	OBJECTIVES	STANDARDS	PERFORMANCE FY 2008/09	Meets Standard?
<b>SERVICE DESIGN</b>				
1) Provide public transit service that increases the general public's mobility while serving the specific needs of residents with particular mobility needs. These residents include seniors, persons with disabilities, economically disadvantaged persons and youth.	a) To provide the option of intercity transportation services for Arvin and Lamont area residents with limited access to transportation, especially seniors and persons with disabilities.	At a minimum, intercity service should be provided Monday through Friday. Expansion of service to meet weekend travel needs should be considered only after basic weekday needs are met throughout the Arvin and Lamont areas.	<b>Intercity:</b> Service provided weekdays, Saturday, and Sunday <b>Lamont Community Fixed-Route:</b> Monday-Saturday <b>Lamont Dial-A-Ride:</b> Service provided weekdays, Saturday, and Sunday	✓
		Service start and finish times should provide convenient daytime access to major trip destinations.	<b>Intercity:</b> Operates Monday thru Friday from 5:55 AM-6:17 PM; Sunday from 8:00 AM-7:45 PM <b>Lamont Community Fixed-Route:</b> Operates from 5:30 AM-6:55 PM <b>Lamont Dial-A-Ride:</b> Operates Monday thru Friday from 4:30 AM-7:00 PM; Saturdays from 5:30 AM-7:00 PM; Sundays from 7:00 AM-8:00 PM	✓

GOALS	OBJECTIVES	STANDARDS	PERFORMANCE FY 2008/09	Meets Standard?
	b) Provide regular transit service to all major activity and employment centers between Arvin, Lamont, Bakersfield, and the immediate surrounding area. <i>Local circulation in Arvin is provided by Arvin Transit.</i>	Major trip destinations including employment sites, schools, and shopping centers in the corridors shall be within one-quarter mile of the fixed route service.	<b>Intercity:</b> Service provided to major thoroughfare in Lamont, to Bakersfield College, Kern Medical Center, Downtown Bakersfield, and major shopping centers <b>Lamont Community Fixed-Route:</b> Regular circulation throughout Lamont and Weedpatch including markets, social services, schools, and large agricultural employers <b>Lamont Dial-A-Ride:</b> Curb-to-curb service to any destination with the Lamont/Weedpatch area	
2) Coordinate with regional and intercity services to increase opportunities for travel to other cities.	a) Work with jurisdictions and transit providers to coordinate transit schedules, timed transfers, and fares.	Provide timed transfers within the corridor and with other transit agencies such as Arvin Transit and GET to the maximum extent possible.	Arvin Transit and KRT's Lamont/Bakersfield service do not coordinate schedules GET service operates frequently and KRT passengers can conveniently transfer in Downtown Bakersfield	
		Provide fare coordination between services.	Fare coordination does not exist between agencies	
<b>SERVICE DELIVERY</b>				
1) Operate the transit system that maximizes service quality, accessibility, and reliability.	a) Provide service that minimizes wait time and travel time.	<b>Intercity and Community Fixed-Route:</b> 95% of departures on-time or up to 10 minutes late.		NA
		<b>Lamont Dial-A-Ride:</b> Response (wait) time for immediate pickup request: 90% within 0-30 minutes; 100% within 45 minutes.		NA
	b) Provide a reliable dial-a-ride service that minimizes service denials	<b>Lamont Dial-A-Ride:</b> Less than 1% of service requests denied		NA

GOALS	OBJECTIVES	STANDARDS	PERFORMANCE FY 2008/09	Meets Standard?
	c) Ensure adequate community knowledge of transit service.	Distribute schedules in English and Spanish	Schedule brochures provided in English only	<b>X</b>
	d) Provide intercity and local service which meets all ADA criteria.	100% of all buses are accessible to disabled persons.	<b>Intercity and Community Fixed-Route:</b> All KRT vehicles are ADA accessible	<b>✓</b>
		Paratransit service available on request with no more than previous day notice.	<b>Intercity:</b> Paratransit service available to Bakersfield upon request <b>Lamont Dial-A-Ride:</b> Previous day request not required (exceeds ADA)	<b>✓</b>
2) Provide a level of transit service that ensures passenger comfort and maximizes safety.	a) Provide benches and/or bus shelters	At major stop locations	Few shelters are provided in Lamont and Weedpatch	<b>X</b>
3) Operate the transit system in an efficient manner to maximize service delivery and minimize costs within available financial resources.	a) Operate service in a manner that will maximize system productivity.	<b>Intercity:</b> 11.0 passengers/hour <b>Lamont Community Fixed-Route:</b> 5.0 passengers/hour <b>Lamont Dial-A-Ride:</b> 4.0 passengers/hour	<b>Intercity:</b> 12.4 passengers/hour <b>Lamont Community Fixed-Route:</b> 4.7 passengers/hour <b>Lamont Dial-A-Ride:</b> 5.2 passengers/hour	<b>X</b>
	b) Operate service that will maximize system efficiency.	Annual increases in operating cost per vehicle service hour should not exceed the Consumer Price Index (CPI) for the region. <b>2008: 3.4%</b>	<b>Intercity:</b> 7.9% <b>Lamont Community Fixed-Route:</b> 7.9% <b>Lamont Dial-A-Ride:</b> 7.9%	<b>X</b>
		Attain a minimum farebox recovery ratio* Intercity: 15%	<b>Intercity:</b> 17.1%	<b>✓</b>
		Lamont Community Fixed-Route: 5%	<b>Lamont Community Fixed-Route:</b> 3.2%	<b>X</b>
		Lamont Dial-A-Ride: 5%	<b>Lamont Dial-A-Ride:</b> 5.1%	<b>✓</b>

\*Kern Regional Transit evaluates the system as a whole to meet established agency-wide goals and objectives and does not evaluate the overall service on a route-by-route basis

## System Performance

Overall, system performance when compared to service standards was mixed. Corridor services provide excellent coverage in Lamont, Weedpatch, and along the study corridor. The service enjoyed high productivity on the intercity and dial-a-ride services. The cost per hour for each service also declined in FY 2007/08 compared to FY 2006/07, demonstrating more efficient use of resources.

Three areas where KRT services performed below established standards were coordination, passenger amenities, and passenger information. Regarding coordination, KRT and Arvin Transit's Arvin/Lamont route are not coordinated and passengers wishing to transfer between services may have to wait 20 minutes or more. Fares are also not coordinated between Arvin Transit, KRT, and GET. There is a low level of passenger amenities provided along the study corridor with few stops having shelters or benches. Passenger information is generally provided in English only (including schedules) even though communities in the study corridor are heavily Spanish speaking.



## Chapter 8. Service Plan

This chapter presents the service plan for the Arvin/Lamont/Bakersfield Corridor. It is divided into the following sections:

- Needs and Issues
- Service Planning Parameters
- Recommended Alternatives
- Service Expansion Scenarios
- Service Reduction Scenarios
- Fare Recommendations
- Marketing Recommendations

### Needs and Issues

Based on the analysis of existing transit services, results of an onboard survey, a peer review, stakeholder interviews, and field observations, Nelson\Nygaard has synthesized the major needs in the study corridor. This assessment serves as the groundwork to guide the development of the service plan.

### **Better Connections between Arvin to Lamont/Bakersfield**

Currently KRT's Lamont/Bakersfield Route 1 provides one morning trip to Lamont/Bakersfield from Arvin and one return trip from Lamont/Bakersfield back to Arvin. In addition, Arvin Transit offers two morning, midday, and afternoon trips between Arvin and Lamont. Arvin Transit and KRT schedules are not coordinated in Lamont which can lead to long wait times of 20 minutes or more for passengers who need to transfer in Lamont.

Connectivity is worse on Saturdays than on weekdays or Sundays. On Saturdays, only one morning trip to Lamont and Bakersfield from Arvin and one afternoon return trip to Arvin is provided on KRT. Arvin Transit does not operate on Saturdays and as a result, Arvin residents who depend on public transit are isolated from the rest of the region.

In order to improve connections between communities, coordinating weekday schedules between KRT and Arvin Transit as well as extending some weekday and Saturday KRT trips to Arvin from Lamont should be considered.

### **Edison Service**

Before 2008, the small community of Edison, located approximately ten miles from Lamont, did not have any transit service. KRT rerouted Lamont/Bakersfield Route 2 to serve Edison and in the process discontinued service to Bakersfield College and Walmart. The service has not been as successful as anticipated. As a result of the changes, productivity has declined on Route 2 because it no longer serves key destinations like Bakersfield College or Walmart.

Consulting staff acknowledges that providing lifeline transit service to the residents in Edison is needed, however when and how service is delivered should be reconsidered. Potential

modifications to Route 2 should also address overcrowding and on-time performance problems that have resulted on Route 1 from the initial route change.

Additionally, the Edison bus stop is located approximately one-third mile from the Post Office and the center of Edison. Survey comments noted and drivers mentioned that this stop is too far away from the center of Edison to be useful to residents and many passengers are unable to walk to the current stop. The position of this bus stop may need to be reconsidered.

## **More Convenient Connections to Bakersfield College and Major Shopping Destinations**

With the discontinuation of Lamont/Bakersfield Route 2 to Bakersfield College, Kern Medical Center, and Walmart, the service level to these three key destinations has been cut in half. These three locations were identified during the on-board survey and from stakeholders as high demand destinations for education, medical appointments, and shopping opportunities. In addition, the Route 2 modification has also led to overcrowding and deteriorating on-time performance on Route 1.

In order to improve access to education, shopping opportunities, and medical facilities, more frequent service is warranted to these key destinations.

## **KRT Lamont/Bakersfield Route 2 Productivity**

In September 2008, Lamont/Bakersfield Route 2 was realigned to serve Edison, located approximately ten miles northeast of Lamont. In order to accommodate the change within the current schedule constraints, Bakersfield College was eliminated from Route 2 and the route was reconfigured. According to drivers, the reconfiguration has not been popular with passengers. The change has resulted in a ridership shift to Route 1. Route 2 carried 21% fewer riders in the first eight months of FY 2008/09 than it did in FY 2007/08. Productivity has declined sharply since FY 2007/08 with Route 2 only averaging 7.1 hourly passengers in FY 2008/09 compared to 9.5 in FY 2007/08. As a result of the ridership decline, there has been an increase in passenger costs. The cost per passenger is almost \$10 in FY 2008/09 compared with under \$7 in FY 2007/08.

## **Fare Policies**

There are no transfer agreements between KRT, Arvin Transit, or GET. Passengers wishing to travel from Arvin to Bakersfield may be required to pay up to three one-way fares to get to their destination—one on Arvin Transit, one on KRT, and one on GET. For low-income passengers, such as many riders in the study corridor, paying a one-way fare for each leg of a bus trip and back can represent a significant financial burden and can limit access to basic shopping and medical services.

Additional fare media types such as day passes, punch passes, and/or monthly passes which offer passengers increased convenience are worth further exploration. Pre-paid fare media can also offer a quantity discount to passengers giving them “more bang for their buck”.

In order to provide the best possible value to passengers and increase convenience, consideration should be given to allow free or discounted transfers between services and additional types of fare media.

## Marketing Materials

The population in the study corridor including bus passengers is heavily Latino and Spanish speaking. Many residents and riders do not speak or read English. Despite the population demographic, information on the KRT schedule brochures is provided in English only. In order to provide equal access to materials, a need exists to provide information in both English and Spanish.

Besides the language barrier, schedules can be generally confusing to passengers. A route map is not provided on the intercity service schedule which leads to confusion over where the routes go and where they stop. For the Lamont Community Fixed-Route service, a map is provided but it is hard to understand especially since numbered timepoints are listed on the map but the corresponding number is not represented on the timetable. A need exists to provide clear, concise, and easy to understand information to the general public.

## Service from Arvin to Tejon Ranch Industrial Complex

A need was identified for commuter service between Arvin and the Ikea distribution center at Tejon Ranch Business Park at the foot of the Grapeline approximately 30 miles south of Arvin. The City of Arvin plans on launching the service in January 2010 using three buses purchased with funding through the 2008 American Reinvestment and Recovery Act (ARRA). The current service concept calls for three roundtrips between Arvin and Tejon Ranch based on shift hours at the distribution center. KRT operated a service in the past connecting Lamont and Tejon Ranch but the service was unproductive and was discontinued.

## Service Planning Parameters

Nelson\Nygaard completed a number of data collection and analysis activities for this study including passenger surveys, analyzing ridership and fare data, examining cost and service performance data, interviews with stakeholders, and field observations.

Based on the information collected during those activities, Nelson\Nygaard developed the following service objectives:

- Streamline the Lamont Community Fixed-Route
- Address problems associated with the modification of Lamont/Bakersfield Route 2 in September 2008
- Recommend improvements to fare policy

## Recommended Alternatives

The following section details the recommended service alternatives for the Arvin/Lamont/Bakersfield corridor.

## Background

In September 2008, KRT intercity service underwent significant changes in order to provide service to Edison, located northeast of Lamont. With the implementation of service to Edison, Route 2 was restructured from offering a clockwise counterpart to KRT Lamont/Bakersfield Route 1 to serving Edison, Downtown Bakersfield, and Valley Plaza Mall. As a result of this change,

Lamont/Bakersfield Route 1 has been adversely impacted and Route 2 ridership and productivity has declined significantly.

## **KRT Lamont/Bakersfield Route 1**

Route 1 serves as the “work horse” for intercity service between Lamont, Arvin, and Bakersfield and carried approximately 65% of all passengers in the study corridor during the review period in March 2009. While the route has suffered from poorer on-time performance and overcrowding since September 2008 due to KRT Lamont/Bakersfield Route 2 modifications, the consulting team does not recommend any changes to this route. Route 1 serves the community well and connects passengers to the services they need and want to access. By modifying Route 2 service, Route 1 should return to its pre-September 2008 performance.

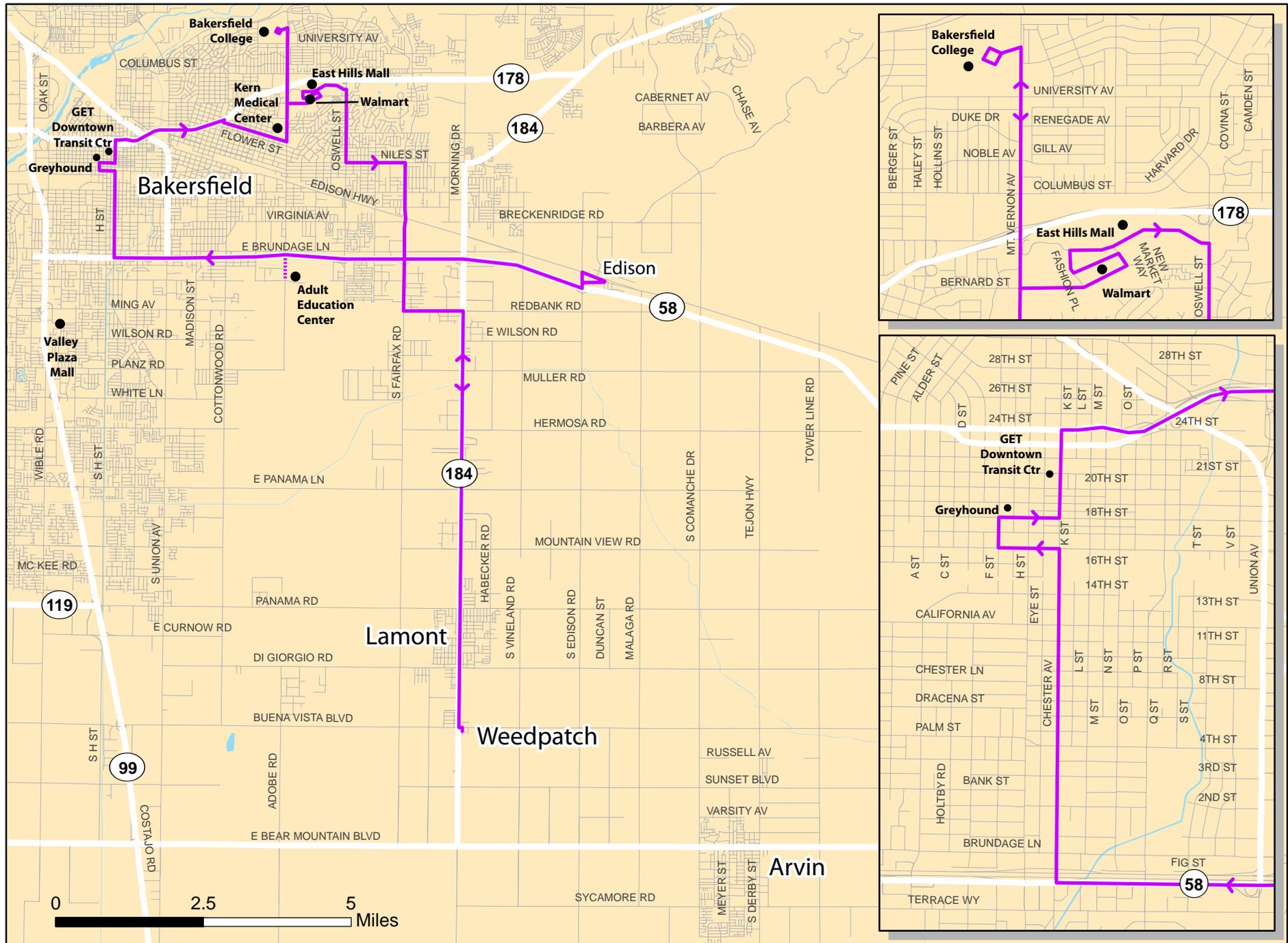
## **KRT Lamont/Bakersfield Route 2**

With the implementation of Edison service, Route 2 ridership has fallen and passenger productivity is down over 25%. According to driver comments, passenger surveys, and stakeholder interviews, Route 2 no longer goes where passengers want to go. In order to provide access to desired destinations, it is recommended that Route 2 be rerouted to serve Lamont, Edison, Walmart near East Hills Mall, Bakersfield College, and Downtown Bakersfield. In this alternative, service is discontinued to Valley Plaza Mall and the GET’s Southwest Transit Center in order to allow the schedule to accommodate East Hills Mall and Bakersfield College. By reinstating service to Bakersfield College and Walmart, Edison residents will have greater access to education and shopping and Lamont/Weedpatch residents will have increased access to services. This will also help alleviate overcrowding issues on Route 1 that have caused a decline in on-time performance.

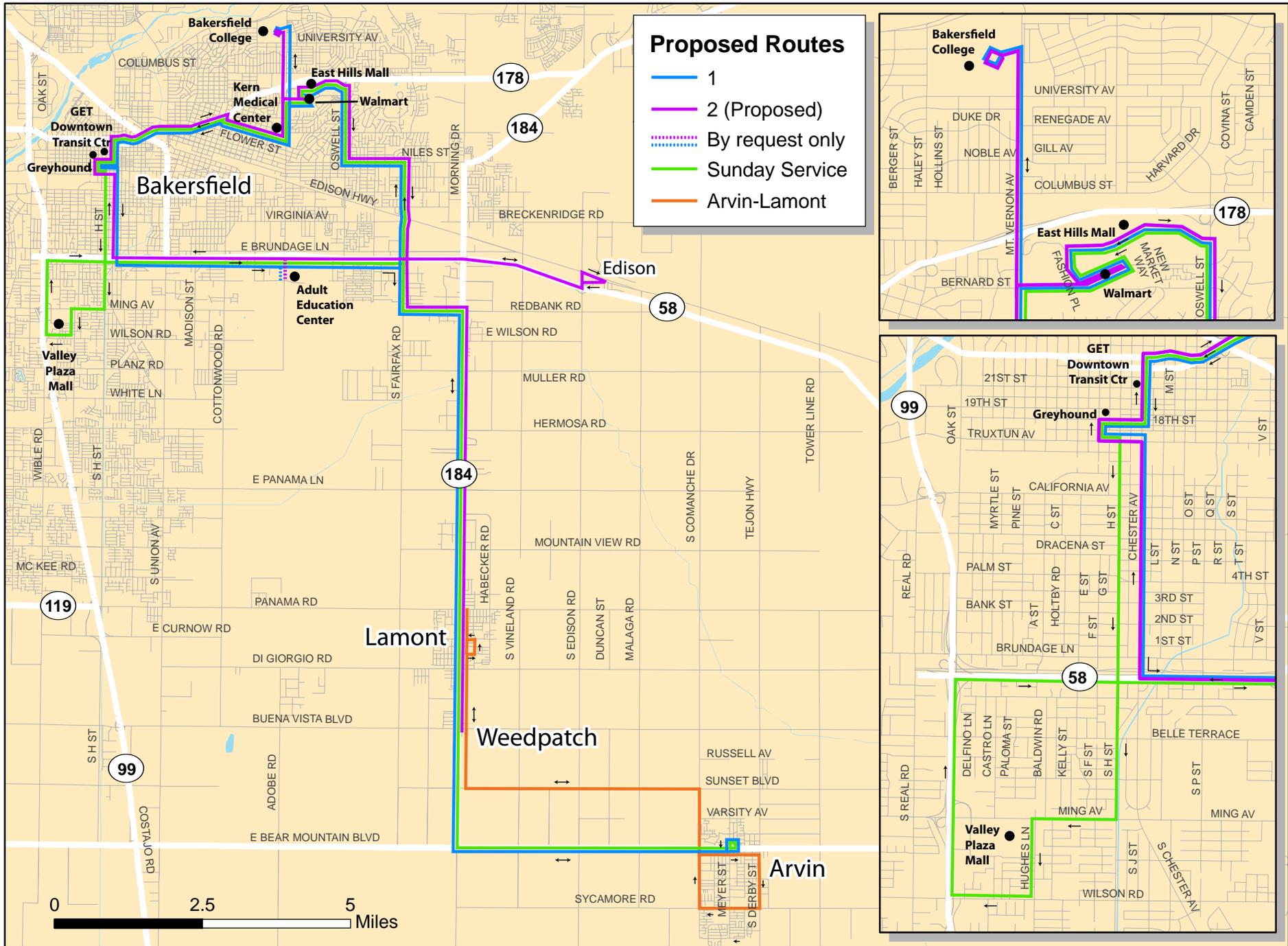
The proposed route will operate similar to Route 2 service before September 2008. The proposed route will follow the current Route 2 alignment serving Weedpatch, Lamont, Edison, and Mira Monte High School and then operate in a clockwise loop between Downtown Bakersfield, Kern Medical Center, Bakersfield College, and East Hills Mall. The proposed route will travel westbound on Highway 55 between Edison and Bakersfield and access Downtown via the Chester Avenue/H Street exit. The route would travel northbound on Chester Avenue and access the Greyhound Station via 18<sup>th</sup> Street. To arrive at the GET Transfer Center, the route would loop around on F Street and 22<sup>nd</sup> Street back to Chester Avenue. From the transfer center, the route would travel on Chester Avenue to 21<sup>st</sup> Street and loop to Highway 178 via H Street and 23<sup>rd</sup> Street. From the highway, the proposed route uses the Beale Street exit and Flower Street to serve Kern Medical Center and follows the reverse routing of Route 1.

The following figures show the proposed Route 2, Arvin/Lamont/Bakersfield updated intercity service map, and a proposed Route 2 schedule. Before implementing any service changes, KRT staff will need to verify the sample schedule.

**Figure 8-1 Proposed KRT Lamont/Bakersfield Route 2 with Edison Service**



# Figure 8-2 KRT Arvin/Lamont/Bakersfield Intercity Service Map



**Figure 8-3 KRT Lamont/Bakersfield Route 2 Timetable**

	Trip 1	Trip 2	Trip 3	Trip 4	Trip 5	Trip 6	Trip 7
<b>Outbound (To Downtown Bakersfield)</b>							
Weedpatch Market	5:30 AM	7:30 AM	--	10:45 AM	12:50 PM	--	4:30 PM
Lamont-County Fair Market	5:35 AM	7:35 AM	--	10:50 AM	12:55 PM	--	4:35 PM
Redbank & Weedpatch Hwy	5:43 AM	7:43 AM	--	10:58 AM	1:03 PM	--	4:43 PM
Redbank & Fairfax (Mira Monte High School)	5:45 AM	--	--	11:00 AM	1:05 PM	--	4:45 PM
Edison	5:52 AM	7:55 AM	--	11:07 AM	1:12 PM	--	4:52 PM
Redbank & Weedpatch Hwy	--	8:07 AM	--	--	--	--	--
Redbank & Fairfax (Mira Monte High School)	--	8:09 AM	--	--	--	--	--
Adult Education Center	--	R	--	--	--	--	--
Greyhound Station	R	R	--	R	R	--	R
GET Downtown Transit Center	6:10 AM	8:27 AM	9:30 AM	11:25 AM	1:30 PM	3:00 PM	5:10 PM
<b>Inbound (To Edison/Lamont/Weedpatch)</b>							
Kern Medical Center	6:21 AM	--	9:41 AM	11:36 AM	--	3:11 PM	5:21 PM
Bakersfield College	6:29 AM	--	9:49 AM	11:44 AM	--	3:19 PM	5:29 PM
Walmart	6:39 AM	--	9:59 AM	11:54 AM	--	3:29 PM	5:39 PM
Niles Plaza	6:47 AM	--	10:07 AM	12:02 PM	--	3:37 PM	5:47 PM
Edison	6:57 AM	--	--	--	--	--	--
Redbank & Fairfax (Mira Monte High School)	7:08 AM	--	10:12 AM	12:07 PM	--	3:42 PM	5:52 PM
Redback & Weedpatch Hwy	7:10 AM	--	10:14 AM	12:09 PM	--	3:44 PM	5:54 PM
Edison	--	--	--	12:19 PM	--	3:54 PM	6:04 PM
Redback & Weedpatch Hwy	--	--	--	12:29 PM	--	4:04 PM	6:14 PM
Lamont-Chipres Plaza	7:18 AM	--	10:22 AM	12:37 PM	--	4:12 PM	6:22 PM
Weedpatch Market	7:23 AM	--	10:27 AM	12:42 PM	--	4:17 PM	6:27 PM

While this change is not expected to dramatically change ridership, the updated service should redistribute ridership between Route 1 and Route 2 and alleviate overcrowding and improve on-time performance on Route 1. The proposed schedule maintains the same level of service to Edison as the current service. The proposed Route 2 may help attract more Edison riders who want to access Walmart, Kern Medical Center, and Bakersfield College.

## Schedule Coordination

One of the main concerns of passengers and stakeholders was the connection between Arvin, Lamont, and Bakersfield. Currently only one morning and one evening KRT trip serves Arvin and six additional trips are provided between Arvin and Lamont on Arvin Transit. The Arvin Transit trips however are not coordinated with KRT service and as a result, passengers who want to transfer between services must wait for at least 20 minutes.

It is recommended that Arvin Transit and KRT work together to coordinate their schedules in order to maximize passenger convenience. The two services should meet at a marked bus stop, preferably with a shelter in at least one direction, such as Weedpatch Highway/Main Street and Panama Road near Apple Market. Because Arvin Transit's line is significantly less complex than KRT's intercity services, it is recommended that Arvin Transit adjust their schedules to meet KRT.

A sample schedule is presented below. The proposed updates modify the Arvin-Lamont routes to meet trips for peak direction travel—the first four trips meet Bakersfield-bound KRT trips and the last two trips meet Lamont-bound KRT trips. Wait times are reduced to less than ten minutes at County Fair Market in Lamont, a shared timepoint on both Arvin Transit and KRT. The changes represent a minimal change to the total revenue hours offered by Arvin Transit and will not significantly alter service cost.

The updated schedule standardizes Arvin Transit's transfer wait times between services to 5-6 minutes from the current 2-30 minute transfer times.

## **Lamont Community Fixed-Route**

The current Lamont Community Fixed-Route is circuitous and can be confusing, serving many of the same streets and destinations on each scheduled trip. Drivers have stated that they are sometimes unaware of how the route is supposed to operate. In order to create a streamlined, easier to use service and reduce route redundancy, a new route is recommended. The new route will use the same streets as the current route but will have a shorter one-way travel time and not double back on itself during the course of one trip. The updated route will also serve Mountain View Middle School at Weedpatch Highway and Mountain View Road during the school year at bell times.

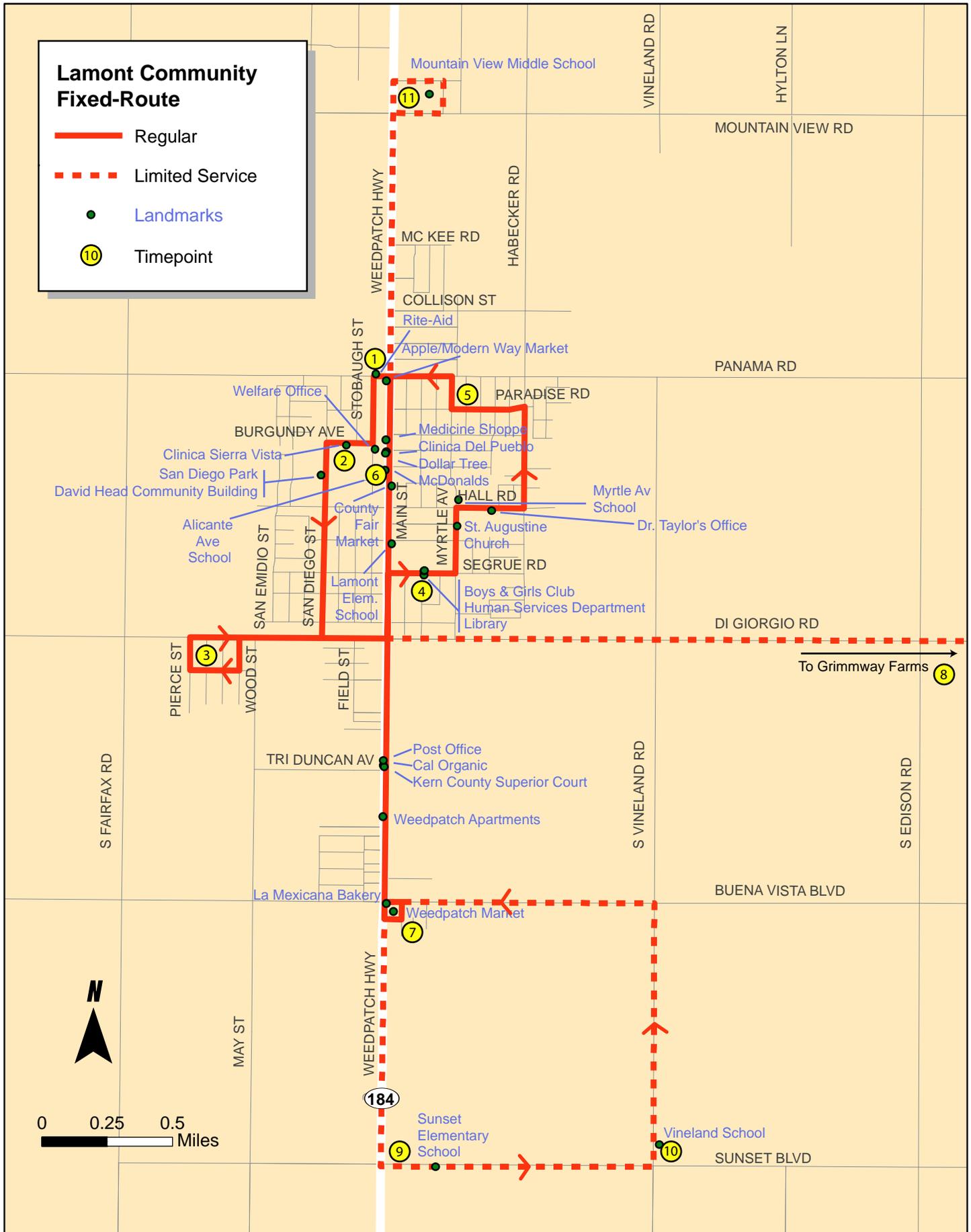
The following figure shows the proposed route. The route will travel in a one-way counter-clockwise loop around Lamont primarily on San Diego Street, DiGiorgio Road, Segrue Road, Myrtle Avenue, Hall Road, Habecker Road, and Paradise Road. To serve Weedpatch, the route will travel on Main Street/Weedpatch Highway. Every trip serves Weedpatch directly and also serves the Library, the Wood Addition, Clinica Sierra Vista, the Social Security Office, the Post Office, Dollar Tree, and other major destinations. On select trips, the route will serve Mountain View Middle School, Sunset School, Vineland School, and Grimmway Farms.

**Figure 8-4 Sample Coordinated Schedule**

ARVIN					LAMONT						ARVIN		KRT TRANSFER TIMES	
Transit Department	La Mex	Sycamore & Villa	Comanche & Schipper	7-Eleven	La Mex	Library	County Fair Market*	Apple Market	Dollar Tree	Garcia's Market	Arvin High	Transit Department	To Bakersfield	To Lamont
7:00 AM	7:05 AM	--	--	7:15 AM	7:27 AM	7:29 AM	7:30 AM	7:33 AM	7:36 AM	7:37 AM	7:50 AM	7:52 AM	7:35 AM	7:35 AM
9:10 AM	9:15 AM	9:21 AM	9:24 AM	9:29 AM	9:41 AM	9:43 AM	9:45 AM	9:47 AM	9:50 AM	9:52 AM	10:04 AM	10:06 AM	9:51 AM	--
10:55 AM	11:00 AM	11:06 AM	11:09 AM	11:14 AM	11:26 AM	11:28 AM	11:30 AM	11:32 AM	11:35 AM	11:37 AM	11:49 AM	11:51 AM	11:36 AM	11:15 AM
12:15 PM	12:20 PM	12:26 PM	12:29 PM	12:34 PM	12:46 PM	12:48 PM	12:50 PM	12:52 PM	12:55 PM	12:57 PM	1:09 PM	1:11 PM	12:56 PM	12:32 PM
2:20 PM	2:25 PM	2:31 PM	2:34 PM	2:39 PM	2:51 PM	2:53 PM	2:55 PM	2:57 PM	3:00 PM	3:02 PM	3:14 PM	3:16 PM	3:20 PM	2:49 PM
3:30 PM	3:35 PM	3:41 PM	3:44 PM	3:49 PM	4:01 PM	4:03 PM	4:06 PM	4:07 PM	4:10 PM	4:12 PM	4:24 PM	4:26 PM	4:20 PM	4:01 PM

\*Transfer to/from KRT at County Fair Market

# Figure 8-5 Proposed Lamont Community Fixed-Route



The total roundtrip cycle time for a regular run is 33 minutes. The service is scheduled to operate approximately every 40 minutes. With service to Sunset and Vineland Schools, a roundtrip can take up to 48 minutes. The proposed service modifications will not increase the operating cost but with a simpler route, a modest increase in passenger productivity is expected.

**Figure 8-6 Proposed Lamont Community Fixed-Route Schedule**

Timepoint #	1	2	3	4	5	11	6	7	8	9	10	11	1
Timepoint Name	Rite-Aid	Lamont School District	Wood Addition	Library/Welfare Office	Paradise Road/Myrtle Avenue	Mountain View Middle School	Dollar Tree	Weedpatch Market	Grimmway Farms	Sunset School	Vineland School	Mountain View Middle School	Rite-Aid
Trip 1	5:30 AM	5:32 AM	5:36 AM	5:41 AM	5:45 AM	--	5:48 AM	5:53 AM	6:03 AM	--	--	--	6:13 AM
Trip 2	6:30 AM	6:32 AM	6:36 AM	6:41 AM	6:45 AM	--	6:48 AM	6:53 AM	--	--	--	--	7:03 AM
Trip 3	7:05 AM	7:07 AM	7:11 AM	7:16 AM	7:20 AM	--	7:23 AM	7:28 AM	--	--	--	7:38 AM	7:43 AM
Trip 4	7:45 AM	7:47 AM	7:51 AM	7:56 AM	8:00 AM	--	8:03 AM	8:08 AM	--	8:13 AM	8:18 AM	--	8:33 AM
Trip 5	8:40 AM	8:42 AM	8:46 AM	8:51 AM	8:55 AM	--	8:58 AM	9:03 AM	--	--	--	--	9:13 AM
Trip 6	9:20 AM	9:22 AM	9:26 AM	9:31 AM	9:35 AM	--	9:38 AM	9:43 AM	--	--	--	--	9:53 AM
Trip 7	10:00 AM	10:02 AM	10:06 AM	10:11 AM	10:15 AM	--	10:18 AM	10:23 AM	--	--	--	--	10:33 AM
Trip 8	10:40 AM	10:42 AM	10:46 AM	10:51 AM	10:55 AM	--	10:58 AM	11:03 AM	--	--	--	--	11:13 AM
Trip 9	11:20 AM	11:22 AM	11:26 AM	11:31 AM	11:35 AM	--	11:38 AM	11:43 AM	--	--	--	--	11:53 AM
Trip 10	12:00 PM	12:02 PM	12:06 PM	12:11 PM	12:15 PM	--	12:18 PM	12:23 PM	--	--	--	--	12:33 PM
Trip 11	12:40 PM	12:42 PM	12:46 PM	12:51 PM	12:55 PM	--	12:58 PM	1:03 PM	--	--	--	--	1:13 PM
Trip 12	1:20 PM	1:22 PM	1:26 PM	1:31 PM	1:35 PM	--	1:38 PM	1:43 PM	--	--	--	--	1:53 PM
Trip 13	2:00 PM	2:02 PM	2:06 PM	2:11 PM	2:15 PM	--	2:18 PM	2:23 PM	--	--	--	--	2:33 PM
Trip 14	2:40 PM	2:42 PM	2:46 PM	2:51 PM	2:55 PM	3:05 PM	3:10 PM	3:15 PM	--	3:20 PM	3:25 PM	--	3:40 PM
Trip 15	3:40 PM	3:42 PM	3:46 PM	--	--	--	--	--	3:55 PM	--	--	--	4:05 PM
Trip 16	4:10 PM	4:12 PM	4:16 PM	4:21 PM	4:25 PM	--	4:28 PM	4:33 PM	--	--	--	--	4:43 PM
Trip 17	4:50 PM	4:52 PM	4:56 PM	5:01 PM	5:05 PM	--	5:08 PM	5:13 PM	--	--	--	--	5:23 PM
Trip 18	5:30 PM	5:32 PM	5:36 PM	5:41 PM	5:45 PM	--	5:48 PM	5:53 PM	--	--	--	--	6:03 PM
Trip 19	6:10 PM	6:12 PM	6:16 PM	6:21 PM	6:25 PM	--	6:28 PM	6:33 PM	--	--	--	--	6:43 PM

## Lamont Dial-A-Ride

Dial-a-ride is operated in Lamont with one vehicle. At this time, the level of service appears to be sufficient and operational problems are not regularly experienced. The dial-a-ride service currently carries over five passengers per hour, a higher than average productivity for a general public dial-a-ride operation. No service changes are recommended.

## Service Expansion Scenarios

With the current economic downturn, sales tax revenues have declined and as a result, transit funding sources such as LTF have declined and STA has been suspended. In the short term, no additional services can be funded under the current service plan. When the economy and sales tax revenues recover however, it is recommended that transit improvements be considered.

## Edison Shuttle

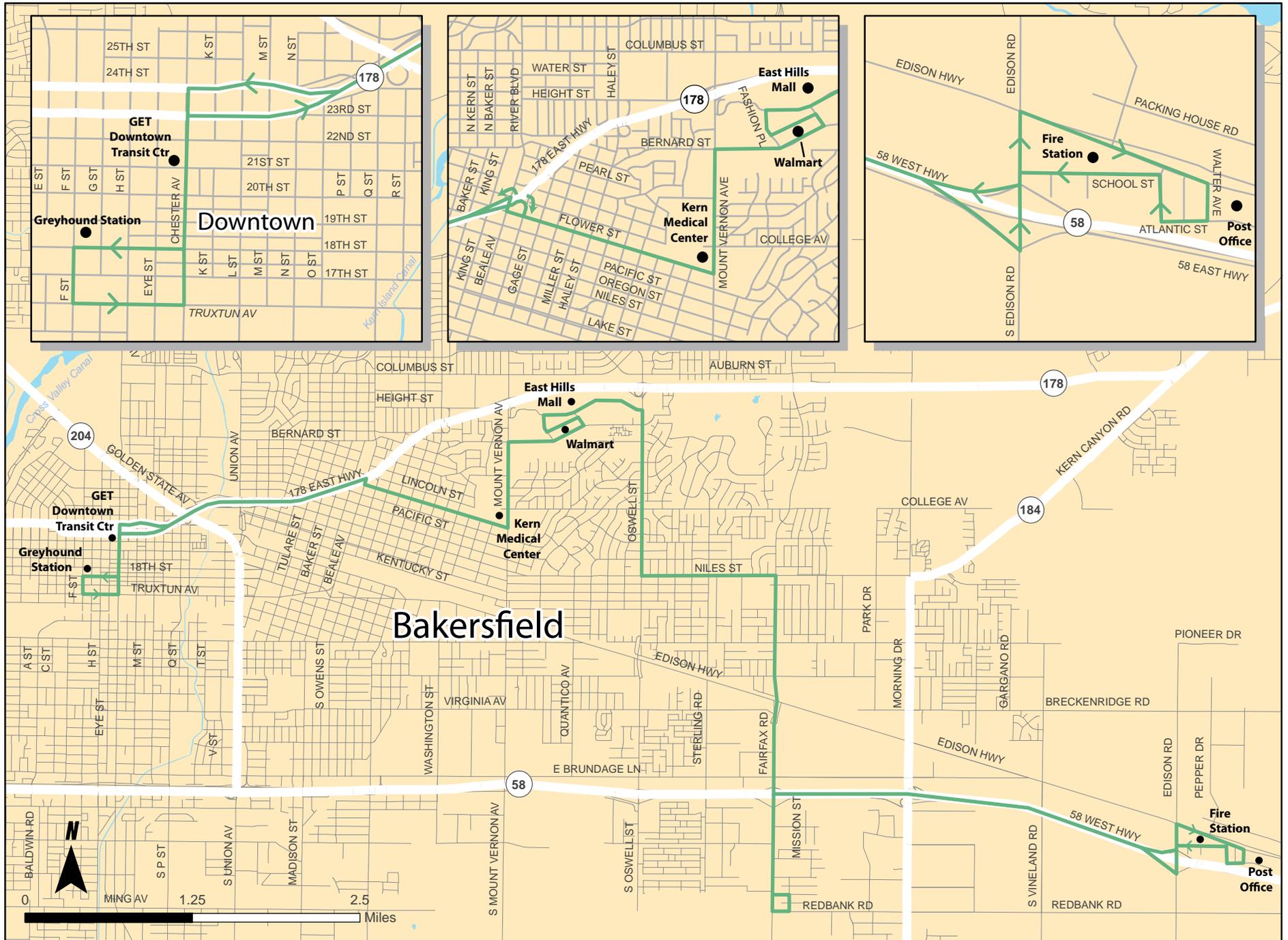
Service to Edison started on Lamont/Bakersfield Route 2 in September 2008. As a result of service modifications to Route 2, route productivity has declined. Route 2 is inconvenient for Lamont passengers who make up a bulk of the passengers on the route. They must go out of their way to get to Bakersfield or return home to Lamont. Edison has also not been the demand center that transit staff and stakeholders thought it would be. Ridership at the Edison stop is very low according to KRT staff and drivers.

In order to improve service to Lamont residents who are the core users of Route 2 and provide more convenient service to Bakersfield, it is recommended that Route 2 discontinue service to Edison. With low demand, an Edison-only shuttle is a more appropriate service. The proposed shuttle would operate three days per week and provide three roundtrips—one morning, one midday, and one evening. The proposed shuttle route would use a smaller 16-18 passenger cutaway allowing the vehicle to provide service closer to the center of Edison near the Post Office or even deviate upon request to provide curb-to-curb service within Edison.

The route would circulate in Edison along Walter Avenue, Atlantic Street, Schaeffer Avenue, and School Street. A physical bus stop could be placed on Walter Avenue where a length of sidewalk exists. In Bakersfield, the shuttle route would follow the current KRT Lamont/Bakersfield Route 1 and serve Bakersfield College, East Hills Mall, Walmart, Niles Plaza, Kern Medical Center, and Downtown Bakersfield. The route would however provide two-way service along its entire length. If demand does not exist for Bakersfield College, the route could be streamlined to provide service to the college only if requested, similar to Lamont/Bakersfield service to the adult school.

The following figures illustrate the Edison Shuttle route and the proposed schedule.

**Figure 8-7 Edison Shuttle Map**



**Figure 8-8 Edison Shuttle Schedule**

Monday, Wednesday, and Friday ONLY	Trip 1	Trip 2	Trip 3	Trip 4	Trip 5
<b>Outbound (To Downtown Bakersfield)</b>					
Edison	7:55 AM	--	11:45 AM	--	4:00 PM
Redbank & Weedpatch Hwy	8:07 AM	--	11:57 AM	--	4:12 PM
Redbank & Fairfax (Mira Monte High School)	8:09 AM	--	11:59 AM	--	4:14 PM
Niles Plaza	8:15 AM	--	12:05 PM	--	4:20 PM
Walmart	8:22 AM	--	12:12 PM	--	4:27 PM
Bakersfield College	8:32 AM	--	12:22 PM	--	4:37 PM
Kern Medical Center	8:42 AM	--	12:32 PM	--	4:47 PM
GET Downtown Transit Center	8:52 AM	10:30 AM	12:42 PM	2:30 PM	4:57 PM
<b>Inbound (To Edison)</b>					
Greyhound Station	--	10:33 AM	--	2:33 PM	5:00 PM
Kern Medical Center	--	10:44 AM	--	2:44 PM	5:11 PM
Bakersfield College	--	10:52 AM	--	2:52 PM	5:19 PM
Walmart	--	11:02 AM	--	3:02 PM	5:29 PM
Niles Plaza	--	11:10 AM	--	3:10 PM	5:37 PM
Redbank & Fairfax (Mira Monte High School)	--	11:21 AM	--	3:21 PM	5:48 PM
Redback & Weedpatch Hwy	--	11:23 AM	--	3:23 PM	5:50 PM
Edison	--	11:31 AM	--	3:31 PM	5:58 PM

The proposed service will cost approximately \$112,500 per year and operate for 1,560 annual revenue hours.

**Figure 8-9 Edison Shuttle Cost**

	FY 2009/10
Daily Revenue Hours	10
Annual Revenue Hours	1,560
Cost per Hour	\$72
<b>Estimated Cost</b>	<b>\$112,476</b>

\*Cost per hour is estimated using the FY 2008/09 cost per hour inflated 3%

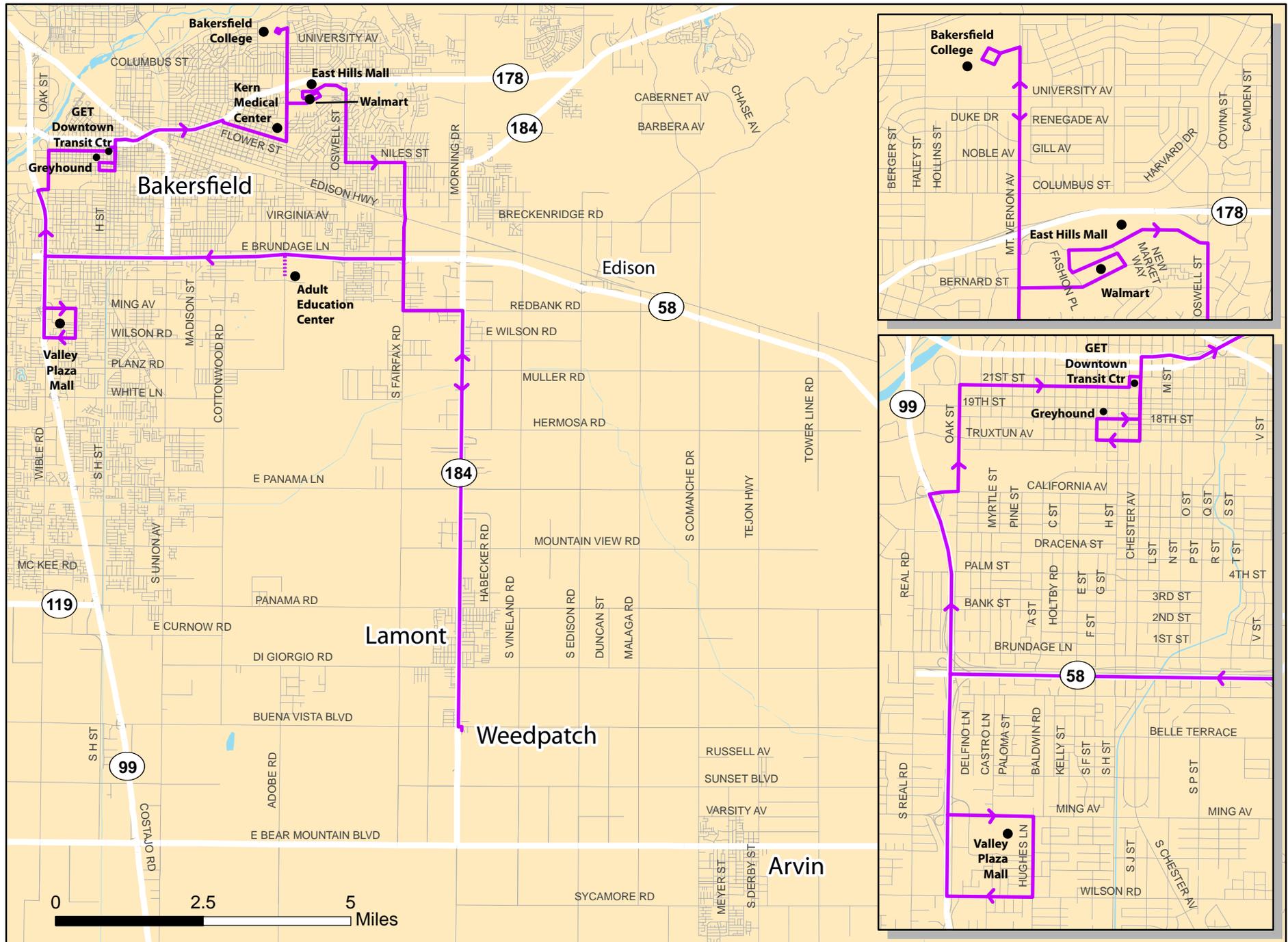
**KRT Lamont/Bakersfield Route 2**

If an Edison Shuttle is implemented, it is recommended that Route 2 discontinue serving Edison. Instead, Route 2 should return to providing service similar to its pre-September 2008 configuration. The proposed route would travel clockwise from Lamont to Downtown Bakersfield, Kern Medical Center, Bakersfield College, East Hills Mall/Walmart, and Niles Plaza, providing a

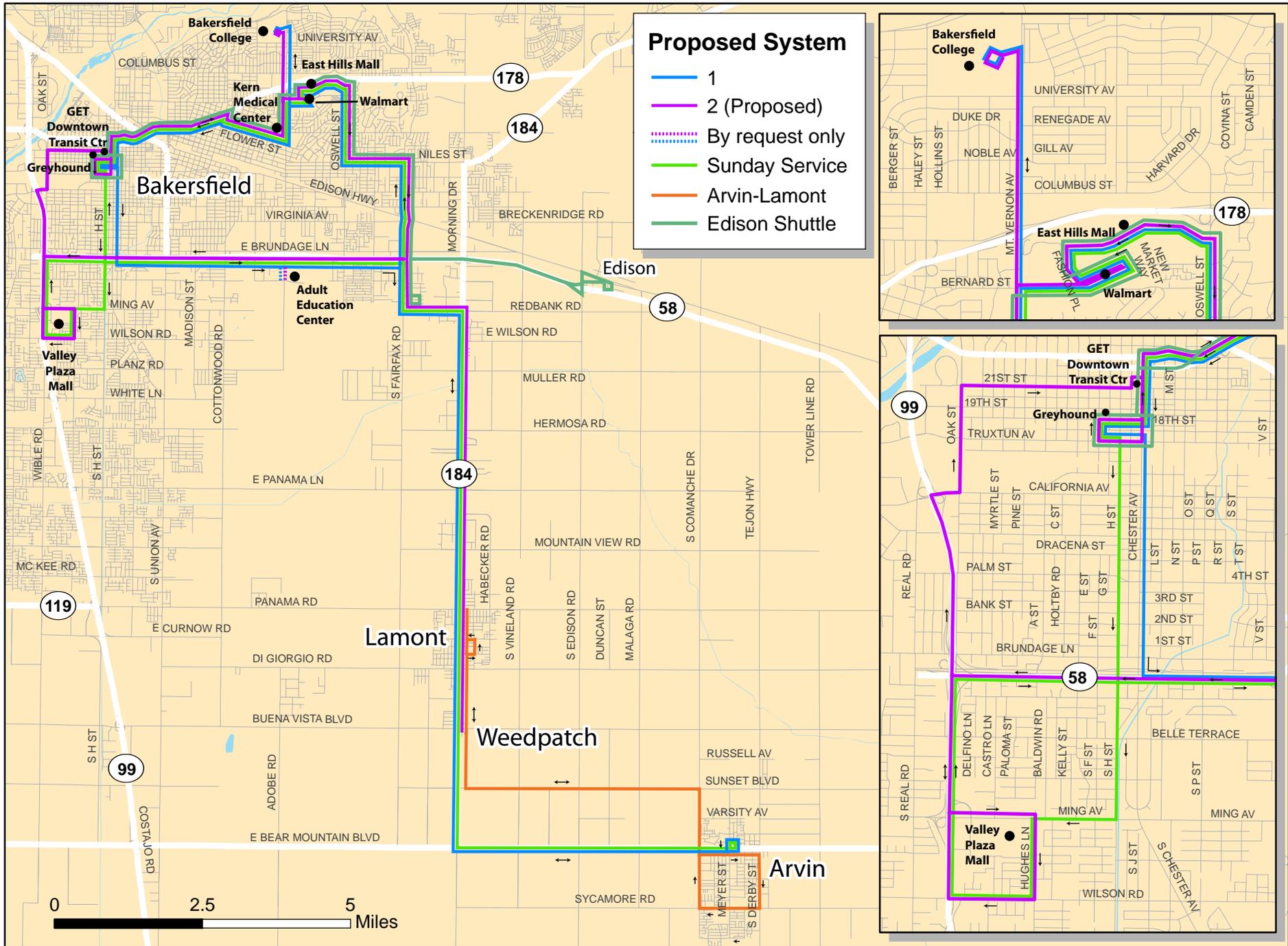
clockwise counterpart to Route 1 and reinstating bidirectional service. The proposed route will also provide weekday and Saturday service to Valley Plaza Mall.

The following three figures present the proposed route, system map, and sample schedule. The proposed service modifications would be cost neutral.

# Figure 8-10 KRT Lamont/Bakersfield Route 2 without Edison Service



# Figure 8-11 KRT Arvin/Lamont/Bakersfield System Map with Edison Shuttle



**Figure 8-12 KRT Lamont/Bakersfield Route 2 Schedule without Edison Service**

	Trip 1	Trip 2	Trip 3	Trip 4	Trip 5	Trip 6
<b>Outbound (To Downtown Bakersfield)</b>						
Weedpatch Market	5:30 AM	8:30 AM	10:30 AM	12:30 PM	2:30 PM	4:20 PM
Lamont-County Fair Market	5:35 AM	8:35 AM	10:35 AM	12:35 PM	2:35 PM	4:25 PM
Redbank & Weedpatch Hwy	5:43 AM	8:43 AM	10:43 AM	12:43 PM	2:43 PM	4:33 PM
Redbank & Fairfax (Mira Monte High School)	5:45 AM	8:45 AM	10:45 AM	12:45 PM	2:45 PM	4:35 PM
Adult Education Center	--	R	R	R	R	R
Valley Plaza Mall	5:57 AM	8:57 AM	10:57 AM	12:57 PM	2:57 PM	4:47 PM
Greyhound Station	R	R	R	R	R	R
GET Downtown Transit Center	6:11 AM	9:11 AM	11:11 AM	1:11 PM	3:11 PM	5:01 PM
<b>Inbound (To Lamont/Weedpatch)</b>						
Kern Medical Center	6:22 AM	9:22 AM	11:22 AM	1:22 PM	3:22 PM	5:12 PM
Bakersfield College	6:30 AM	9:30 AM	11:30 AM	1:30 PM	3:30 PM	5:20 PM
Walmart	6:40 AM	9:40 AM	11:40 AM	1:40 PM	3:40 PM	5:30 PM
Niles Plaza	6:48 AM	9:48 AM	11:48 AM	1:48 PM	3:48 PM	5:38 PM
Redbank & Fairfax (Mira Monte High School)	6:59 AM	9:59 AM	11:59 AM	1:59 PM	3:59 PM	5:49 PM
Redback & Weedpatch Hwy	7:01 AM	10:01 AM	12:01 PM	2:01 PM	4:01 PM	5:51 PM
Lamont-Chipres Plaza	7:09 AM	10:09 AM	12:09 PM	2:09 PM	4:09 PM	5:59 PM
Weedpatch Market	7:14 AM	10:14 AM	12:14 PM	2:14 PM	4:14 PM	6:04 PM

## Service to Arvin

If additional funding can be secured, KRT should consider adding a midday roundtrip to Arvin on Route 1. Trip 3 or 4 would be good candidates for extension since they serve Lamont/Weedpatch in either the late morning or early afternoon. Direct midday bus service between Arvin and Bakersfield would give Arvin residents additional convenience to access education, shopping, and medical services in Bakersfield without having to transfer. This would also solve the Saturday service gap in Arvin when Arvin residents only have service on one early morning trip to Bakersfield and one evening return trip from Bakersfield.

Adding an additional roundtrip will add approximately one daily revenue hour to the schedule (30 minute one-way travel time between Arvin and Lamont). The Arvin extension is estimated to cost approximately \$22,500 annually.

In July 2009, Arvin Transit added two weekday midday trips on the Arvin-Lamont service. This should help address the weekday midday service gap. If KRT extended only one midday Saturday trip to Arvin, the estimated service cost is approximately \$3,800 per year.

### Figure 8-13 Arvin Service Expansion Cost

	FY 2009/10 (Monday-Saturday)	FY 2009/10 (Saturday only)
Daily Revenue Hours	1	1
Annual Revenue Hours	312	52
Cost per Hour	\$72	\$72
Estimated Cost	\$22,495	\$3,749

\*Cost per hour is estimated using the FY 2008/09 cost per hour inflated 3%

## Service Reduction Scenarios

Although KRT does not plan on reducing service in the study corridor area, in light of the State's fiscal crisis, consulting staff has identified areas where service reductions can be made. These suggestions would leave weekday service unmodified while reducing 10% of KRT operating expenditures in the Arvin/Lamont/Bakersfield Corridor.

### Saturday Lamont Community Fixed-Route

The Lamont Community Fixed-Route is currently the least productive service operated in the study corridor. The route averaged less than five passengers per hour in FY 2008/09 while the dial-a-ride carried more than five passengers per hour. On Saturdays, productivity is lower with the route carrying approximately 3.8 passengers per hour compared to almost 5 passengers per hour on weekdays.

By discontinuing the Community Fixed-Route service, KRT would save approximately \$49,000 annually or 4% of transit operating expenses in the study corridor. The dial-a-ride would continue to operate on Saturdays as usual.

### Sunday Lamont Dial-A-Ride

On Sundays, transit services offered in the Lamont area are scaled back. The Lamont Community Fixed-Route does not operate and only one intercity fixed-route operates. Dial-A-Ride productivity is over 50% less productive on Sundays than the rest of week, carrying only 2.6 passengers per hour compared to almost 6 passengers per hour on weekdays. Sunday service also consumes 13% of the total dial-a-ride budget while carrying only 6% of total dial-a-ride passengers.

By discontinuing Sunday Lamont Dial-A-Ride service, KRT would save approximately \$46,500 annually.

### Saturday Intercity Fixed-Route Service

KRT currently operates the same intercity service on weekdays and Saturdays while on Sundays, only one route is operated. Saturday intercity fixed-route service consumes over 15% of the total intercity revenue hours while only carrying 11% of the total riders. Sunday service in comparison

carries 15% of total intercity riders while only consuming 10.5% of the total revenue hours. Saturday passenger productivity is also less than weekday and Sunday productivity.

By discontinuing Lamont/Bakersfield Route 2 service on Saturdays and implementing the Sunday Lamont/Bakersfield intercity route, KRT would save over \$26,000 annually.

## Savings Summary

If service reductions become a necessary reality, KRT would save over \$120,000 annually or 10% of corridor expenditures with the above suggestions.

**Figure 8-14 Service Reduction Savings**

	Revenue Hours Savings	Total Savings	Percentage of Total Annual Corridor Expenses
Discontinue Sunday Dial-A-Ride	663	\$46,403	3.8%
Discontinue Saturday Lamont Community Fixed-Route	702	\$49,133	4.1%
Operate Sunday Intercity Fixed-Route Service on Saturday/Discontinue Route 2 Saturday Service	374	\$26,176	2.2%
<b>Total</b>	<b>1,739</b>	<b>\$121,713</b>	<b>10.1%</b>

## Fare Recommendations<sup>1</sup>

### Transfers

KRT does not currently have fare or transfer agreements with GET or Arvin Transit and KRT does not provide transfers between KRT routes. When passengers are required to transfer between multiple services and/or operators, the roundtrip fare can be expensive, especially for passengers on a limited income. In order to ease the burden of multiple transit fares and improve passenger convenience, KRT should consider forming transfer agreements with Arvin Transit and GET and providing fare discounts to passengers transferring between KRT routes.

With declining revenues due to the current economic downturn, any change to the fare structure may adversely affect the level of service that KRT can operate. Free transfers between operators and routes could further erode transit revenues. With that in mind, issuing passengers transfers that provide a simple \$0.25 discount between routes and services would give passengers a “break” on paying the full cost and would not significantly deteriorate revenues that free transfers might. With a \$0.25 discount, passengers transferring to Lamont/Bakersfield Route 1 in Lamont and traveling to Bakersfield would pay \$1.00, a 20% discount. Passengers transferring in Lamont to Arvin Transit would pay \$1.25, a 17% discount.

<sup>1</sup> A \$0.25 fare increase is recommended in FY 2013/14 on all KRT Arvin/Lamont/Bakersfield Corridor services in order to maintain a 10% farebox recovery ratio for the corridor. See Chapter 9 for a complete discussion.

Without transfer information, it is unknown how much of an impact this type of transfer arrangement would have on KRT revenues. KRT may want to postpone any transfer negotiations until the economy has improved.

*Fare policy recommendation: Pursue transfer agreements with Arvin Transit and GET and provide a fare discount for passengers transferring between KRT routes.*

## **Fare Media**

KRT currently does not offer pre-paid passes besides one-way fare tickets. Passes offer passengers convenience by allowing them to pre-pay their fare and not have to look for exact change and can speed up the boarding process because drivers do not have to track the amount of money entering the farebox. Passes can also be offered at a discount to provide passengers with an added benefit and incentive to buy pre-paid passes. The benefit to KRT is that it receives the float on the money when passengers make a commitment to transit and purchase a pass.

While monthly passes would be difficult to offer on KRT because fares vary from route-to-route and city-to-city, KRT could offer passengers a pre-paid punch pass. A punch pass would be purchased for a value specified by KRT such as \$10. The card would be separated into squares worth \$0.25 each. Every time the passenger boards the bus, the driver would either rip off or punch out the value of the ride (five squares for a \$1.25 trip). This system would allow KRT to offer passes on all routes instead of a monthly pass which would have to be created for each route or fare zone since KRT offers a large range of fares. KRT should also consider offering passengers a fare discount for purchasing a punch pass. Passes could be offered at 5-10% discount (\$10 value for \$9.50 or \$9).

*Fare policy recommendation: Pursue implementation of a pre-paid pass that may be used across all KRT routes.*

## **Lamont Dial-A-Ride**

To encourage use of the Lamont Community Fixed-Route and allow more availability on the dial-a-ride for people who are unable to use the fixed-route service, KRT should provide a financial disincentive to the general public to using the dial-a-ride service. Currently Lamont general public passengers ride the community fixed-route for \$0.75 but for only \$0.25 more they can receive curb-to-curb service on the dial-a-ride. Dial-a-ride ridership is currently heavily skewed toward able-bodied riders. Only 8% of dial-a-ride passengers paid the senior/disabled fare during the 2009 review period, the lowest percentage of any Lamont area service. In stark contrast, over 14% of riders paid the senior/disabled fare on the intercity and local fixed-route services. The dial-a-ride also carried more total passengers and more passengers per hour than the community fixed-route in FY 2008/09, demonstrating that passengers prefer the less efficient curb-to-curb service.

In order to encourage use of the fixed-route service and be able to provide more capacity on the dial-a-ride service, KRT should consider implementing a higher general public fare on the dial-a-ride. The consulting team recommends increasing the general public dial-a-ride fare by \$0.50 to \$1.50. A fare of \$1.50 for the service is twice the senior/disabled dial-a-ride fare and \$0.75 more than the general public fixed-route fare. With the increased general public fare, fixed-route use should increase and dial-a-ride availability should increase for people who are unable to use the fixed-route service.

*Fare policy recommendation: Consider implementing a higher general public dial-a-ride fare in order to promote fixed-route service and increase capacity on the dial-a-ride service. Keep the senior/disabled fare at the current level.*

## Marketing Recommendations

Marketing recommendations focus on printed materials and bus stops.

### Printed Information

With a high percentage of Spanish-speaking passengers, KRT should provide route and schedule information in Spanish. The current brochure is only available in English and stakeholders stated this was a major hurdle to using KRT service for passenger who need to have the English information translated for them.

KRT should also work with local government and service agencies in Arvin and Lamont to have schedules available to the public. Ideal locations for schedules would be the Social Security Office, Library, and community clinics.

For the Lamont Community Fixed-Route service, an updated map with properly labeled timepoints is recommended. The schedule and map should provide clear, concise, and easy to understand information to the general public.

### Bus Stops

Based on driver interviews, it does not appear that Lamont/Bakersfield Route 1 and 2 drivers are aware that KRT buses may stop at GET bus stops. Drivers requested more KRT stops along Mt. Vernon Avenue and at popular GET stops. If drivers are unaware that KRT may stop at GET stops, then passengers are unaware since drivers will not generally pull over to pick up passengers at GET bus stops.

In order to clarify bus stop policies for KRT passengers and drivers, KRT should place KRT bus stop signs at popular destinations and GET bus stops in Bakersfield, especially at major destinations like Walmart, Bakersfield College, and Niles Plaza. This will demonstrate to passengers and drivers that KRT will stop there. KRT administrative staff should also reiterate shared bus stop policies to First Transit staff.

## Summary

The proposed service plan is cost neutral and recommends:

- Modifying Route 2 to serve Bakersfield College, Kern Medical Center, and East Hills Mall in a clockwise loop and discontinuing service to Valley Plaza Mall and the GET Southwestern Transit Center.
- Streamlining the Lamont Community Fixed-Route to eliminate route redundancy and make the service easier to understand.
- Working with Arvin Transit to coordinate Arvin Transit's Arvin-Lamont route and KRT's Lamont/Bakersfield Route 1 and 2.

While no additional funding is currently available, when sales tax revenues increase, KRT should consider implementing expanded services to provide a higher level of passenger convenience. The recommended enhancements are:

- Create an Edison Shuttle, serving Edison, Niles Plaza, East Hills Mall, Bakersfield College, Kern Medical Center, and Downtown Bakersfield. The Edison Shuttle is estimated to cost \$112,500 annually.
- If an Edison Shuttle is created, Lamont/Bakersfield Route 2 should be reconfigured to be similar to its pre-September 2008 configuration.
- Expand one weekday and Saturday Lamont/Bakersfield Route 1 trip to Arvin to provide a direct connection to Bakersfield for Arvin residents. The estimated cost is \$22,500 annually.

While KRT does not currently foresee service reductions, KRT could save 10% of total corridor operating expenditures by discontinuing the Saturday Lamont Community Fixed-Route service, discontinuing Sunday Lamont Dial-A-Ride service, and operating Sunday intercity fixed-route service on Saturdays.

Currently KRT does not offer passes to passengers or transfers between KRT routes or regional transit operators. In order to increase passenger convenience and lessen the burden of paying multiple fares, KRT should pursue two key fare policies.

- KRT should pursue transfer agreements with Arvin Transit and GET and provide a fare discount for passengers transferring between KRT routes such as a \$0.25 discount for passengers transferring between routes and operators.
- KRT should consider implementing a system-wide bus pass such as a punch pass which can be purchased for a pre-set value such as \$10.
- In addition, it is recommended that KRT provide a fare disincentive for general public use of the dial-a-ride service in order to allow maximum availability for passengers who cannot use the fixed-route service.

Marketing is an essential part of any transit operation. Schedules tell passengers where and when to catch the bus and state important policies. Marketing recommendations are:

- Translate schedule information into Spanish.
- Make schedules available at more locations throughout Lamont and Arvin.
- Clarify bus stop policies with First Transit staff and add KRT bus stop signs at key GET bus stops in Bakersfield.

## Chapter 9. Financial and Capital Plan

This chapter presents the Arvin/Lamont/Bakersfield Corridor's operating and capital needs for the five year planning horizon. All revenues and costs are projected based on current conditions and guidance from KRT and the Kern Council of Governments.

### Revenues

KRT's Arvin/Lamont/Bakersfield operating revenues are TDA and farebox revenues. Capital funding comes from a variety of sources including TDA, Congestion Mitigation Air Quality (CMAQ) grants, and Proposition 1B.

### Transportation Development Act (TDA)

As with most California transit services, TDA funds are the largest single source of operating revenue for KRT. TDA Local Transportation Funds (LTF) are intended to be "transit first" funding, meaning that funds are expected to be spent on transit projects to the extent that such projects are needed to fill all "transit needs that are reasonable to meet". There is no universally accepted definition of reasonable to meet, and individual jurisdictions must make their own determination. Kern COG administers an annual "unmet needs" process to ensure that all reasonable transit needs are met. TDA funds can be used for capital expenditures or operations or a combination thereof, and, importantly, they provide an important source of local match for federal capital funding.

The Local Transportation Fund revenues are derived from a one-quarter cent sales tax, which is collected by the Board of Equalization, and administered locally through Kern COG, which returns it to local jurisdictions. Since this funding is tied directly to tax revenues that fluctuate with the state of the economy, Kern COG projects that TDA allocations will remain static until FY 2011/12 and increase slowly starting in FY 2012/13. System-wide, KRT is expecting over \$5.3 million in TDA revenues for FY 2009/10. Figure 9-1 shows the TDA projections for the next five years.

The State Transportation Assistance (STA) program has been suspended for at least the next four years due to the state budget crisis.

### Figure 9-1 Projected TDA Revenue<sup>1</sup>

	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	FY 2014/15
<b>Transportation Development Act (TDA)</b>						
Local Transportation Funds (LTF)*	\$5,384,705	\$5,384,705	\$5,384,705	\$5,519,323	\$5,712,499	\$5,912,436
<i>Percent Change</i>		0.0%	0.0%	2.5%	3.5%	3.5%
State Transportation Assistance (STA)	<i>Program Suspended</i>					

\*Systemwide funding

<sup>1</sup> LTF and STA projections are based on correspondence with Bob Snoddy at Kern COG on July 15, 2009 and TDA allocation information provided by Linda Wilbanks at Kern Regional Transit. The total revenue represents KRT's total TDA allocation.

## Fare Revenue

Farebox revenues are a small yet important component for all transit services. Although it may not be feasible for local Lamont services to achieve a 10% farebox recovery ratio, all services should strive to reach and maintain a 10% farebox recovery ratio. Fare revenues are estimated on the projected average fare and ridership for each alternative. Fare revenues are presented in the financial plan.

## Congestion Mitigation and Air Quality (CMAQ)

The Congestion Mitigation and Air Quality (CMAQ) program was established under the Intermodal Surface Transportation Efficiency Act (ISTEA) and continued under the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA). The program is intended to fund transportation projects and programs to help meet the requirements of the Clean Air Act. CMAQ eligible projects include transit capital replacement, clean fuel vehicles, transit-oriented development, etc. These funds only require an 11.5% local match as opposed to the typical 20% match. KRT uses CMAQ grants to purchase compressed natural gas (CNG) vehicles.

## Proposition 1B

In November 2006, California voters approved the issuance of bonds to fund transportation projects including public transit. A portion of Proposition 1B called the Public Transportation Modernization Improvement and Service Enhancement Account provides \$3.6 billion for eligible public transportation projects. Proposition 1B funds can be used for a broad scope of projects. Funding can be used for the following purposes:

- Rehabilitation, safety, or modernization improvements
- Capital service enhancements or expansions
- New capital projects
- Bus rapid transit improvements
- Rolling stock procurement, rehabilitation, or replacement

Kern COG does not require operators to provide a local match for eligible Proposition 1B projects. KRT is currently using Proposition 1B funding to fund bus shelter placement around Kern County.

## Financial Plan

Five-year operating cost and revenue projections for the recommended alternatives are presented in this section. Costs are based on FY 2008/09 operating cost per revenue hour of \$69.99.

The financial plan assumes the following:

- Revenue hours will remain status quo through the life of the plan and are based on the total revenue hours for FY 2008/09.
- Operating cost is based on the FY 2008/09 operating cost per revenue hour of \$69.99 and the FY 2008/09 total revenue hours.

- Operating cost increases 3% in FY 2009/10 and increases based on the new operating contract with First Transit in FY 2010/11<sup>2</sup> and beyond.
- The service will rely exclusively on TDA and farebox revenues.
- STA funding will be unavailable.
- The annual LTF allotment will remain static in FY 2010/11 and FY 2011/12, increase 2-3% in FY 2012/13, and increase 3-4% in FY 2013/14 and beyond.
- Passenger fare revenue is based on the FY 2008/09 average fare per passenger and the projected annual ridership.
- In FY 2013/14, a \$0.25 fare increase across the board is programmed to maintain a 10% farebox recovery ratio (discussed in “Fare Recommendations” Section below).
- Ridership will increase modestly at 1-2% on the dial-a-ride and 2% on the intercity fixed-routes. Lamont Community Fixed-Route service is projected to decline slightly in FY 2009/10 in line with the current trend and then increase in FY 2010/11 if the recommended service is implemented and service is extended to Mountain View Middle School.

Figure 9-2 presents the estimated service hours, operating cost, and projected revenues. All KRT Arvin/Lamont/Bakersfield Corridor services are expected to cost over \$1.4 million by FY 2013/14. Farebox revenues will cover approximately 10% of total corridor costs. TDA will cover the remaining expenditures.

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<sup>2</sup> The new operating contract with First Transit began on July 1, 2009 (FY 2009/10)

### Figure 9-2 Operating Plan

	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Estimated Revenue Service Hours</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	8,036	8,036	8,036	8,036	8,036	8,036
Lamont Community Fixed-Route	4,140	4,140	4,140	4,140	4,140	4,140
Lamont Dial-A-Ride	5,059	5,059	5,059	5,059	5,059	5,059
<b>Total Hours</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>	<b>17,235</b>
<b>Estimated Service Costs</b>						
<i>Projected Inflation Factor*</i>		3.0%	6.2%	2.9%	2.8%	2.9%
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$562,440	\$579,313	\$615,498	\$633,334	\$650,998	\$670,034
Lamont Community Fixed-Route	\$289,765	\$298,458	\$317,101	\$326,289	\$335,390	\$345,197
Lamont Dial-A-Ride	\$354,095	\$364,718	\$387,499	\$398,728	\$409,849	\$421,833
<b>Total Cost</b>	<b>\$1,206,300</b>	<b>\$1,242,489</b>	<b>\$1,320,098</b>	<b>\$1,358,351</b>	<b>\$1,396,236</b>	<b>\$1,437,064</b>
<b>Estimated Revenues</b>						
<b>Non-Fare Revenues</b>						
TDA-Local Transportation Funds (LTF)	\$1,082,786	\$1,116,880	\$1,191,886	\$1,227,761	\$1,263,321	\$1,272,422
TDA-State Transportation Assistance (STA)	<i>Program Suspended</i>					
<b>Non-Fare Revenues Subtotal</b>	<b>\$1,082,786</b>	<b>\$1,116,880</b>	<b>\$1,191,886</b>	<b>\$1,227,761</b>	<b>\$1,263,321</b>	<b>\$1,272,422</b>
<b>Fare Revenues</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$96,046	\$97,967	\$99,926	\$101,925	\$103,963	\$127,251
Lamont Community Fixed-Route	\$9,398	\$9,210	\$9,671	\$9,864	\$9,963	\$13,417
Lamont Dial-A-Ride	\$18,070	\$18,431	\$18,615	\$18,802	\$18,990	\$23,974
<b>Subtotal Fare Revenues</b>	<b>\$123,514</b>	<b>\$125,608</b>	<b>\$128,212</b>	<b>\$130,590</b>	<b>\$132,916</b>	<b>\$164,642</b>
<b>Total Revenues</b>	<b>\$1,206,300</b>	<b>\$1,242,489</b>	<b>\$1,320,098</b>	<b>\$1,358,351</b>	<b>\$1,396,236</b>	<b>\$1,437,064</b>

\*Operating costs increase by the amount specified in KRT's operating contract with First Transit

## Performance Measures

Passenger productivity is expected to increase over the life of the plan as ridership continues to grow while service hours remain static. By FY 2013/14, the intercity service is expected to carry almost 14 passengers per hour and each of the Lamont local services will carry five or more passengers per hour. Cost effectiveness indicators such as cost per hour and cost per passenger will continue to increase because costs will increase at a greater rate than ridership and fare revenues.

The farebox recovery ratio will remain well over 10% for the intercity services despite increasing service costs. The Lamont Dial-A-Ride and Lamont Community Fixed-Route service will continue to have a low farebox recovery ratio. The cumulative farebox ratio for all corridor services is projected to remain at approximately 10% until FY 2013/14 when it will increase to 11% due to the recommended fare increase.

Projected performance measures for ridership, farebox revenues, passengers per revenue hour, cost per passenger, etc. are presented in Figure 9-3.

## Fare Recommendations

KRT's system-wide farebox recovery ratio goal is 10%. KRT's FY 2008/09 farebox recovery ratio performance was 12.2%, above the system-wide goal. On a route-by-route basis, some services perform below the goal and some above. In the study corridor, the intercity routes recovered over 17% of the operating cost in fares, well above 10%, while Lamont Community Fixed-Route and Lamont Dial-A-Ride performed significantly below the goal at 3-5%. As a corridor, the cumulative farebox recovery ratio for the Arvin/Lamont/Bakersfield Corridor collection of services is projected to remain at approximately 10% until FY 2013/14 when it is projected to decline to 9%.

As a result of the decline, it is recommended that KRT increase fares on all corridor services by \$0.25 in FY 2013/14. The proposed fares are:

- Lamont/Bakersfield Intercity Service<sup>3</sup>
  - Arvin-Bakersfield
    - General Public: \$2.75
    - Senior/Disabled/Youth: \$1.75
  - Lamont-Bakersfield
    - General Public: \$1.50
    - Senior/Disabled/Youth: \$1.00
- Lamont Community Fixed-Route
  - General public: \$1.00
  - Senior/Disabled/Youth: \$0.75
- Lamont Dial-A-Ride
  - General public: \$1.25
  - Senior/Disabled/Youth: \$1.00

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<sup>3</sup> All fares not represented. A \$0.25 increase would apply to all intercity fares regardless of origin and destination.

With the proposed fare increase, the cumulative farebox recovery ratio will increase to 11% in FY 2013/14. Because KRT calculates its farebox recovery ratio on a system-wide basis, a fare increase may be required sooner to boost the system-wide farebox recovery ratio above 10%.

### Figure 9-3 Performance Measures

	FY 2008/09	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Ridership</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	99,618	101,610	103,643	105,715	107,830	109,986
Lamont Community Fixed-Route	19,408	19,020	19,971	20,370	20,574	20,780
Lamont Dial-A-Ride	26,543	27,074	27,345	27,618	27,894	28,173
<b>Farebox Revenues</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$96,046	\$97,967	\$99,926	\$101,925	\$103,963	\$127,251
Lamont Community Fixed-Route	\$9,398	\$9,210	\$9,671	\$9,864	\$9,963	\$13,417
Lamont Dial-A-Ride	\$18,070	\$18,431	\$18,615	\$18,802	\$18,990	\$23,974
<b>Passengers/Revenue Hour</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	12.4	12.6	12.9	13.2	13.4	13.7
Lamont Community Fixed-Route	4.7	4.6	4.8	4.9	5.0	5.0
Lamont Dial-A-Ride	5.2	5.4	5.4	5.5	5.5	5.6
<b>Operating Cost/Passenger</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$5.65	\$5.70	\$5.94	\$5.99	\$6.04	\$6.09
Lamont Community Fixed-Route	\$14.93	\$15.69	\$15.88	\$16.02	\$16.30	\$16.61
Lamont Dial-A-Ride	\$13.34	\$13.47	\$14.17	\$14.44	\$14.69	\$14.97
<b>Subsidy/Passenger</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$4.68	\$4.74	\$4.97	\$5.03	\$5.07	\$4.94
Lamont Community Fixed-Route	\$14.45	\$15.21	\$15.39	\$15.53	\$15.82	\$15.97
Lamont Dial-A-Ride	\$12.66	\$12.79	\$13.49	\$13.76	\$14.01	\$14.12
<b>Farebox Recovery Ratio</b>						
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	17%	17%	16%	16%	16%	19%
Lamont Community Fixed-Route	3%	3%	3%	3%	3%	4%
Lamont Dial-A-Ride	5%	5%	5%	5%	5%	6%
Cumulative Farebox Recovery Ratio	10%	10%	10%	10%	10%	11%

## Capital Plan

The primary capital need facing KRT's Arvin/Lamont/Bakersfield service over the next five years is vehicle replacement. The other programmed capital project is for bus stop shelters. Approximately \$583,000 is required to fulfill the projects including \$107,000 in local match funding. The capital projects, their costs, and proposed funding sources are presented in Figure 9-4.

Capital Plan assumptions:

- CMAQ will fund 88.5% of vehicle purchases
- TDA will provide the local match for vehicles and also fund bus stop shelters
- Vehicle prices are based on KRT's last bus purchases for El Dorado Aerotech and Transmark vehicles, increasing at 3.5% annually<sup>4</sup>

**Figure 9-4 Capital Plan**

	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14	Total
<b>CAPITAL EXPENSES</b>						
Vehicle Replacement <i># of Vehicles</i>		\$106,051 <i>1 cutaway</i>	\$109,763 <i>1 cutaway</i>		\$322,400 <i>1 standard coach</i>	\$538,215 <i>3</i>
Bus Stop Shelters		\$15,000	\$15,000	\$15,000		\$45,000
<b>Total Capital Expenses</b>	<b>\$0</b>	<b>\$121,051</b>	<b>\$124,763</b>	<b>\$15,000</b>	<b>\$322,400</b>	<b>\$583,215</b>
<b>CAPITAL REVENUES</b>						
CMAQ		\$93,855	\$97,140		\$285,324	\$476,320
TDA		\$27,196	\$27,623	\$15,000	\$37,076	\$106,895
<b>Total Capital Revenues</b>	<b>\$0</b>	<b>\$121,051</b>	<b>\$124,763</b>	<b>\$15,000</b>	<b>\$322,400</b>	<b>\$583,215</b>

## Vehicle Purchase

Four vehicles are needed to operate service in the study corridor. Because this is a five-year plan and the vehicles used by KRT have a 5-10 year lifespan, only three vehicle replacements are programmed in this plan. One 16-passenger El Dorado Aerotech cutaway is programmed for FY 2010/11 and another in FY 2011/12 to replace vehicles purchased in 2004. Cutaways typically have a 5-7 year useful lifespan. In FY 2013/14, a 29-passenger El Dorado Transmark is scheduled for purchase to replace a Transmark purchased in 2003. According to El Dorado's website, these vehicles are intended to have a 10-year useful lifespan. In order to comply with air quality requirements and solidify KRT's commitment to clean fuel technology, all replacements will be fueled with compressed natural gas (CNG).

<sup>4</sup> Vehicle price information was received from Linda Wilbanks and Billy Roberts via telephone on July 16, 2009. KRT paid approximately \$99,000 in 2008 for a standard 16-passenger El Dorado Aerotech cutaway vehicle. In 2007, KRT purchased an El Dorado Transmark 29-passenger bus for \$262,273.

## Figure 9-5 Fleet Purchase Schedule

Vehicle Type	Capacity	# of Vehicles	Purchase Year	Retirement Year
Standard Cutaway	16/2	1	FY 2010/11	FY 2015/16
Standard Cutaway	16/2	1	FY 2011/12	FY 2016/17
Medium Duty Coach	29/2	1	FY 2013/14	FY 2023/24
<b>Total Vehicles</b>		<b>3</b>		

## Bus Stop Shelters

KRT is currently in the process of placing bus shelters throughout Kern County including 1-2 in the Lamont area. Placing bus shelters is good public policy. It provides an increased and permanent transit presence in the community and a comfortable place for passengers to wait for the bus. Over the five-year capital plan, three additional shelters are programmed at approximately \$15,000 each. The total price could vary depending on whether or not a concrete pad is needed to place the shelter. If only a shelter is needed and no additional improvements are necessary, then the cost would decline to approximately \$5,000 per shelter. TDA is identified as the funding source although with the current California fiscal status, TDA may not be available for discretionary funding such as bus shelters. KRT is eligible to use Proposition 1B funding for bus shelter placement programs. Kern COG does not require a local match for Proposition 1B funding.

## Potential Revenue Sources

In addition to the existing revenue sources described above, there are other fund sources which could be used for capital purchases and to help support operation. These sources and their potential availability for KRT are presented below.

### FTA Section 5316 Job Access and Reverse Commute (JARC) Program

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population, and then are awarded within California following a competitive process. This approach differs from previous funding cycles, when grants were awarded purely on an "earmark" basis. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include:

- Late-night and weekend service
- Guaranteed ride home programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training

Eligible applicants for JARC funds may include state or local governmental bodies, Metropolitan Planning Organizations (MPOs), RTPAs, Local Transportation Commissions (LTCs), social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

## **FTA Section 5317 New Freedom Program**

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the workforce and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the Americans with Disabilities Act (ADA). Persons benefiting from these funds are not required to be ADA-certified.

New Freedom funds are awarded following a competitive process, and are available for capital and operating expenses that support new public transportation services and alternatives, beyond those required by the ADA, that are designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Building curb-cuts, providing accessible bus stops
- Travel training programs

Eligible applicants may include state or local governmental bodies, MPOs, RTPAs, LTCs, social services agencies, tribal governments, private and public transportation operators, and nonprofit organizations.

## **FTA Section 5311**

Federal Section 5311 funds are distributed on a formula basis to rural counties throughout the country. The goals of the non-urbanized formula program are as follows:

- To enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation;
- To assist in the maintenance, development, improvement, and use of public transportation systems in rural and small urban areas;
- To encourage and facilitate the most efficient use of all Federal funds used to provide passenger transportation in non-urbanized areas through the coordination of programs and services;
- To assist in the development and support of intercity bus transportation; and
- To provide for the participation of private transportation providers in non-urbanized transportation to the maximum extent feasible.

Fifteen percent of the Section 5311 apportionment is for the Intercity Bus Program, Section 5311(f). The Intercity Bus Program funds public transit projects that serve intercity travel needs in non-urbanized areas. Projects are awarded on a statewide competitive basis. This program funds operating and capital costs, as well as planning for service. As with most federal capital funds, the Section 5311 grant funding program provides 80% of capital costs with a 20% matching requirement. Section 5311 funds provide up to 50% of operating costs to support transit operations.

## Operating and Capital Plan Summary

The current KRT Arvin/Lamont/Bakersfield transit services will cost approximately \$1.2 million to operate in FY 2009/10 and over \$1.4 million by FY 2013/14. Capital projects over the next five years will cost approximately \$580,000 including three new vehicles and new bus shelters. TDA represents the largest funding source for corridor transit operations and provides the local match for capital projects. With TDA revenues in flux, capital projects may have to be postponed and KRT may need to consider service reductions.

**Figure 9-6 Operating and Capital Plan Summary**

	FY 2009/10	FY 2010/11	FY 2011/12	FY 2012/13	FY 2013/14
<b>Expenditures</b>					
Intercity Fixed-Route (Lamont/Bakersfield Route 1 and 2)	\$579,313	\$615,498	\$633,334	\$650,998	\$670,034
Lamont Community Fixed-Route	\$298,458	\$317,101	\$326,289	\$335,390	\$345,197
Lamont Dial-A-Ride	\$364,718	\$387,499	\$398,728	\$409,849	\$421,833
Capital	\$0	\$121,051	\$124,763	\$15,000	\$322,400
<b>Total Expenditures</b>	<b>\$1,242,489</b>	<b>\$1,441,149</b>	<b>\$1,483,114</b>	<b>\$1,411,236</b>	<b>\$1,759,465</b>
<b>Revenues</b>					
Fare Revenue	\$125,608	\$128,212	\$130,590	\$132,916	\$164,642
<b>Non-Fare Revenue</b>					
TDA	\$1,116,880	\$1,219,082	\$1,255,384	\$1,278,321	\$1,309,498
CMAQ	\$0	\$93,855	\$97,140	\$0	\$285,324
<b>Total Revenues</b>	<b>\$1,242,489</b>	<b>\$1,441,149</b>	<b>\$1,483,114</b>	<b>\$1,411,236</b>	<b>\$1,759,465</b>

# APPENDIX A

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## PASSENGER SURVEYS



# Kern Regional Transit (KRT) Passenger Survey

Kern Regional Transit is conducting this brief survey to help improve the bus service. Your response is very important for planning bus services and making improvements to existing services. Please complete this survey **while you are on the bus** and return the form to the driver. Your answers are completely confidential.

You only need to complete this survey one time. If you are offered this survey again over the next few days, you do not need to fill it out.

## 1. What service are you currently riding?

- <sub>1</sub> Lamont/Bakersfield/Arvin Route 1      <sub>2</sub> Lamont/Bakersfield/Arvin Route 2  
<sub>3</sub> Lamont Community Fixed-Route      <sub>4</sub> Lamont Dial-A-Ride

## Starting Point

## 2. Right now – where are you coming from? (✓ check one)

- <sub>1</sub> Home  
<sub>2</sub> Work  
<sub>3</sub> Shopping  
<sub>4</sub> Medical/healthcare  
<sub>5</sub> Recreation/social visit  
<sub>6</sub> Personal business/errands  
<sub>7</sub> School/college (name: \_\_\_\_\_)  
<sub>8</sub> Social services  
<sub>9</sub> Other (where? \_\_\_\_\_)

## 3. What is the location of that place?

- <sub>1</sub> Bakersfield      <sub>2</sub> Weedpatch  
<sub>3</sub> Lamont      <sub>4</sub> Edison  
<sub>5</sub> Arvin  
<sub>6</sub> Other \_\_\_\_\_

...and one of the following:

\_\_\_\_\_  
(1) Street Address

OR

\_\_\_\_\_  
(2) Landmark (like Quality Market or City Hall)

OR

\_\_\_\_\_  
(3) Cross Streets (for example, Main St. & Panama Rd.)

## 4. How did you get to the bus stop to board this bus?

(✓ check one)

- <sub>1</sub> Walked (how many minutes? \_\_\_\_\_)  
<sub>2</sub> Biked  
<sub>3</sub> Drove alone then parked  
<sub>4</sub> Drove/rode with someone else  
<sub>5</sub> Used wheelchair (how many minutes? \_\_\_\_\_)  
<sub>6</sub> Transferred from  
    <sub>a</sub> Another Kern Regional Transit route  
        (which route? \_\_\_\_\_)  
    <sub>b</sub> Lamont Community Transit or Dial-A-Ride  
    <sub>c</sub> Arvin Transit  
    <sub>d</sub> GET (which route? \_\_\_\_\_)  
    <sub>e</sub> Other Bus System (which? \_\_\_\_\_)  
<sub>7</sub> Other \_\_\_\_\_

## Ending Point

## 5. Right now – where are you going? (✓ check one)

- <sub>1</sub> Home  
<sub>2</sub> Work  
<sub>3</sub> Shopping  
<sub>4</sub> Medical/healthcare  
<sub>5</sub> Recreation/social visit  
<sub>6</sub> Personal business/errands  
<sub>7</sub> School/college (name: \_\_\_\_\_)  
<sub>8</sub> Social services  
<sub>9</sub> Other (where? \_\_\_\_\_)

## 6. What is the location of the place you are going to?

- <sub>1</sub> Bakersfield      <sub>2</sub> Weedpatch  
<sub>3</sub> Lamont      <sub>4</sub> Edison  
<sub>5</sub> Arvin  
<sub>6</sub> Other \_\_\_\_\_

...and one of the following:

\_\_\_\_\_  
(1) Street Address

OR

\_\_\_\_\_  
(2) Landmark (like Quality Market or City Hall)

OR

\_\_\_\_\_  
(3) Cross Streets (for example, Main St. & Panama Rd.)

## 7. How will you get from the bus stop to your destination?

(✓ check one)

- <sub>1</sub> My trip is complete when I exit this bus  
<sub>2</sub> Walk (how many minutes? \_\_\_\_\_)  
<sub>3</sub> Bike  
<sub>4</sub> Drive alone  
<sub>5</sub> Drive/ride with someone else  
<sub>6</sub> Use wheelchair (how many minutes? \_\_\_\_\_)  
<sub>7</sub> Transfer to  
    <sub>a</sub> Another Kern Regional Transit route  
        (which route? \_\_\_\_\_)  
    <sub>b</sub> Lamont Community Transit or Dial-A-Ride  
    <sub>c</sub> Arvin Transit  
    <sub>d</sub> GET (which route? \_\_\_\_\_)  
    <sub>e</sub> Other Bus System (which? \_\_\_\_\_)  
<sub>8</sub> Other \_\_\_\_\_

Over 

**8. How often do you ride Kern Regional Transit?**

- 1 This is my first time
- 2 Less than once a week
- 3 1-2 days a week
- 4 3-4 days a week
- 5 5+ days a week

**9. How would you have made this trip if you couldn't ride the bus? (✓ check one only)**

- 1 I would not have made this trip
- 2 Drive myself
- 3 Get a ride
- 4 Bike
- 5 Walk
- 6 Taxi
- 7 Other \_\_\_\_\_

**10. How many motor vehicles (cars, trucks) are available to members of your household?**

- 0 Zero
- 1 One
- 2 Two
- 3 Three
- 4 Four
- 5 Five or more

**11. How did you pay for this trip?**

- 1 Adult cash fare
- 2 Senior/Disabled cash fare
- 3 Youth cash fare
- 4 Kern Regional Transit fare ticket
- 5 Other \_\_\_\_\_

**12. What improvements would help you choose to ride the bus more often? (✓ check up to three only)**

- 1 More frequent bus service (how often? \_\_\_\_\_)
- 2 Earlier morning service (how early? \_\_\_\_\_)
- 3 Later evening service (how late? \_\_\_\_\_)
- 4 More Saturday service
- 5 More Sunday service
- 6 Easier transfers to other operators bus routes
- 7 Better on-time performance
- 8 Service to \_\_\_\_\_
- 9 Other \_\_\_\_\_

**13. Please rate bus service on each of the following:**

	Excellent	Good	Fair	Poor	No Opinion
a. On-time performance	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b. Frequency of service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c. Driver courtesy	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d. Rider information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e. Cleanliness of vehicles	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f. System easy to understand	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g. Fares (cost)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h. Overall bus service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**Tell us a little about yourself**

*For classification purposes only:*

**14. Are you?**

- 1 Male
- 2 Female

**15. What is your age?**

- 1 6-17
- 2 18-25
- 3 26-39
- 4 40-61
- 5 62+

**16. What is your total household income (for everyone in your household):**

- 1 Under \$15,000
- 2 \$15,001-35,000
- 3 \$35,001-50,000
- 4 \$50,001-100,000
- 5 \$100,001+

**17. Are you? (✓ check more than one if necessary)**

- 1 Employed full-time
- 2 Employed part-time
- 3 Not currently employed
- 4 Student
- 5 Retired
- 6 Visitor to the area

**Comments/Suggestions**

**18. Please share any comments or suggestions you have about bus service.**

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**Thank you for your time in completing this survey. Your responses will help us improve service.**

# Kern Regional Transit (KRT) Encuesta para Pasajeros

Kern Regional Transit está realizando esta breve encuesta sobre los servicios. Sus respuestas son muy importantes para planear los servicios del bus y mejorar los servicios existentes. Por favor complete esta encuesta mientras usted está en el bus y devuélvala al encuestador. Sus respuestas son completamente confidenciales.

Usted necesita completar esta encuesta sólo una vez. Si a usted le solicitan esta encuesta nuevamente en los próximos días, no necesita completarla otra vez.

## 1. ¿En qué ruta o servicio de autobús están actualmente?

- <sub>1</sub> Lamont/Bakersfield/Arvin Route 1      <sub>2</sub> Lamont/Bakersfield/Arvin Route 2  
<sub>3</sub> Lamont Community Fixed-Route      <sub>4</sub> Lamont Dial-A-Ride

## Punto de partida

### 2. En este momento – ¿De dónde viene? (✓ marque uno)

- <sub>1</sub> Casa  
<sub>2</sub> Trabajo  
<sub>3</sub> De compras  
<sub>4</sub> Médico/cuidado de salud  
<sub>5</sub> Visita social/recreativa  
<sub>6</sub> Asuntos personales/mandados  
<sub>7</sub> Escuela/college (nombre: \_\_\_\_\_)  
<sub>8</sub> Servicios sociales  
<sub>9</sub> Otro (¿dónde? \_\_\_\_\_)

### 3. ¿Dónde queda/se encuentra este lugar?

- <sub>1</sub> Bakersfield      <sub>2</sub> Weedpatch  
<sub>3</sub> Lamont      <sub>4</sub> Edison  
<sub>5</sub> Arvin  
<sub>6</sub> Other

... y uno de los siguientes

\_\_\_\_\_  
(1) Dirección de la calle

o

\_\_\_\_\_  
(2) Punto de referencia (como Walmart o Weedpatch Market)

o

\_\_\_\_\_  
(3) Calles que cruzan (por ejemplo, Main St. y Panama St.)

### 4. ¿Cómo llegó a la parada del autobús para subirse a este autobús? (✓ marque uno)

- <sub>1</sub> Caminé (¿cuántos minutos? \_\_\_\_\_)  
<sub>2</sub> Por bicicleta  
<sub>3</sub> Manejé solo luego me estacioné  
<sub>4</sub> Manejé/vine con otra persona  
<sub>5</sub> Usé la silla de ruedas (¿cuántos minutos? \_\_\_\_\_)  
<sub>6</sub> Transferí/Cambié desde  
<sub>a</sub> Otra ruta de Kern Regional Transit (¿cual ruta? \_\_\_\_\_)  
<sub>b</sub> Lamont Community Fixed-Route or Dial-A-Ride  
<sub>c</sub> Arvin Transit  
<sub>d</sub> GET (¿cual ruta? \_\_\_\_\_)  
<sub>e</sub> Otro sistema de autobús (¿cuál? \_\_\_\_\_)  
<sub>7</sub> Otro \_\_\_\_\_

## Punto de llegada

### 5. En este momento – ¿A dónde va ahora? (✓ marque uno)

- <sub>1</sub> Casa  
<sub>2</sub> Trabajo  
<sub>3</sub> De compras  
<sub>4</sub> Médico/cuidado de salud  
<sub>5</sub> Visita social/recreativa  
<sub>6</sub> Asuntos personales/mandados  
<sub>7</sub> Escuela/college (nombre: \_\_\_\_\_)  
<sub>8</sub> Servicios sociales  
<sub>9</sub> Otro (¿dónde? \_\_\_\_\_)

### 6. ¿Dónde queda el lugar al que va ahora?

- <sub>1</sub> Bakersfield      <sub>2</sub> Weedpatch  
<sub>3</sub> Lamont      <sub>4</sub> Edison  
<sub>5</sub> Arvin  
<sub>6</sub> Other

... y uno de los siguientes

\_\_\_\_\_  
(1) Dirección de la calle

o

\_\_\_\_\_  
(2) Punto de referencia (como Walmart o Weedpatch Market)

o

\_\_\_\_\_  
(3) Calles que cruzan (por ejemplo, Main St. y Panama St.)

### 7. ¿Cómo va a llegar de la parada del autobús a su lugar de destino? (✓ marque uno)

- <sub>1</sub> Mi viaje será terminado cuando me baje de este bus  
<sub>2</sub> Caminando (¿cuántos minutos? \_\_\_\_\_)  
<sub>3</sub> Por bicicleta  
<sub>4</sub> Manejando solo luego me estacionaré  
<sub>5</sub> Manejando/yendo con otra persona  
<sub>6</sub> Usando la silla de ruedas (¿cuántos minutos? \_\_\_\_\_)  
<sub>7</sub> Transfiriendo/Cambiando a  
<sub>a</sub> Otra ruta de Kern Regional Transit (¿cual ruta? \_\_\_\_\_)  
<sub>b</sub> Lamont Community Fixed-Route or Dial-A-Ride  
<sub>c</sub> Arvin Transit  
<sub>d</sub> GET (¿cual ruta? \_\_\_\_\_)  
<sub>e</sub> Otro sistema de autobús (¿cuál? \_\_\_\_\_)  
<sub>8</sub> Otro \_\_\_\_\_

Continúa



## Díganos un poco acerca de usted

Para propósito de clasificación solamente:

8. ¿Cuántas veces usted usa los servicios de bus? (✓ marque uno)

- <sub>1</sub> Esta es mi primera vez  
<sub>2</sub> Menos de una vez por semana  
<sub>3</sub> 1-2 días por semana  
<sub>4</sub> 3-4 días por semana  
<sub>5</sub> 5+ días por semana

9. ¿Cómo habría hecho usted este viaje, si usted no hubiera podido viajar en el bus? (✓ marque uno)

- <sub>1</sub> No hubiera podido hacer el viaje  
<sub>2</sub> Manejaría mi carro  
<sub>3</sub> Conseguir alguien quien me lleve  
<sub>4</sub> En bicicleta  
<sub>5</sub> Caminando  
<sub>6</sub> Taxi  
<sub>7</sub> Otro: \_\_\_\_\_

10. ¿Cuántos vehículos (carros, camionetas) hay en su casa? (✓ marque uno)

- <sub>0</sub> Ninguno <sub>3</sub> Tres  
<sub>1</sub> Uno <sub>4</sub> Cuatro  
<sub>2</sub> Dos <sub>5</sub> Cinco o más

11. ¿Cómo pago por el viaje? (✓ marque uno)

- <sub>1</sub> Tarifa de Adulto  
<sub>2</sub> Tarifa para discapacitados/adultos mayores  
<sub>3</sub> Tarifa para jóvenes  
<sub>4</sub> Tiquete para Kern Regional Transit  
<sub>5</sub> Otro: \_\_\_\_\_

12. ¿Qué mejoras podría hacer para que usted decida usar nuestros servicios más seguido? (✓ marque no más de tres opciones)

- <sub>1</sub> Más frecuencia en el servicio  
 (¿Con qué frecuencia? \_\_\_\_\_)  
<sub>2</sub> Servicio más temprano en la mañana  
 (empezando desde: \_\_\_\_\_)  
<sub>3</sub> Servicio más tarde (hasta las \_\_\_\_\_)  
<sub>4</sub> Más servicio los Sábados  
<sub>5</sub> Más servicio los Domingos  
<sub>6</sub> Conexiones fáciles a buses por otras agencias de tránsito  
<sub>7</sub> Que el servicio se preste a tiempo  
<sub>8</sub> Servicio a: \_\_\_\_\_  
<sub>9</sub> Otro: \_\_\_\_\_

13. Por favor de una calificación de nuestro servicio para cada uno de las siguientes:

	Excelente	Bueno	Regular	Pobre	No Opinión
a. Servicio a tiempo	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
b. Frecuencia en el servicio	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
c. Cortesía del conductor	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
d. Información acerca de las rutas	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
e. Limpieza del vehículo	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
f. El sistema es fácil de entender	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
g. Tarifas (costo)	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>
h. Todo el servicio	<input type="checkbox"/> <sub>1</sub>	<input type="checkbox"/> <sub>2</sub>	<input type="checkbox"/> <sub>3</sub>	<input type="checkbox"/> <sub>4</sub>	<input type="checkbox"/> <sub>5</sub>

14. ¿Es usted?

- <sub>1</sub> Hombre  
<sub>2</sub> Mujer

15. ¿Cuántos años tiene?

- <sub>1</sub> 6-17  
<sub>2</sub> 18-25  
<sub>3</sub> 26-39  
<sub>4</sub> 40-61  
<sub>5</sub> 62+

16. ¿Cuál es su ingreso total (por todos los que viven en su casa):

- <sub>1</sub> Menos de \$15,000  
<sub>2</sub> \$15,001-35,000  
<sub>3</sub> \$35,001-50,000  
<sub>4</sub> \$50,001-100,000  
<sub>5</sub> Más de \$100,001

17. ¿Esta usted? (✓ marque más de uno si fuese necesario)

- <sub>1</sub> Trabajando tiempo completo  
<sub>2</sub> Trabajando medio tiempo  
<sub>3</sub> No esta trabajando en este momento  
<sub>4</sub> Estudiante  
<sub>5</sub> Retirado  
<sub>6</sub> Turista o visitante en el área

## Comentarios/Sugerencias

18. Por favor haga cualquier comentario o sugerencia que usted tenga sobre el servicio de autobús de Kern Regional Transit.

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Gracias por participar en esta encuesta. Sus respuestas nos ayudarán a mejorar el servicio de Kern Regional Transit.

# APPENDIX B

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## STAKEHOLDER LIST AND MATERIALS



## Appendix B. Stakeholder List and Materials

### **Stakeholder List**

Alan Christensen  
City Manager  
City of Arvin

Marvin Williams  
Transit Manager  
City of Arvin

Karen Davis, Amalia Leal, and Luis Carmona  
Coordinators  
Arvin Collaborative

Debbie Johnston  
Executive Director  
Fairfax/Brundage Neighborhood Partnership

Jennifer Wood-Slayton  
Project Director  
Lamont Collaborative

Sergio Reyes  
Chief of Staff  
Supervisor Michael Rubio's Office

Esther Torres  
Staff Member  
Supervisor Don Maben's Office

Lee Thomas  
Program Coordinator  
Turning Point of California

Camila Chavez  
Executive Director  
Dolores Huerta Foundation

## Arvin/Lamont/Bakersfield Corridor Transportation Development Plan DRAFT Stakeholder Questions

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Kern COG is leading a regional transit planning effort for the Arvin/Lamont/Weedpatch area. The expected outcome is an evaluation of existing transit services, along with a service plan focusing on enhancing local services and connections to Bakersfield.

Nelson\Nygaard Associates has been retained by Kern COG to prepare the Transportation Development Plan. As we undertake this study, we are interested in gaining input from each transit operator, local organizations, political leaders and other agency representatives.

The questions on this outline cover a broad range of issues, some of which may not be relevant to you or your organization. The purpose of this outline is to provide general guidance for our discussion. Individuals can speak to us in confidence. Any quoting of outcomes will be done anonymously. Our main purpose is to allow individuals to speak freely about their concerns so we can initiate this project with a broad understanding of issues and priorities for a comprehensive plan for the area.

1. Tell us about your agency/organization/position, your role in providing/utilizing transportation services, and why you would be a stakeholder in this study.
2. What do you think are the three major strengths and weaknesses of the other transit service(s) in your community?
3. What do you see as the major transportation needs in Arvin, Lamont, and Weedpatch? What are the primary transit related concerns that you have/hear from your riders, clients or constituents?
4. What are the top three priorities in the short-term (within next five years) for rural transit services in the area?
5. What do you see as the major constraints to enhancing local and regional transit services?
6. How do you think the general public feels about public transit services in the area? Are they informed of their options?
7. Do you have suggestions for integrating services and coordination with regional agencies that are already providing transportation services?
8. What would need to be the necessary elements of this transit plan for you to support it?
9. What haven't we covered that's important to you?
10. Any other comments, questions or concerns?

## Arvin/Lamont/Bakersfield Corridor Transportation Development Plan Stakeholder Survey

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Kern COG is leading a regional transit planning effort for the Arvin/Lamont/Weedpatch area. The expected outcome is an evaluation of existing transit services, along with a service plan focusing on enhancing local services and connections to Bakersfield.

As transit users and community stakeholders, your opinions are very important. Please complete the following survey and return to Jennifer Wood-Slayton.

1. Do you currently use transit service in Lamont and Weedpatch?

Yes

No

2. If yes, which services?

Kern Regional Transit routes to Bakersfield

Lamont Community Fixed-Route

Lamont Dial-A-Ride

Arvin Transit

Other (please specify): \_\_\_\_\_

3. Do you represent people who use transit in the area?

Yes

No

4. If you represent transit users, what issues do you hear from them about transit service in the area? If you ride transit, what are your major issues with transit in the area?

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5. Where are the primary destinations you and/or your clients need to access via transit?

- Locations in Lamont
- Locations in Arvin
- Locations in Weedpatch
- Bakersfield College
- Other (please specify):
- Kern Medical Center
- Downtown Bakersfield
- Edison
- Wal-Mart in Bakersfield

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6. What are the primary transit improvements you would like to see in the next five years? (Choose up to three)

- More frequent service to Bakersfield
- Service to rural areas outside of Lamont and Weedpatch  
(Please specify: \_\_\_\_\_)
- Better connectivity between intercity services
- Better dial-a-ride response time
- Simpler routing and schedules
- More Saturday service
- More Sunday service
- Pre-paid bus passes
- Transfers between operators like GET, KRT, and Arvin Transit
- Bus stop improvements like benches and shelters
- Other (please specify): \_\_\_\_\_

7. If you have any other comments or concerns about transit services in the area, please use the space below.

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Thank you for your time!