

Kings County Online Community Survey Results

SURVEY METHODOLOGY

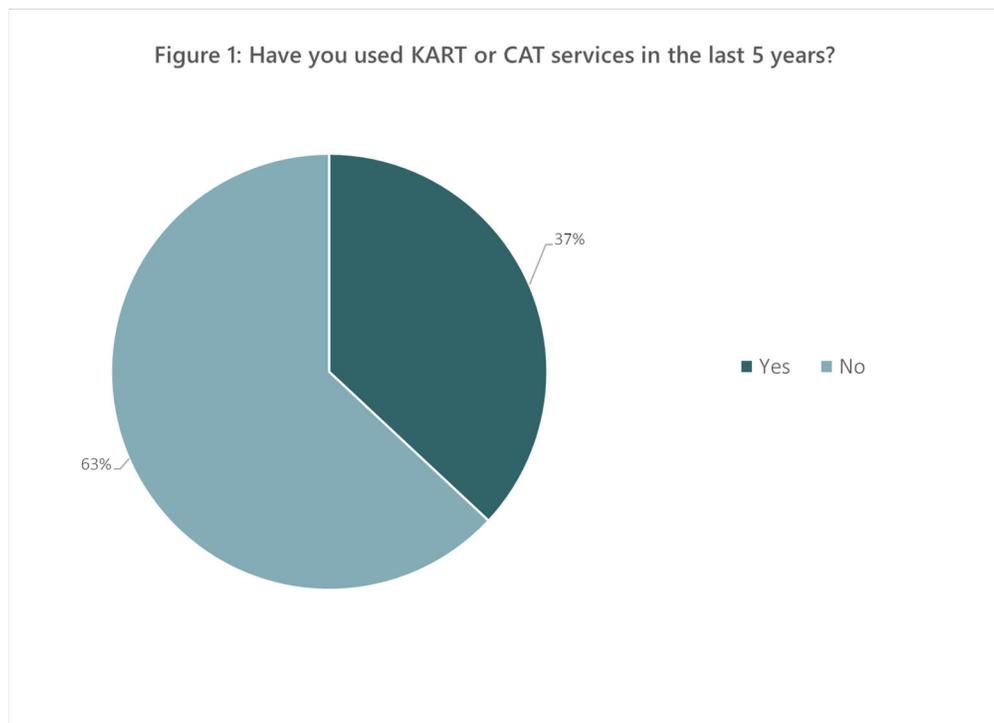
As part of an effort to obtain input from Kings County residents and stakeholders, an online community survey was created. The survey was developed with input from the Kings County Association of Governments (KCAG) staff and then distributed as widely as possible. The survey asked respondents to answer a series of questions about their personal and household transportation needs and experiences. The survey was available online for approximately four weeks (from August 6th, 2020 through September 1st, 2020) and is included at the end of this appendix.

SURVEY ANALYSIS

A total of 95 survey responses (92 in English, 3 in Spanish) were received and the results are discussed in the following section.

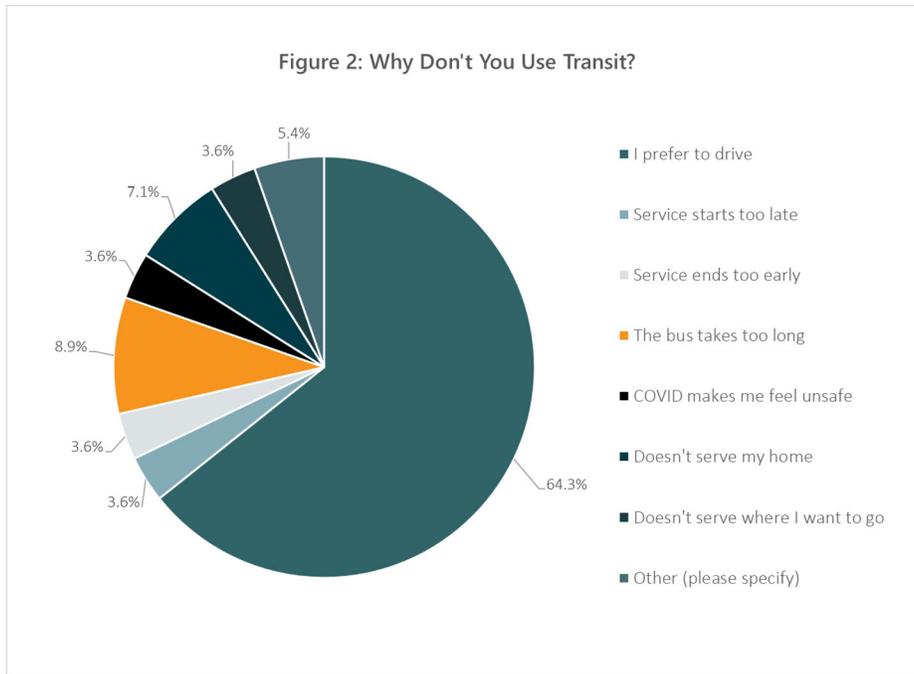
Have You Used KART or Cat Services in the Last 5 Years

Respondents were asked whether or not they have used transit services in the last 5 years. As shown in Figure 1, 63 percent have not used either of these services and 37 percent have used KART or CAT in the last five years.



Why Don't You Use Transit

Of the 60 people who responded that they have not used KART or CAT services in the past five years, the survey asked why not. As indicated by Figure 2, more than half (64.3 percent) stated that they simply prefer to drive. Other reasons included buses taking too long (8.9 percent), lack of service near their home (7.1 percent), services starting too late in the day (3.6 percent), and service not running late enough (3.6 percent).



Another 5.4 percent stated that they had other reasons as to why they do not use KART or CAT services. These reasons included that they were unable to locate route and schedule information and that they have been able to find vanpool services to meet their needs instead.

Transit Does not Serve My Home or Destination

Of the six respondents who indicated that current services do not meet their pick-up or destination needs, those surveyed mentioned that they could not receive service at their home in Visalia, Hanford, Kingsburg, and Oxnard. When asked what destinations are not being served, Fresno and Coalinga were identified.

Transit Service Improvements

The survey differentiated between those who have used KART or CAT services over the past five years and those who have not. These two separate set of respondents are in further detail described below.

Current Transit Users

When asked how current riders would improve the existing system, most indicated some form of expanding service area and/or modifying the schedule. These requests included providing longer service on the weekends (primarily Sundays) and continuing to better serve the communities of Avenal, Corcoran, Hanford, and Lemoore. One respondent stated that weekend services to Amtrak should be considered. Increases to service frequency was also indicated in relation to overall transit speed being an issue for some users.

Non-Users

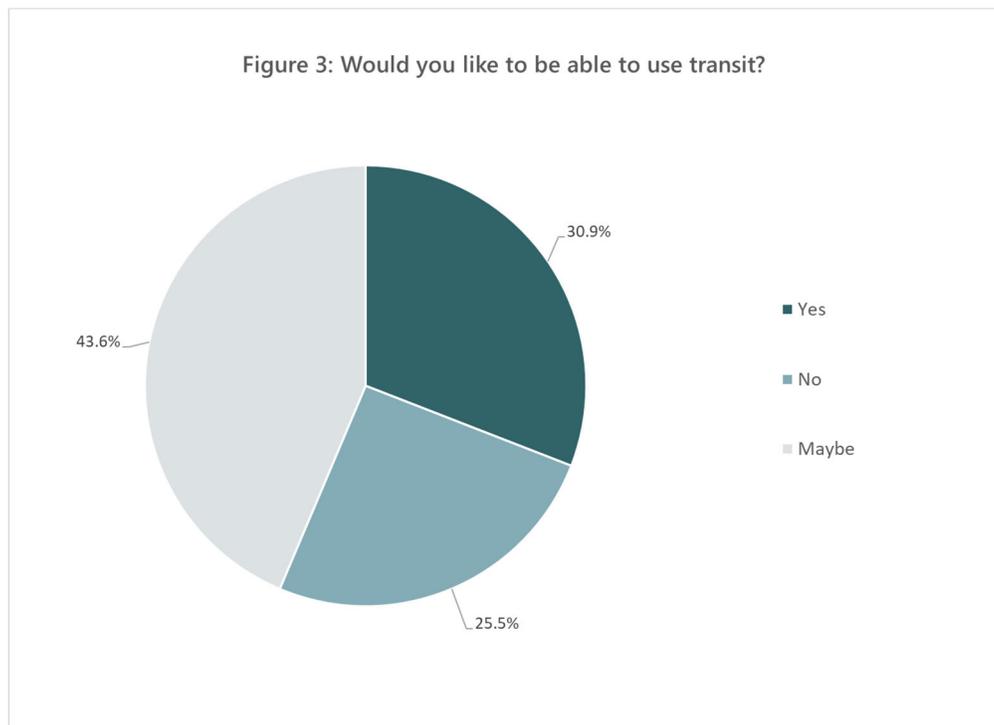
Comments made by those who do not currently use transit are shown in Table 1. Similar to current riders' responses, many indicated expanding service and schedule as an improvement they'd like to see. Some of these recommendations included earlier weekday service for commuters, Sunday service, services to Coalinga. Other requests included increasing the frequency of services (10.7 percent), improvements to bus stops and facilities (7.1 percent), and further implementation of express and flex routes (7.1 percent).

Comments	#	%
Expand service area and schedule	8	28.6%
Implementation of express routes	2	7.1%
Improvements to buses and facilities	2	7.1%
Increase affordability	1	3.6%
Increase frequency of service	3	10.7%
Increase routes in Avenal	1	3.6%
Increased marketing of services	2	7.1%
Later weekend schedule	1	3.6%
Increase DAR options	1	3.6%
Increase service speed	2	7.1%
Improve cleanliness	2	7.1%
Later weekend schedule	1	3.6%
Increase DAR options	1	3.6%
Improvements to Safety	1	3.6%

Source: LSC Transportation Consultants, Kings County Survey, 2020

Would You Like to Use Transit Services?

Of those who currently do not use KART or CAT, the survey asked if they would like to be able to use transit in the future. Figure 3 indicates that 43.6 percent might like to use transit (maybe), 30.9 percent would like to use transit (yes), and 25.5 percent would not like to use transit (no).



Which Services Do You Use?

Of those who use KART and CAT services (Table 2), 28 percent use the KART Hanford routes, followed by Lemoore routes (19.5 percent), and the Corcoran and Hanford routes (9.8 percent respectively). No one indicated using the KART ADA Paratransit services.

Table 2: Which Transit Services Do You Use?

Transit Service	Use
KART Hanford Routes	28.0%
KART Lemoore Routes	19.5%
KART Corcoran Route	9.8%
KART Hanford FlexRoute	9.8%
KART Lemoore FlexRoute	8.5%
Corcoran Area Transit (CAT)	7.3%
KART Avenal Route	4.9%
KART Fresno Route	4.9%
KART Visalia Route	2.4%
KART Laton Route	2.4%
None of the above	1.2%
Other (please specify)	1.2%
KART ADA Paratransit	0.0%

Source: LSC Transportation Consultants, Kings County Survey, 2020

Additional Comments

At the end of the questionnaire, respondents were asked to provide additional comments about the transportation service they would like to see whether they currently use transit. Out of 95 total survey responses received, 17 respondents chose to provide additional comments. These comments ranged from general support of public transportation to specific feedback. These requests included expansion of existing services within Avenal and Corcoran, partnering with adjacent agencies to provide services to Coalinga, and running earlier and later services.