

**Kings County Association of Governments
City of Corcoran Fixed-Route Transit Study
Corcoran Area Transit Rider Survey Summary**

The Corcoran Area Transit (CAT) Rider Survey asked respondents about travel habits and common destinations. Thirteen surveys were received from CAT riders.

The majority of CAT riders (69 percent) said they did not transfer to or from another bus or rail service. Most riders (75 percent) use cash, though one rider cited use of a token.

Riders use CAT for a variety of reasons. 23 percent said they were traveling for recreational or social purposes. 15 percent each cited work, shopping, and errands. Only one rider cited traveling to access medical services.

Riders were a mix of new and long-term. 39 percent said they had ridden CAT for five years or longer, while another 31 percent had been riding for less than one year. 62 percent ride CAT three or more days per week.

42 percent of CAT riders use another bus or rail service in Kings County. KART was the most frequently cited option.

CAT riders were asked to rate the services they received as Excellent, Good, Fair, and Poor. By assigning a number value to each rating (Excellent = 4; Poor = 1), mean ratings for each attribute were calculated.

Attribute	Mean Rating
Service on the day of surveyed trip	3.31
Courtesy of driver	3.62
Safe operation of vehicle	3.75
Cleanliness of vehicle	3.67
Runs on schedule	3.00
Reasonableness of fares	2.50
Information provided to customers	3.17
Frequency of service	2.92
Overall service	3.33

The most highly rated attributes were *safe operation of vehicle, cleanliness of vehicle, and courtesy of driver*. The lowest-rated attributes were *reasonableness of fares, frequency of service, and runs on schedule*.

Riders were asked to select the potential service improvements that were most important to them, and could indicate up to three items. *Later/longer hours* was the most common selection (46 percent), followed by *improve on-time performance/reliability* and *lower fares* (38 percent each). In addition, 23 percent of respondents selected *more buses/increased frequency, real-time bus tracking, other fare options, and weekend service*. 62 percent of respondents indicated they would ride more often if their desired improvement was made.

54 percent of respondents said they would walk if CAT were not available, while 15 percent said they would not make their trip. None of the respondents cited driving themselves as an alternative.

The typical respondent is age 45 or older, retired or unemployed, identifies as Hispanic/Latino, speaks English very well, and does not have ready access to a personal vehicle.

**Kings County Association of Governments
City of Corcoran Fixed-Route Transit Study
KART Route 13 and Amtrak Rider Survey Summaries**

The KART Route 13 and Amtrak Rider Surveys asked respondents about travel habits and common destinations. Twenty-two surveys were received from KART riders. Thirty-nine responses were received from Amtrak riders.

KART Route 13 survey

- KART Route 13 riders generally boarded the bus at the KART Transit Center in Hanford or the Corcoran Depot. Three respondents were traveling to the State Prison in Corcoran.
- The majority of KART Route 13 riders (68 percent) said they transferred to or from another bus or rail service. 55 percent transferred in Hanford, while 46 percent transferred in Corcoran. This indicates some riders had more than one transfer during their Route 13 trip.
- 68 percent of KART Route 13 riders use the service at least three days per week. Work (32 percent) and school (50 percent) were the most common types of trips. 73 percent said they would be likely to use a fixed-route bus service operating in Corcoran.
- Respondents were provided with the opportunity to submit comments. Three respondents expressed appreciation for the service. Three additional respondents expressed an interest in earlier or more frequent travel between Hanford and Corcoran.
- The typical respondent was age 44 or younger, lives in Corcoran, and speaks English.

Amtrak survey

- The majority of surveyed Amtrak riders boarded the train in Corcoran (74 percent). Hanford was the most common destination (54 percent).
- 21 percent of riders transferred to/from a bus in Hanford, while 13 percent transferred to/from a bus in Corcoran.
- 72 percent of respondents ride Amtrak to or from Corcoran two days per week or less. Only 15 percent ride five days per week or more.
- Work (26 percent), school (21 percent), and healthcare/medical (18 percent) are the most common trip purposes.
- 67 percent of respondents said they would be likely to use a fixed-route bus service operating in Corcoran.
- Respondents were provided with the opportunity to submit comments. Three expressed appreciation for the Amtrak service. Others requested more luggage space, better information, cleaner restrooms, and 24/7 access to the train station.
- The typical respondent was between ages 18-61, speaks English at home, and lives in Corcoran.