

**APPENDIX D: WEST HILLS COMMUNITY COLLEGE, LEMOORE  
CAMPUS – ONLINE SURVEY RESULTS AND ANALYSIS**

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## WEST HILLS COMMUNITY COLLEGE, LEMOORE CAMPUS ONLINE SURVEY RESULTS AND ANALYSIS

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### West Hills Community College Survey Results

West Hills Community College (WHCC) offers academic programs for students at multiple campuses in the Central Valley region of California. The Lemoore campus of WHCC is a major transit trip generator in Kings County; it is one of the largest employers in the county and thousands of students are enrolled. In late January and early February of 2022, students were given the opportunity to take an online survey about their transit needs and how they utilize KART services. The survey was developed by LSC Transportation Consultants in coordination with WHCC staff and administered by WHCC using SurveyMonkey.com. The results of the survey effort are provided in this appendix, with highlights provided in the text of the KART Hanford Fixed Route Study.

The surveys included up to 30 questions in multiple choice, short-answer, or comment format. The survey used logic format to direct respondents to questions as they pertained to each student (for example, KART transit users and nonusers). Additionally, some respondents provided multiple answers to the same question (per instructions). The number of answers per question therefore varies.

A total of 127 students participated in the survey. For questions about the transit system and ridership, answers were analyzed by whether or not the respondent used KART transit services in the local region; 76 individuals reported that they ride KART buses and 51 individuals said that they do not. Results by question are presented below.

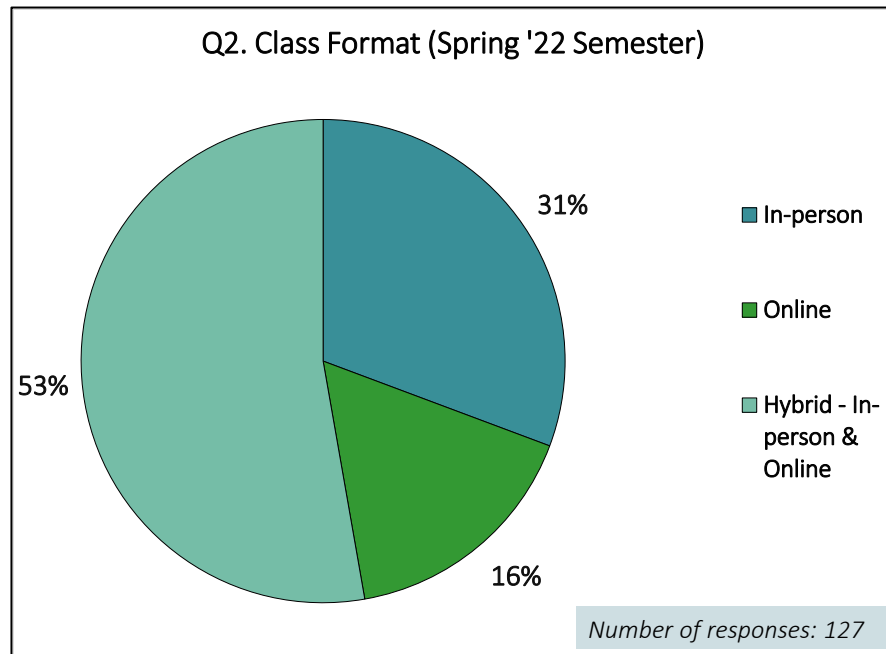
**Q1. West Hills Community College enrollment status (125 responses):** Most of the survey respondents detailed their enrollment status. 123 individuals said they were enrolled students at West Hills Community College, while 2 individuals were just taking classes and not in an academic program. Over half of the respondents (54 percent) are enrolled in more than 12 units at the college.

**Q2. Learning mode/format in Spring 2022 (127 responses):** In the spring of 2020, most schools, colleges, and universities across the country switched to a remote learning structure so that students and staff could stay at home and maintain social distance during the COVID-19 pandemic. As vaccines were approved and the general population became vaccinated, educational institutions began to resume in-person instruction as it was deemed safe. The WHCC students who were surveyed were asked how they were attending classes during the Spring 2022 semester. The breakdown of learning modes was similar between those students who use KART services and those who do not, with a slightly greater number of students who do not use

KART learning fully online. Most students said they were attending classes in a hybrid model of in-person classes and online (53 percent).

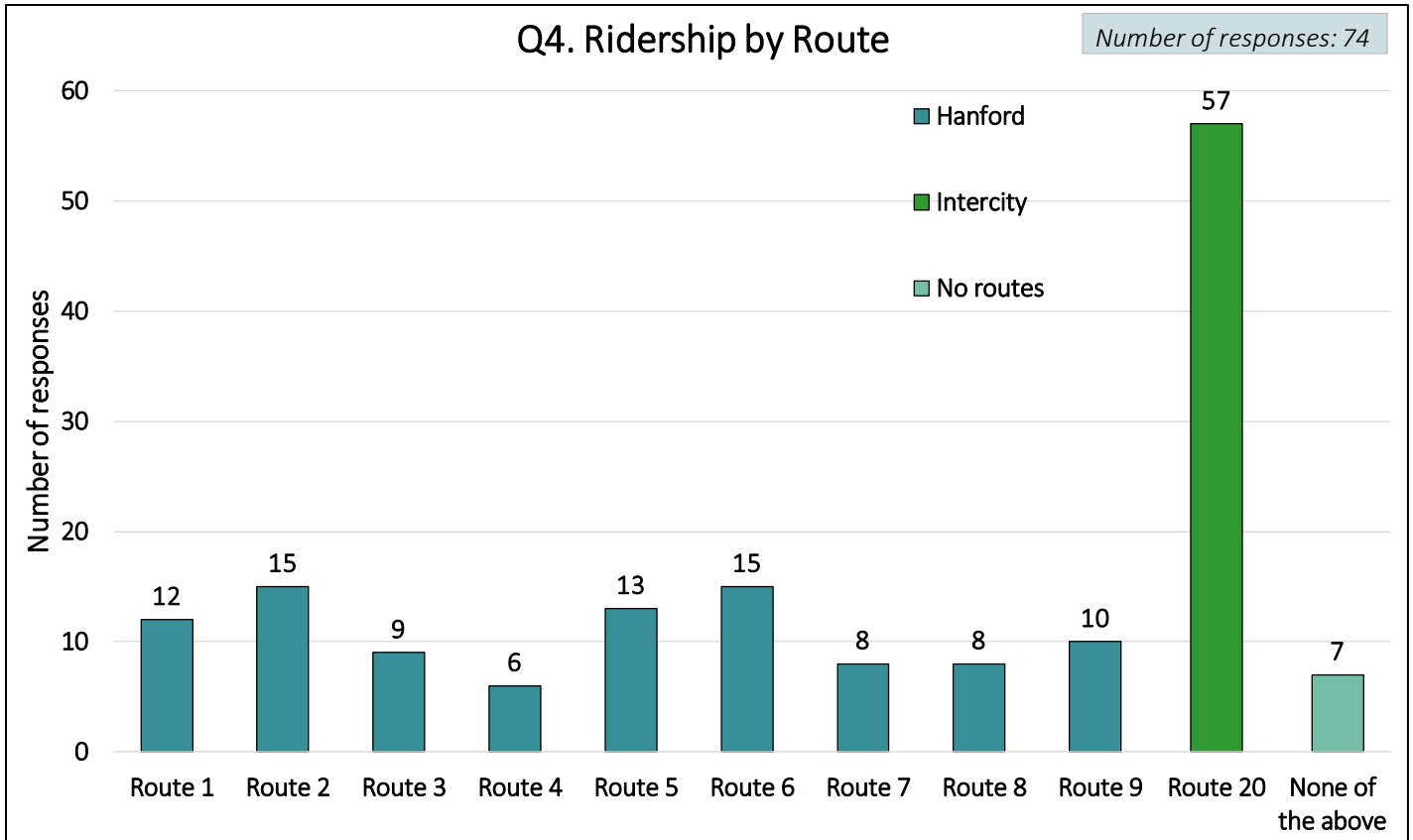
**Q3. Have students used KART transit services within the region (127 responses):**

As stated previously, students were asked to identify whether or not they used KART services. 72 students said that they had used KART transit services, 48 said they had not, and 7 said they were unsure. If a student who said “Unsure”



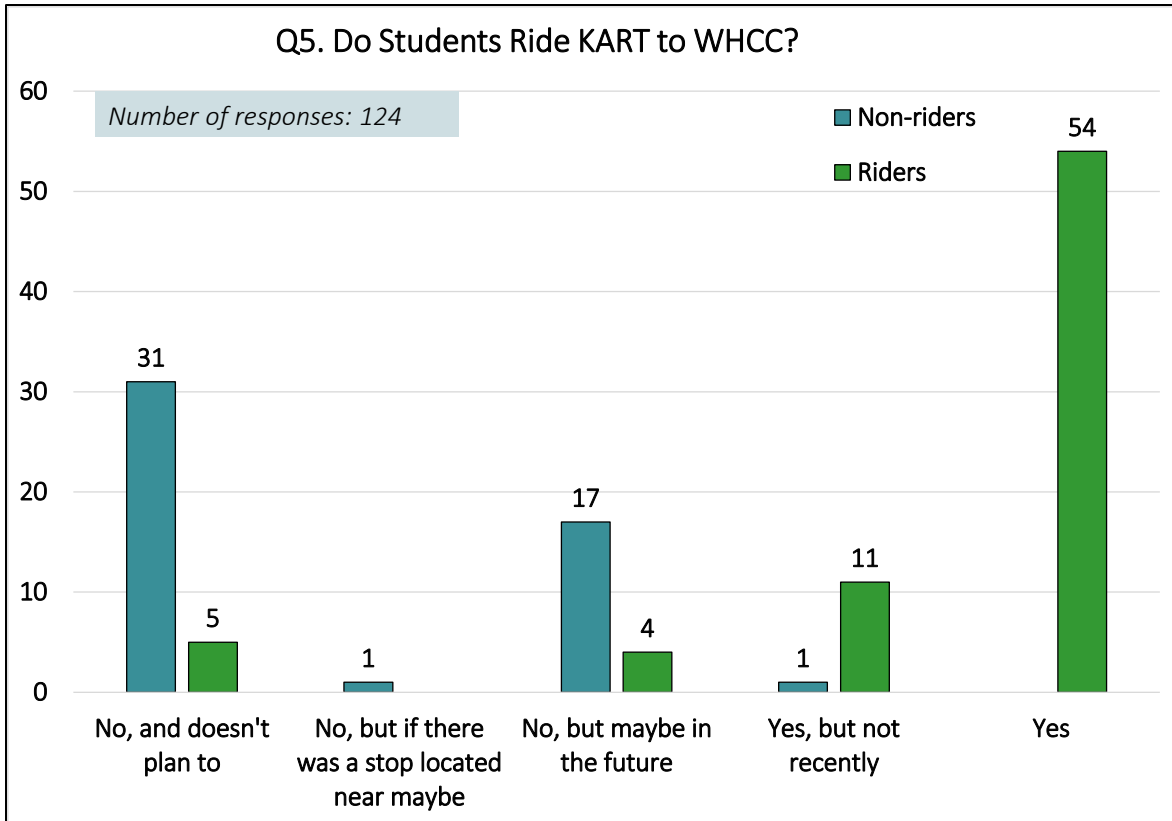
to this question then later in the survey listed a KART route that they either use or had used, the student was considered to be a transit rider similarly to everyone who answered “Yes” to this question. After analyzing the “Unsure” answers, it was determined that 76 students were transit riders, and 51 students were not transit riders.

**Q4. Ridership by route (74 responses):** Those students who responded that they do use KART transit services were asked which routes they either ride or have used in the past. As the WHCC campus is located in Lemoore, it is not surprising that over three-quarters (77 percent) of the respondents said that they rode Route 20, which is the intercity route between Hanford and Lemoore. Out of the Hanford local routes, the most commonly used route among the WHCC students were Route 2 (20 percent), Route 6 (20 percent), and Route 5 (18 percent). 7 individuals did not specify any route.

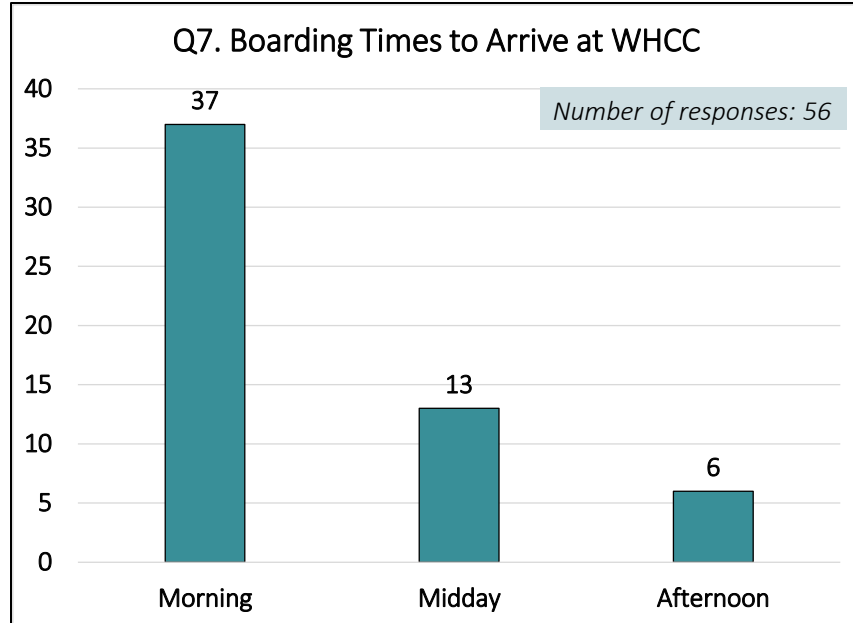


**Q5. Do students use KART transit services to get to WHCC in Lemoore (123 responses):** In order to better understand how students use KART services, students were asked if they ride KART to get to the WHCC campus in Lemoore. To try and anticipate whether these ridership patterns might change, students were also asked to specify whether they may use KART to get to the college in the future. Of the students who reported that they use KART, 72 percent use KART to get to WHCC. Over 12 percent said that they do not ride the bus to the college even though they use public transit at other times, but 5 percent said they might ride the bus to WHCC in the future. More than 60 percent of those students who do not ride KART buses said that they don't use the bus to get to the college and don't plan to, but 34 percent said that they might be willing to ride the bus to WHCC in the future.

**Q6. How do students get to the bus stop when riding KART buses to the WHCC campus? (55 responses):** Most students who ride KART to campus walk to get to the bus stop (82 percent). A significant number of people get a ride to and from the bus stop (13 percent). Only two people said they drive to the bus stop alone, one person said they bicycle, and one person said they ride the train before walking to the bus stop.



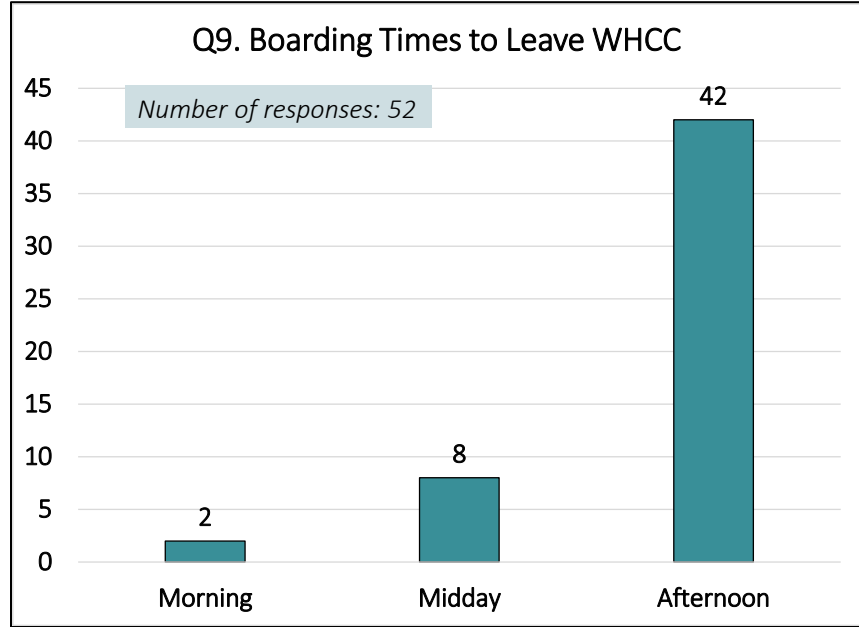
**Q7 & Q9. Boarding times (56 responses) and alighting times to and from campus (52 responses):** The students who ride KART buses to and from WHCC were asked what times they ride the bus to campus and what time they take the bus to leave campus. Results are summarized by morning (between beginning of service and 10 AM); midday (10 AM and 2 PM) and afternoon (after 2 PM



until the end of the service day). Respondents reported a wide range of times, but most said they board to get to campus sometime in the morning (66 percent). Most leave the campus on the bus in the afternoon (81 percent).

**Q8. Boarding locations (51 responses):**

Students who use KART transit services to get to WHCC recorded where they typically boarded the bus in order to get to campus. Most people board in Hanford (54 percent), and the second most frequent community to board was Lemoore (28 percent). In Hanford, 26 percent of students boarded at the KART Transfer Center and 11 percent boarded at the Amtrak station. In Lemoore, 29 percent of students boarded at the Best Buy, and 14 percent boarded at the Starbucks on Cinnamon Drive. Three of the four students who board the bus in Avenal boarded at the Circle K on Skyline Boulevard.



**Q8: Boarding Locations**

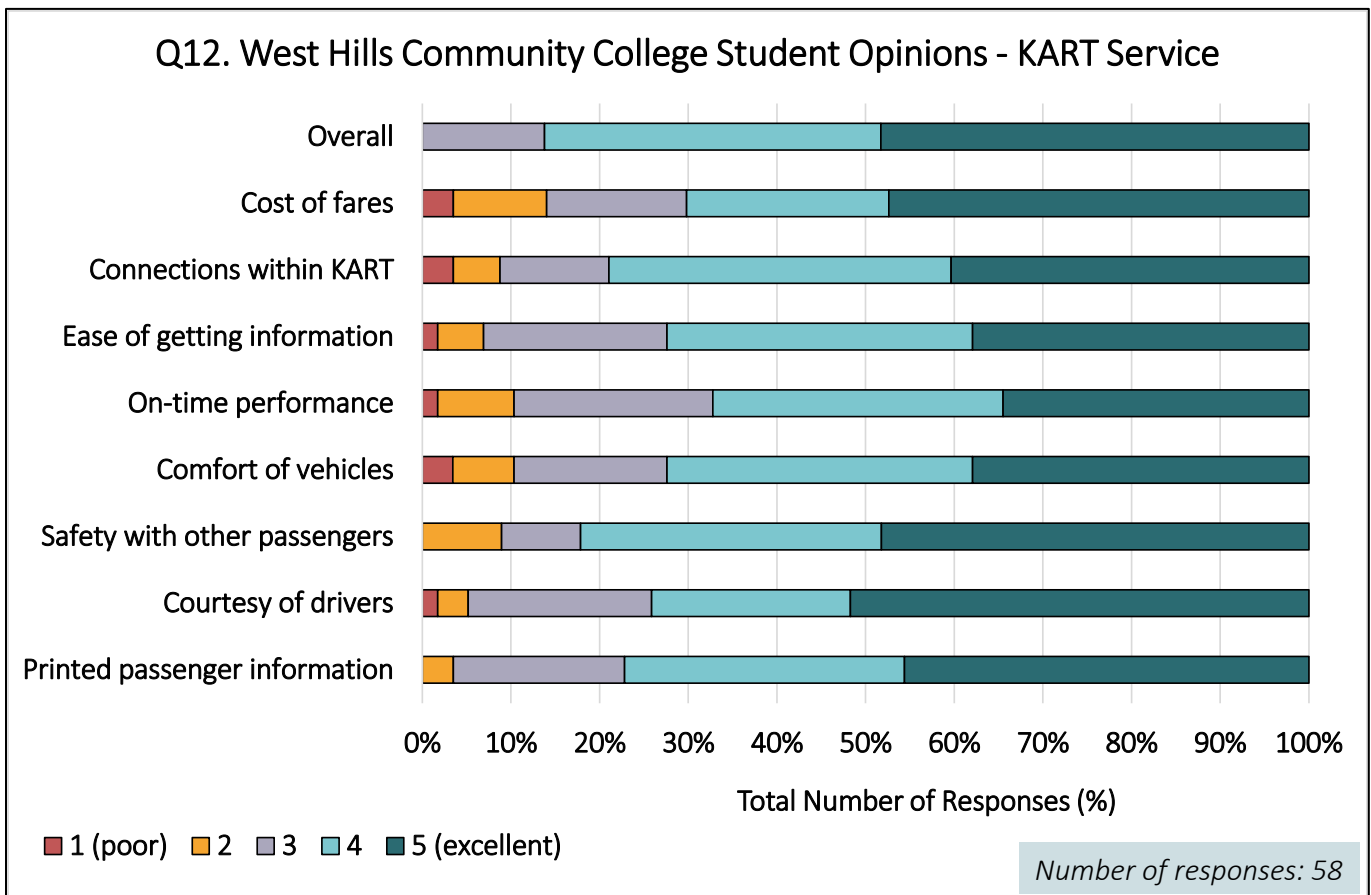
Hanford	27	54%
Lemoore	14	28%
Avenal	4	8%
Stratford	1	2%
Kettleman City	1	2%
Armona	1	2%
Unknown	2	4%
<b>Total responses</b>	<b>50</b>	<b>100%</b>

**Q10. Travel patterns to and from the WHCC campus in Lemoore (58 responses):** Most students who use KART to get to the WHCC campus in Lemoore ride the bus from their house to campus and from campus directly back to their house (57 percent). Over a quarter of students ride the bus both to and from the campus and to other locations. 9 percent ride the bus only to campus and 5 percent only ride the bus home.

**Q11. Payment methods for KART (58 responses):** Passengers have the opportunity to pay for a ride on KART transit services with cash or by purchasing a multiple ride pass. The WHCC students who ride KART use multiple forms of payment for the transit service, as shown in the adjacent table.

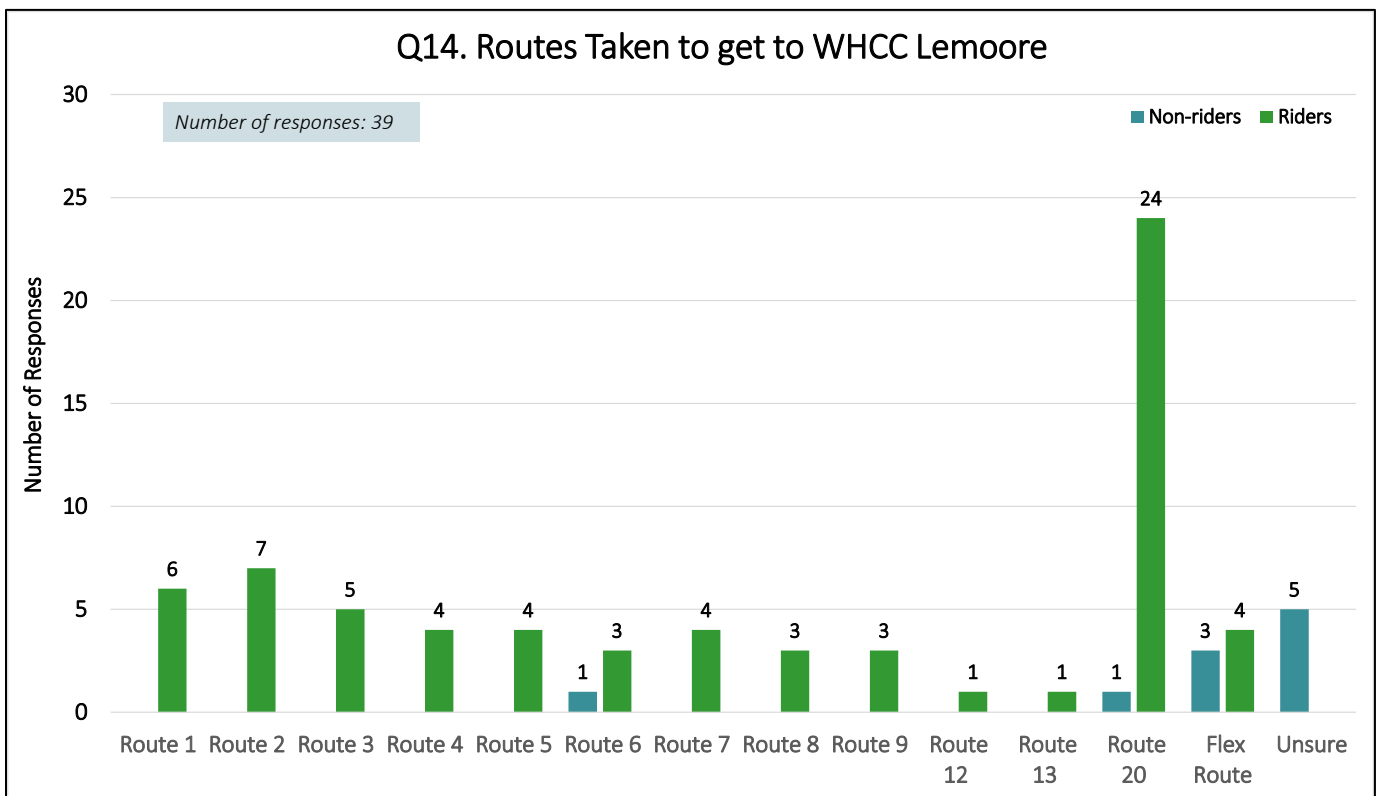
Q11: KART Payment Methods		
30-day pass	27	47%
Cash	24	41%
10-trip card	3	5%
1-day pass	1	2%
3-month pass	1	2%
Seasonal pass	2	3%
<b>Total responses</b>	<b>58</b>	<b>100%</b>

**Q12. Student opinions on different components of KART service (58 responses):** Students who ride KART transit services were asked to rate various service characteristics on a scale of 1 (poor) to 5 (excellent). In all, 76 percent of responses were ranked as 4 (good) or 5 (excellent), and the overall service ranked an average of 4.3. This is a slightly lower ranking compared to the results from the KART Hanford onboard survey, in which passengers ranked the overall service an average of 4.6. The highest ranked factors were the overall service (4.3) and safety with other passengers (4.2). Lowest ranked were the comfort of vehicles (4) and on-time performance (3.9).



**Q13. Transfer requirements to get to WHCC Lemoore (78 responses):** Respondents were asked if they have to complete a transfer when they ride KART to WHCC Lemoore. Out of the 18 students who do not normally ride KART and answered this question, 15 said that they were not sure if they would need a transfer and 2 said they don't have to transfer. For those students who normally ride KART, the number of students who needed to transfer in order to get to WHCC Lemoore was almost equal to those who do not; 26 students (43 percent) transfer to get to the campus and 29 (48 percent) do not.

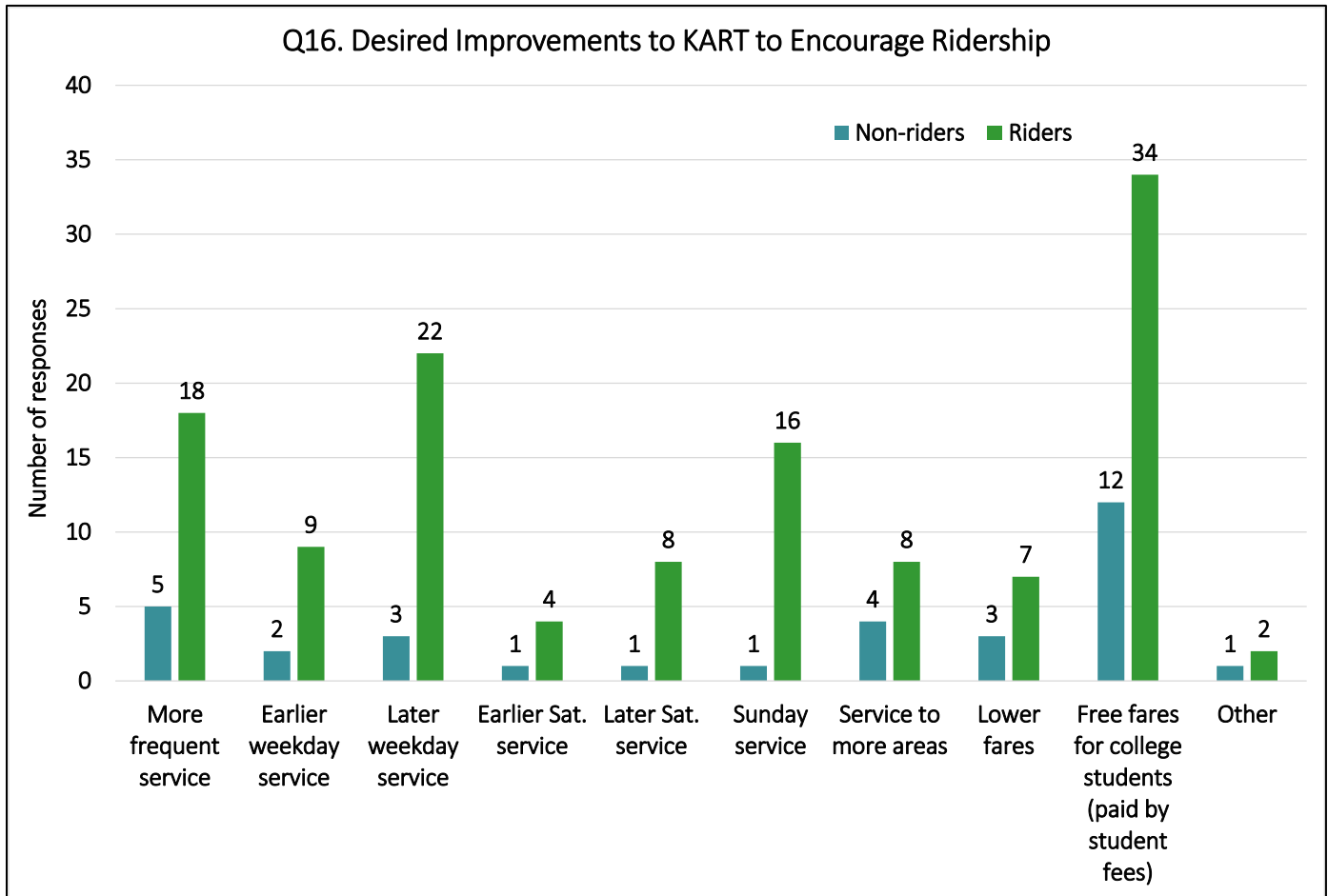
**Q14. Routes used to get to WHCC Lemoore – including transfers (39 responses):** Respondents were asked to identify all routes that are a part of their trip in order to get to WHCC Lemoore, including transfers. Not surprisingly, Route 20, the intercity route between Hanford and Lemoore, was the most common route that students use to get to campus (63 percent).



**Q15. How do students get information on KART transit services? (58 responses):** When asked what their primary source of information about KART is, the most popular answers for those students who reported they ride KART buses was to visit the KART website (90 percent) or to use the phone (66 percent). 41 percent said that they also get information about KART from WHCC Lemoore. The most common answer for the students who reported that they do not ride the bus was to get information on KART from WHCC Lemoore (74 percent).

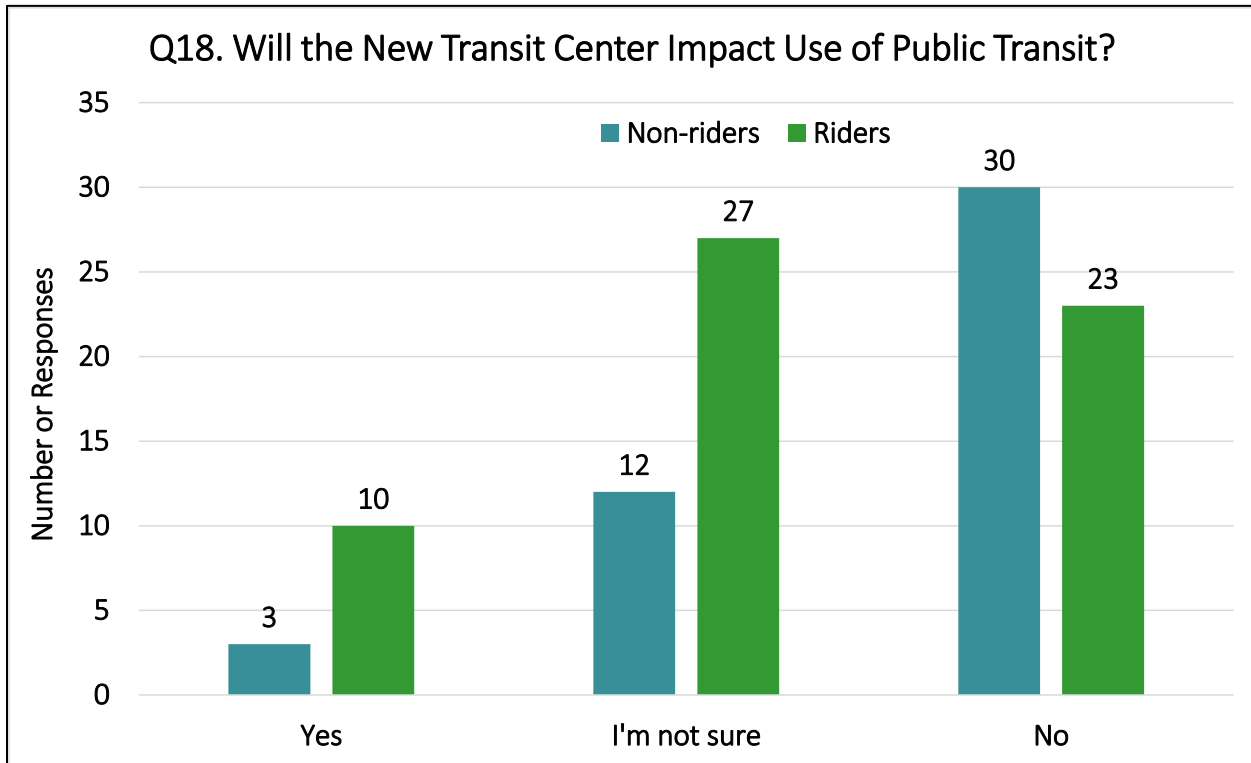


**Q16. Desired improvements to KART service to encourage more ridership (69 responses):** To try and determine potential service improvements that would encourage greater ridership by WHCC Lemoore students, survey respondents were asked which changes would influence them to ride KART buses more often. The most popular answer among both those students who already ride KART and those who do not was to have free fares for college students, paid for by a semesterly fee. The students who answered “other” said that they want improved on-time performance and to have lowered speaker volumes on the bus.

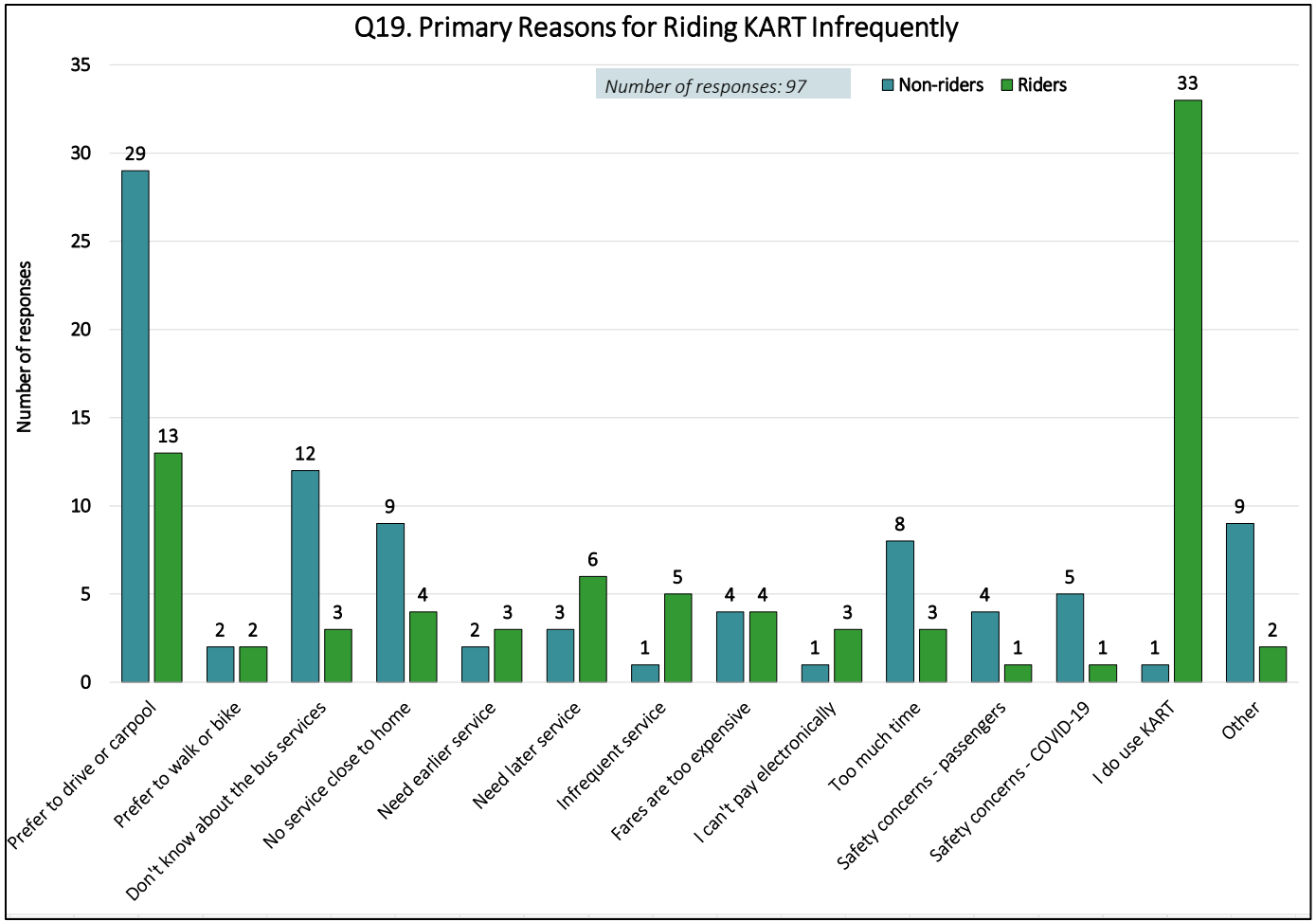


**Q17. Desired service areas (13 responses):** The respondents who said they would like to have service to more areas were asked to identify more specifically the location they meant. Two people did not provide clear answers to this question. One person asked for a stop in Tulare on Cross Street and Laspina, one person asked for a stop in Avenal near the Shell Station, and one person asked for service to the train station in Corcoran. One person asked for more service to Huron, generally. Three people asked for more service in Lemoore, specifically to WHCC and 1165 E Hanford Armona Road. Three people asked for more frequent service in Hanford, specifically in the neighborhood around the DMV, Douty Street, and Grangeville Boulevard.

**Q18. Impacts of new transit center on travel patterns (105 responses):** KART is in the midst of finalizing plans to construct a new transit center east of the current transit center. Respondents were asked if they anticipated any changes to their use of public transit due to this upcoming project. About one-half of the overall respondents said that their use of KART transit services would not change due to the new transit center (51 percent). Many respondents were simply not sure about the impacts of the transit center on their own travel patterns (37 percent).



**Q19. Reasons for using KART infrequently (97 responses):** In order to improve KART services and encourage increased WHCC student ridership, the survey respondents were asked if there are any specific reasons causing them to ride KART infrequently. The survey then listed reasons why someone may not use the public transit system often. Many people said that they simply prefer to drive or carpool (43 percent of the overall respondents). Other common reasons were people don't know enough about the available bus services (15 percent), there is no service close to the individual's home (13 percent), and that it takes too long to ride the bus (11 percent).



**Q20. Origin destinations (54 responses):**

Respondents were asked where they would normally start their trip to WHCC Lemoore in the scenario that service improvements were implemented and they were able to use KART to meet their transportation needs. The most common origin communities are included in the table. Communities with only one response, grouped together as “other” in the table, included Caruthers, Delano, Halls Corner, Kettleman City, Laton, Lindsay, Riverdale, Tulare, and Visalia. Popular locations in Hanford include stops along 11<sup>th</sup> Avenue (11.1 percent), stop along Lacey Boulevard (5.6 percent), and Hanford Avenue and Anacapa Avenue (3.7 percent). Popular locations in Lemoore included Bush Street and 19<sup>th</sup> Avenue (7.4 percent) and stops along Cinnamon Drive (9.3 percent).

Q20: Origin Destination (if KART Improvements Implemented)		
Hanford	21	39%
Lemoore	15	28%
Corcoran	5	9%
Stratford	1	2%
Avenal	3	6%
Other	9	17%
<b>Total responses</b>	<b>54</b>	<b>100%</b>

**Q21 & Q22. Arrival (64 responses) and departure times from WHCC Lemoore (53 responses):** If service improvements were implemented and students were able to take KART buses from their home to WHCC Lemoore, students were asked what time they would need to arrive to campus, as well as what time they would need to leave. These times are detailed in the following tables.

<b>Q21: Arrival Times at WHCC Lemoore</b>							
<b>Time</b>	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>	<i>Total</i>	<i>Percent</i>
7:00 AM	1	2	1	2	1	7	3%
7:30 AM	2	1	2	1	1	7	3%
7:40 AM	3	2	2	2	1	10	5%
7:45 AM	1	2	1	1	2	7	3%
8:00 AM	9	8	8	8	5	38	17%
8:15 AM	1	1	1	1	1	5	2%
8:20 AM	2		2			4	2%
8:30 AM	4	1	3	2	1	11	5%
8:40 AM		1				1	0%
8:45 AM	1	1	1	1		4	2%
9:00 AM	3	3	2	2	3	13	6%
9:15 AM	2	1	2	1		6	3%
9:20 AM		1		1	1	3	1%
9:30 AM	2	2	2	2	1	9	4%
9:40 AM				1	1	2	1%
10:00 AM	2	6	2	6	2	18	8%
10:10 AM	1		1			2	1%
10:20 AM	1	1	1	1		4	2%
10:30 AM	2	2	1	3		8	4%
10:40 AM	2		1			3	1%
11:00 AM			1			1	0%
12:00 PM	2	3	2	3	4	14	6%
12:15 PM		1		1	1	3	1%
12:30 PM		1		1		2	1%
12:40 PM		1		1		2	1%
1:00 PM	4	1	4	2	1	12	5%
Later than 1 PM	7	6	8	3	1	25	11%
<b>Total</b>	<b>37</b>	<b>35</b>	<b>32</b>	<b>35</b>	<b>20</b>	<b>221</b>	<b>100%</b>

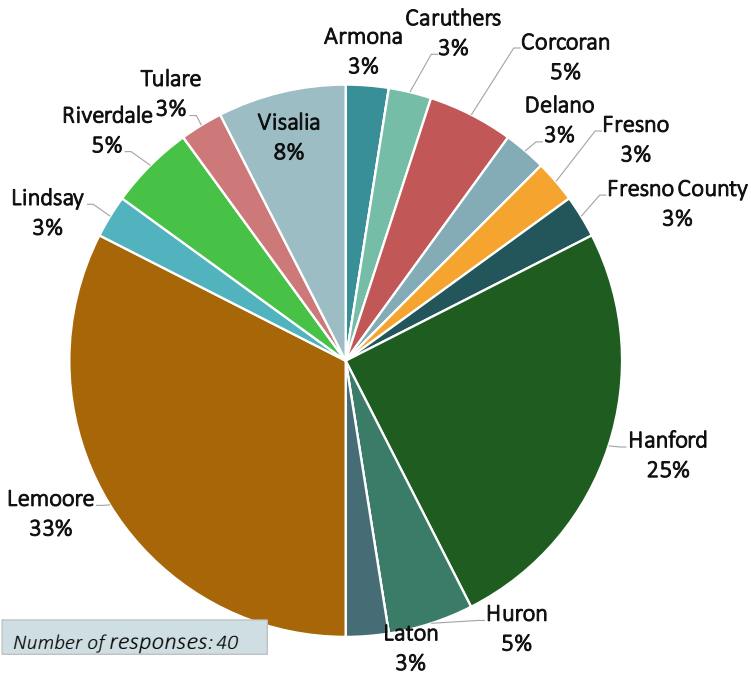
**Q22: Departure Times from WHCC Lemoore**

Time	Routes for Which Increased Frequency is Desired						
	Monday	Tuesday	Wednesday	Thursday	Friday	Total	Percent
Earlier than 12 PM	2	4	1	4	5	16	8%
12:00 PM	2	2	3	2	4	13	6%
12:15 PM				1	1	2	1%
12:20 PM	1	1	2	1		5	2%
1:00 PM	2	1		2	2	7	3%
1:40 PM	1		1			2	1%
2:00 PM	2	4	2	3		11	5%
2:20 PM		2		1	1	4	2%
2:30 PM	2	1	3	1	1	8	4%
2:40 PM	4	3	2	3		12	6%
3:00 PM	3	2	3	2	1	11	5%
3:15 PM	2	2	1	1		6	3%
3:40 PM		1		2		3	1%
4:00 PM	2	3	3	3		11	5%
4:20 PM		1		1		2	1%
4:30 PM	5	3	5	3	2	18	9%
4:40 PM	1	1	1	1		4	2%
4:50 PM		1		1		2	1%
5:00 PM	4	5	2	3	3	17	8%
5:10 PM	5	4	4	5	2	20	10%
6:00 PM	1	1	1	2	1	6	3%
6:15 PM	1	1	1			3	1%
6:50 PM	3			1		4	2%
7:00 PM	2		5		1	8	4%
7:30 PM	2	1	2	1		6	3%
8:00 PM			1	1	1	3	1%
9:00 PM	1	1	1	1		4	2%
10:00 PM	1					1	0%
<b>Total</b>	<b>49</b>	<b>45</b>	<b>44</b>	<b>46</b>	<b>24</b>	<b>209</b>	<b>100%</b>

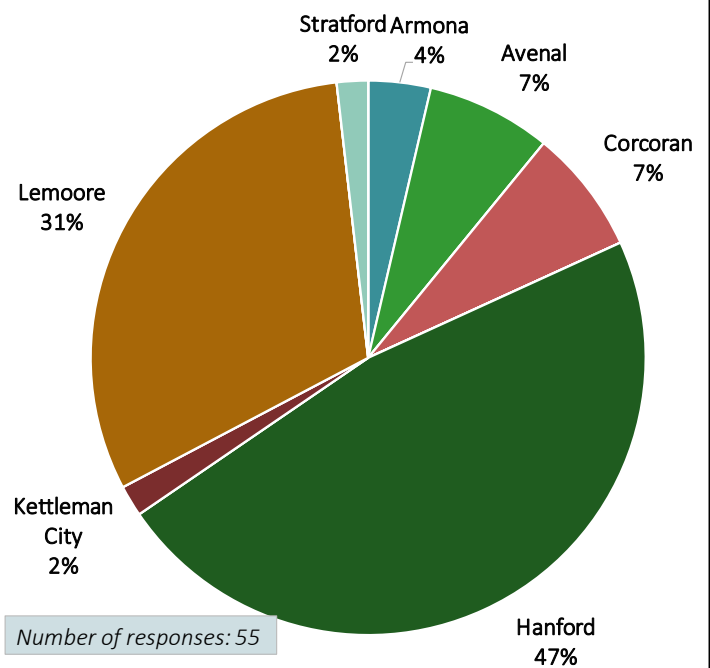
**Q23. Where do students live? (95 responses):** Understanding where the survey respondents live is important in assessing potential transit needs, and whether KART is even a viable option for students to get to the WHCC campus in Lemoore. The communities where students said they live are displayed in the figures below.

## Q23. Where Students Live

Students who do not Use KART



KART riders

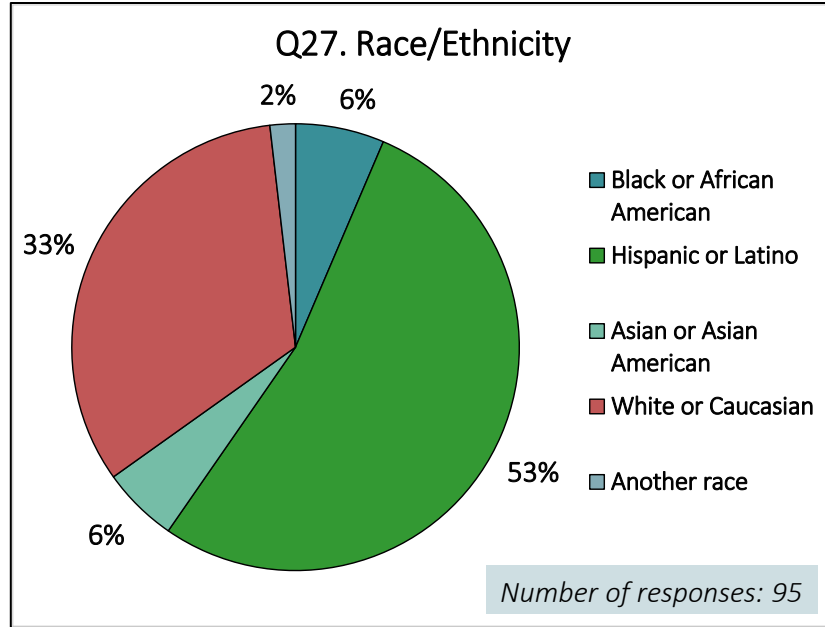


**Q24. Do students have a car available to use most of the time? (95 responses):** Whether or not someone has a car is a strong indicator about whether they may depend on public transit to meet their transportation needs. Of those students who said they do not ride KART buses, 98 percent said that they have a personal vehicle available to them most of the time. There were far fewer students who ride KART services that have a personal vehicle available to them; of the students who are KART passengers, only 62 percent have a vehicle available most of the time.

**Q25. Do students have a driver's license? (95 responses):** In order to utilize a car, it is essential to have a driver's license. Only 33 percent of the WHCC Lemoore students who use KART transit services reported that having a driver's license while 80 percent of the students who do not use KART said they have a driver's license.

**Q26. Age of respondents (95 responses):** Respondents recorded their age as a part of the survey effort. The people who said that they ride KART buses were generally younger than those who said they do not ride KART: nearly three quarters of the students who said they use KART were either younger than 18 years old or between the ages of 18 to 24 while only 48 of those students who do not ride KART were in the same age groups. There was nearly double the amount of people between the ages of 35 to 64 who said they do not use public transit.

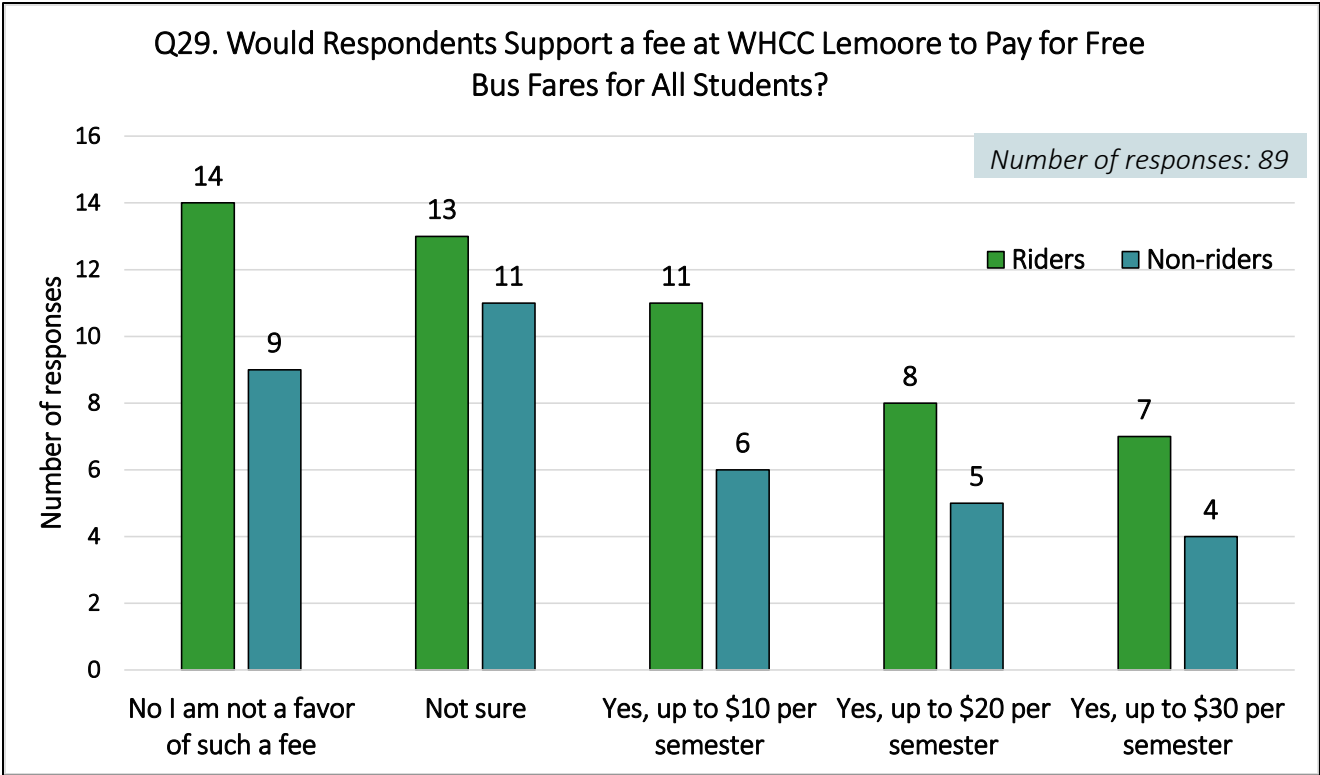
**Q27. Race/ethnicity (95 responses):** Respondents identified which races or ethnicities best described themselves. These results are included in the figure to the right.



**Q28. Annual household income (92 responses):** Annual household income information helps to paint the picture of the socioeconomic demographics of the survey respondents. Many people chose to

either not share this information, or said they were unsure (39 percent). A significant portion of the respondents reported earning less than \$14,999 per year (17 percent), which may reflect that many students work only part time so they can attend classes. Approximately one-fifth of students earn between \$15,000 and \$34,999 (20 percent). About 10 percent of students said they earn more than \$55,000 annually, and only one person said they earn \$100,000 or more.

**Q29. Would respondents support a fee each semester to provide free bus fares to students attending West Hills College Lemoore, and what would the maximum amount students would be willing to pay (89 responses):** Many colleges and universities across the country charge students a fee each term in order to provide free transit fares to students. The survey respondents were asked if they would support such a fare at WHCC Lemoore, and how much they would be willing to pay. Over one-quarter of respondents said that they were unsure, and 28 percent said they would not support such a fee. Nearly half of the respondents, including both those who use KART transit services and those who do not, said they would support a fee to provide free bus fares to the students. Comparatively, a slightly greater percentage of students who already ride KART buses would support a fee on campus to pay for transit services; 49 percent of students who ride KART would support a fee versus 42 percent of students who do not.



**Q30. Comments or suggestions about KART (26 responses):** To complete the survey, students were asked to provide any additional comments or suggestions. Comments about desired improvements to KART are included in the table below. Compliments for the KART transit services are included in the following table.



### Q30: Suggestions

"My only suggestion is to provide service to Riverdale"

"Clean spaces more often"

"I wish the [Lemoore] bus ran later so I could take it home from my night class"

"I would like more information about all available bus routes to the campus and back into town."

"More [pick-ups] in Avenal"

"More [pick-ups] at the West Hills College after 10"

"Having the buses later then 6:00pm on the weekdays for students who have a class after 6:00pm or in the afternoon would be reasonable for students to return back to the train station or back to there community.

"Personally there should be new ways on how to contact the bus to arrive at the college because the only thing there is, is just a button another thing could be an app made by [West Hills College] to track which buses are going to arrive and where [they are] stopping first...also with an app like this students would be able to get notifications when the bus arrives or when the bus is near so no need to wait in the front all day in the heat. I also think there should be like a roof or some sort of shed for the bus stops near the benches because of the heat... And also with an app like this you can also notify the bus to pick up similar to like calling and Uber."

"Some improvements on the bus seating"

"Some drivers see passengers going up to the bus as they are going and dont stop. I also have tried to stop at certain stops and drivers keep going without stopping on passengers desired stops"

"On buses with fewer, louder speakers please lower volume of the automated intercom announcer's voice, it always makes me jump."

### Q30: Compliments

"I think that it is awesome that it helps so many students already"

"KART ROCKS!!"

"When I rode the KART bus, it was pretty much always a pleasant experience :)"

"10/10 service"

"Overall excellent service"

"I rode in the KART bus in December 2021 for work purposes....it was a smooth ride."

"Comfortable seats"