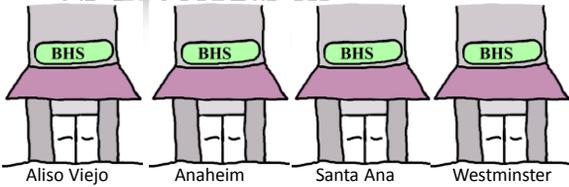# Transportation Survey

Transportation Needs of Orange County's Behavioral Health Clients

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Surveys were returned by 460 clients at four BHS clinics.

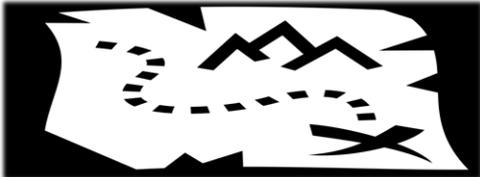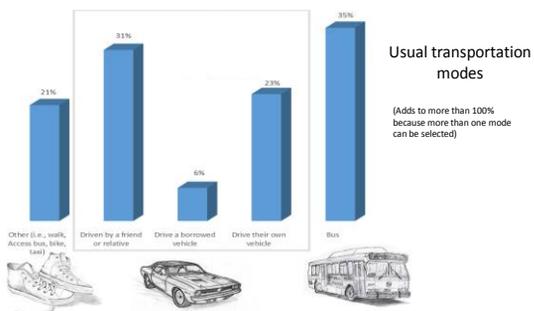| Aliso Viejo | Anaheim | Santa Ana | Westminster |

18-69 years, Average: 40 years old

48.1% Female, 51.2% Male, 0.7% other.

25% Homeless

Distance from clinic:
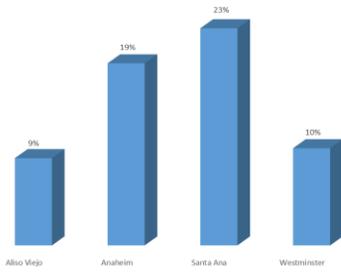41% Under 5 miles
39% 5-10 miles
20% Over 10 miles

How do Clients Get to Their Clinic Appointment?

Usual transportation modes

(Adds to more than 100% because more than one mode can be selected)

21% 31% 6% 23% 35%

Other (i.e., walk, Access bus, bike, taxi) | Driven by a friend or relative | Drive a borrowed vehicle | Drive their own vehicle | Bus

Travel time of one hour or more, by travel mode

40%

4%

Other modes | Ride the bus

Clients who travel by bus are much more likely to face long commutes.

Travel time was at least one hour for 40% of bus riders.

Travel time was at least one hour for only 4% of clients who use other transportation.
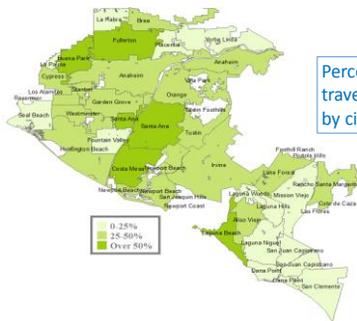
Percent of clients receiving bus passes

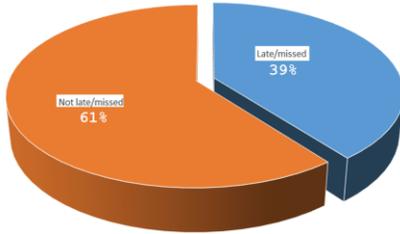Bus Pass distribution differed by clinic.

Percent of clients travelling by bus, by city

Factors affecting appointment attendance

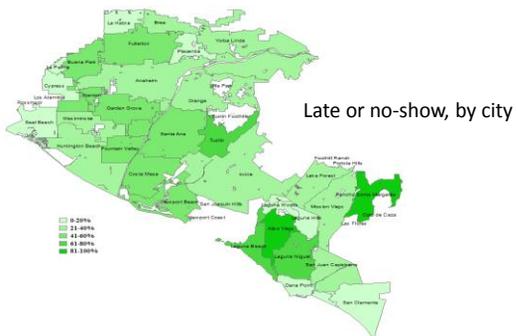Percent of clients who missed appointments due to transportation issues

Late/missed
39%

Not late/missed
61%

Late or missed appointments due to transportation problems over the last few months

39%
Overall
late/missing

25%
Drive own car

54%
Travel by bus

58%
Homeless

69%
Travel by bicycle

70%
Walk to appointments

Clients who came to appointments in their own cars were less likely to have transportation-related attendance problems.

Homeless clients and clients who take the bus, walk, or ride bicycles were more likely to have transportation-related attendance problems.

Consumer reports of late/missed appointments were consistent with staff reports.

On average, staff reported that **42% of their caseload** had been late or had missed appointments over the prior three months due to transportation problems.
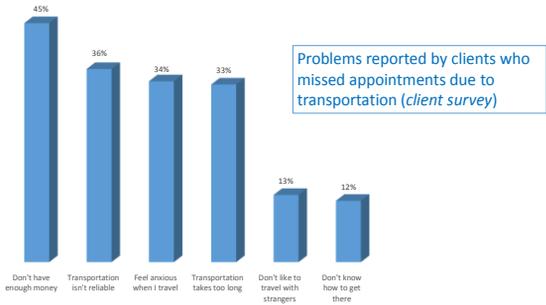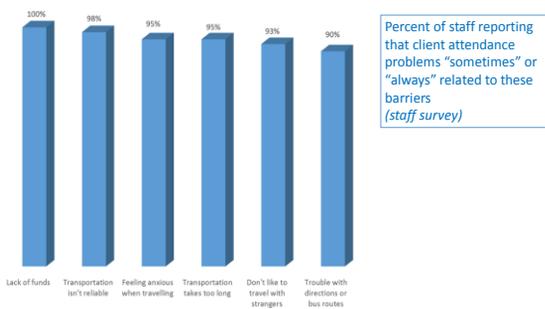
Late or no-show, by city

These factors *did not affect* appointment attendance:

Gender
Age
Disability status
Distance from the clinic
Program

Barriers that Interfere with
Appointment Attendance

Problems reported by clients who missed appointments due to transportation (*client survey*)

Chart bars:
- Don't have enough money — 45%
- Transportation isn't reliable — 36%
- Feel anxious when I travel — 34%
- Transportation takes too long — 33%
- Don't like to travel with strangers — 13%
- Don't know how to get there — 12%

Percent of staff reporting that client attendance problems "sometimes" or "always" related to these barriers
(staff survey)

Chart bars:
- Lack of funds — 100%
- Transportation isn't reliable — 98%
- Feeling anxious when travelling — 95%
- Transportation takes too long — 95%
- Don't like to travel with strangers — 93%
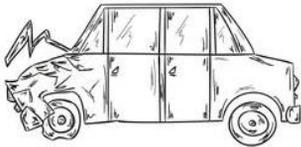- Trouble with directions or bus routes — 90%

Key Points

Two out of five clients have had attendance problems due to transportation

Lack of money and unreliable transportation are the biggest barriers

One-third of clients rely on the bus
Bus riders miss more appointments
Bus riders face longer commutes

One-fourth of clients are homeless

Homeless clients are more likely to miss appointments

BHS Transportation Survey
The End