Transportation Survey
Transportation Needs of Orange County's Behavioral Health Clients

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

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.
Bus Pass distribution differed by clinic.

Percent of clients receiving bus passes

Factors affecting appointment attendance
Late or missed appointments due to transportation problems over the last few months

- 20% of 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
Don't have enough money
Transportation isn’t reliable
Feel anxious when I travel
Transportation takes too long
Don’t like to travel with strangers
Don’t know how to get there

45%
36%
34%
33%
13%
12%

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

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

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