



BELLINGHAM/WHATCOM COUNTY

PROJECT HOMELESS CONNECT

Evaluating the First Annual Event

January 29, 2009



Table of Contents

Executive Summary	2
Acknowledgements.....	5
Introduction	7
PHC Guests	8
Guest Health.....	8
Guest Use of Non-Health Services.....	10
Guest use of Health Services	9
Guest Satisfaction with PHC	12
Guest Likes, Dislikes and General Comments.....	13
Volunteers at PHC	16
Volunteer survey respondents.....	16
Volunteer knowledge and experience	17
Volunteer Satisfaction with PHC.....	18
Volunteer retention	19
Volunteers' likes, dislikes, and other comments.....	20
Service Providers at PHC	22
Service provider survey respondents	22
Service Provider Satisfaction with PHC.....	23
Service providers' likes, dislikes, and other comments	24
PHC Promotion and Publicity.....	27
Volunteers.....	27
Guests.....	28
Transportation to PHC	29

Executive Summary

I do not know many people who are homeless and I made connections that I will always remember. I learned so much about humanity that day. -- Volunteer

Project Homeless Connect (PHC) originated in San Francisco under Mayor Gavin Newsom in October 2004. Today, PHC is emulated in 200 cities across the United States and Canada, Puerto Rico and Australia. The Whatcom County Coalition for the Homeless has adopted Bellingham Whatcom PHC as part of the County's 10-Year Plan to End Homelessness. United Way of Whatcom County is PHC's fiscal sponsor.

Our first PHC event took place on January 29, 2009, at the Depot Market Square, the Majestic, and the YWCA in downtown Bellingham as part of "Homeless Connect Month" in Whatcom County. This one-day, one-stop event was designed to mobilize community volunteers and local service providers to invite and welcome people who are homeless, reduce barriers to service, create sustainable partnerships, and track results.

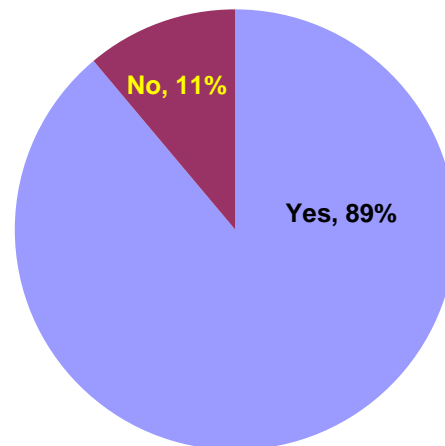
This report is organized by, and based on, data collected from three primary groups of PHC participants: homeless guests, volunteers, and service providers.

PHC Guests

Where did you guys come from!? I'm touched, in tears; everything excellent. You made my day! – Homeless Guest

The PHC event served **420 households, including 575 persons**. In the exit interviews, guests were asked to rate three important event objectives: provide a good mix of services, hold the event in a convenient location, and create a respectful and welcoming atmosphere. Nearly all (95-96%) guests interviewed rated the event as very good or excellent on each of these three objectives. And most guests (89%) said that they received the services they wanted.

Did you get the services you wanted at the event?



Guest Use of Non-Health Services

The two largest non-health services requested were housing and clothing; although they had a similar demand, more guests were able to receive clothing immediately. Housing assistance takes more time and resources than are currently available for the volume of guests that came to PHC. The Whatcom Homeless Service Center completed 91 housing intakes, which is the first step for many homeless to finding and maintaining permanent housing.

Guest Use of Health Services

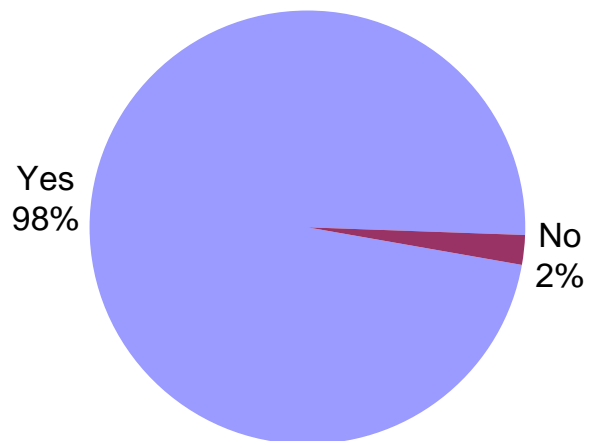
Dental services were in high demand at PHC and the dental providers did everything they could to serve as many guests as possible. The dental providers conducted their own survey at the event, which showed that **66% of their PHC guests had tried unsuccessfully to get dental treatment in the previous year**. At times, the wait for dental treatment was over an hour and a half long, and in the timeframe of the event it was impossible to serve every guest seeking medical and dental treatment. The need for more health providers at future events is evident in the comments received from guests and providers.

Volunteers at PHC

I really liked connecting with the different guests. It gave me a better perspective about the problem of homelessness. Also, it was just nice to meet them and to feel like I had helped them somewhat. – Volunteer

The volunteer response to PHC after the event was very encouraging for the future. 254 people volunteered. Nearly everyone who filled out an exit survey was pleased with their roles and felt that PHC was well organized. They largely felt that they received adequate supervision, and, importantly, most learned new things about the issue of homelessness and feel that they made a difference by volunteering. While most agreed that they received adequate training and had plenty to do at the event, nearly one in four volunteers did not agree that they had plenty to do.

Nearly all of the volunteer exit survey respondents said that they would volunteer for this event again next year.



Service Providers

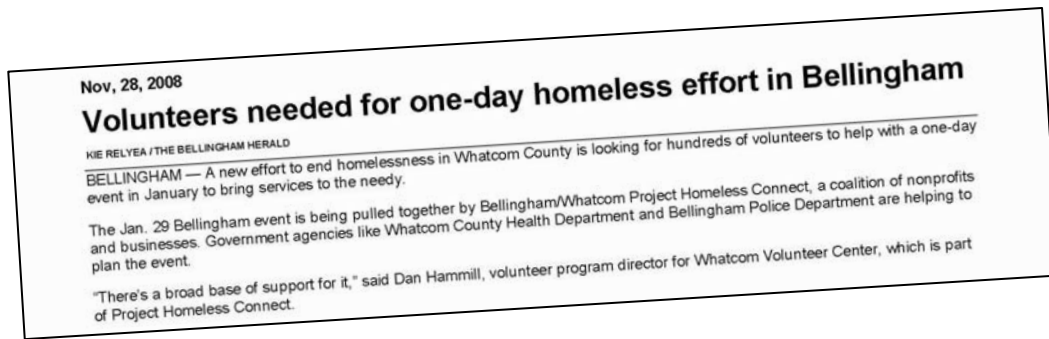
100% of service providers that responded to exit surveys said they would like to participate in future PHC events.

Services at PHC were provided by 159 staff members of health and non-health-related agencies. The information we received from providers and guests shows a clear need for more housing and dental providers. The wait for dental services in the middle of the day was over one and a half hours long, which meant that not everyone in need of dental care was able to be seen by providers. For future events, it will be important to seek out more providers for these services to take some of the stress off of the providers as well as to increase the number of guests that can be served. The vast majority of service providers agreed that PHC was well-organized, their services were wanted, supplies were adequate, and they made a difference by participating in the event. The two event objectives with the lowest satisfaction were facility physical layout, and event orientation. It should be noted that two out of three providers thought the facility and layout were adequate; nevertheless, some felt it was too dispersed, hard to navigate, loud and crowded.

PHC Promotion and Publicity

Volunteers

Recruiting volunteers for the PHC event was so successful that over 100 had to be redirected to other volunteer opportunities. By far the most successful media outlet for building awareness of the event and the opportunity to volunteer was the Bellingham Herald article that appeared on November 28, 2008. The next most frequently reported sources of information about PHC were word-of-mouth, including knowing PHC organizers, friends, family and coworkers.

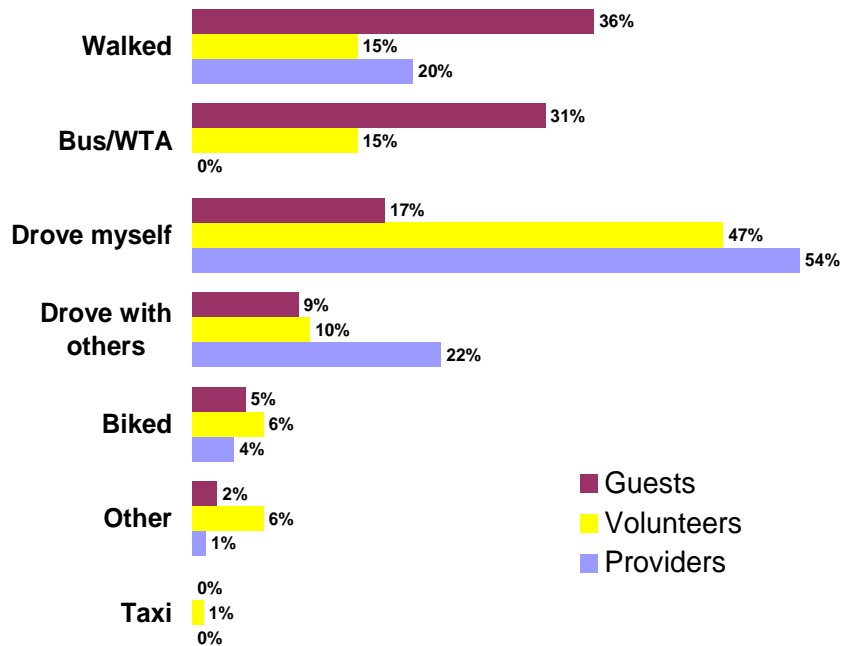


Guests

Publicity and promotion for PHC included the distribution of thousands of handbills and hundreds of posters. Over 40% of the guests that attended PHC heard about the event from outreach workers that they are in contact with, and almost 40% found out from flyers or posters around the county.

Transportation to PHC

PHC was held in downtown Bellingham, but due to the rural nature of Whatcom County it was necessary to find transportation accommodations for guests who would be unable to attend due to cost or lack of transportation. **Whatcom Transportation Authority (WTA) graciously donated two days of free county-wide service and one-third of the guests in attendance rode the bus to get to the event.** There is a clear distinction between the means of transport used by guests, volunteers and providers. The majority of guests used free transportation, such as walking, catching rides with others, and taking the bus; however, about half of the volunteers and service providers drove themselves.



Acknowledgements

Financial donors

The organizers of the first Bellingham/Whatcom Project Homeless Connect would like to extend their gratitude to those generous organizations which financially contributed to PHC. Any first event is challenging, and the planning process for PHC was extensive. Those organizations who believed in our ability to bring it all together were the foundation of our successful event delivery. We thank you for your contributions and your trust in us that we could do it.

- St. Luke's Foundation
- St. Joseph Hospital/PeaceHealth
- Whatcom County
- City of Bellingham
- Bellingham Police Department
- Whatcom Educational Credit Union
- City of Blaine
- Cornerstone Strategies, Inc.
- Christ The Servant Lutheran Church
- First Church of Christ Scientist
- Ruth Geyer
- Shirley Hawkins

Service providers and in-kind donors

Bellingham/Whatcom Project Homeless Connect was a community event. It is with awe that we thank the representatives of private, non-profit, and public agencies who generously offered time and resources to PHC. Many individuals donated long hours, and agencies consistently found more resources to give as the planning process took place and the scope of the project became clear. You demonstrated what we can accomplish when our energies are directed toward a common and deserved cause. You were truly the backbone of this event.

- An Employment Solution
- Bagelry
- Bellingham Beauty School
- Bellingham Childcare and Learning Center
- Bellingham Police Dept.
- Bellingham Technical College
- Bellingham Whatcom Housing Authority
- Bergen and Company
- Billy McHales
- Blossom Childcare
- BTC
- Catholic Community Services
- CCS Hope House
- Central Lutheran Church
- Ciao Thyme Catering
- Colleen O'Rell LPN, LMT
- Cost Cutter
- Department of Licensing
- DSHS
- DVSAS
- EVR Films
- First Presbyterian Church
- Flora
- Food CO-OP
- Food Pavilion/Cost Cutter
- Fred Meyers
- Gabriel Boone Photography
- Group Health
- Hagggen Food
- Harborview Lions Club
- Hope House
- IKON Office Solutions
- Johnson Realty Team
- Interfaith Community Health Center
- KAFE Radio
- Kid's World Learning Center
- Kinsman Creative
- Law Advocates

- Lettered Streets Coffee
- Lone Boot Buffalo Ranch
- Lydia Place
- Maple Alley Lane
- Michele M. Waite Photography
- Morse Square Development LLC
- Mt. Baker Planned Parenthood
- New Way Ministries
- Northwest Eye Clinic
- NWYS
- Opportunity Council
- Organically Grown Company
- Premier Graphics
- Prostock Athletic Supply
- Sea Mar
- Sound Shredding and Recycling
- SSA
- Starbucks Coffee
- Sunshine Printing
- The HUB
- The INN Ministries
- Three Tree Coffee
- Tony's Coffee
- Tri-County Low Vision Service
- United Way of Whatcom County
- Vet Center
- Veteran's Relief Fund
- WAHA
- Washington Dental Service Foundation
- West Coast Counseling
- Whatcom Counseling and Psychiatric Clinic
- Whatcom County Health Department
- Whatcom Homeless Service Center
- Whatcom Humane Society
- Womenscare-Services
- Woods Coffee
- WorkSource
- WTA
- WWU Residences, Good Works Committee
- WWU Students for Social Change
- Whatcom Volunteer Center
- Yellow Cab Inc.
- YWCA

Volunteers

Bellingham/Whatcom Project Homeless Connect was one of the largest volunteer event in Whatcom County history. Hundreds of individuals together gave thousands of hours of their time, energy, and expertise in the months before the event and on the day of PHC. We cannot, as organizers, thank you enough. Whether you volunteered as task coordinators, guides, service providers, nurses, exit volunteers, or parking assistants, it was your spirit of selflessness and mutual respect that made the day. PHC would have never taken place without you.

Guests

We humbly thank you for your stories, your trust, and your kindness. We are proud to know you and we welcome your ideas about how our community can work together to end homelessness in Bellingham and Whatcom County.

Planning and task group leaders

Anytime you can combine your labor with love, you've made a real merger. – James Carville, The War Room

A relatively small group of very dedicated and determined individuals eagerly contributed uncountable hours of work to make this first PHC a successful welcoming event. They know who they are.

Introduction

Project Homeless Connect (PHC) originated in San Francisco under Mayor Gavin Newsom in October 2004. Today, PHC is emulated in 200 cities across the United States as well as Canada, Puerto Rico and Australia. The Whatcom County Coalition for the Homeless has adopted Bellingham Whatcom PHC as part of the current Whatcom County 10-Year Plan to End Homelessness. United Way of Whatcom County is PHC's fiscal sponsor.

Our first PHC event took place at the Depot Market Square, the Majestic, and the YWCA in downtown Bellingham as part of 'Homeless Connect Month' in Whatcom County. This one-day, one-stop event is designed to mobilize community volunteers and local service providers in order to:

- **invite and welcome people who are homeless**
- **reduce barriers to service**
- **provide immediate and complete service outcomes**
- **create sustainable and long term service partnerships**
- **track and publicize results that connect to the 10-Year Plan.**

PHC is a model for civic engagement recognized by the US Interagency Council on Homelessness (USICH) as a best practice. While PHC events reflect local needs and priorities, they share several key features:

- Hospitality: Homeless as Welcomed Guests
- Immediacy: Same-Day Results for Guests
- Community: Voluntary Civic Participation
- Partnership: Across Agencies and Sectors
- Excellence: Rigorous Evaluation and Improvement.

The mission of Bellingham Whatcom PHC is to engage the local community and build sustainable partnerships in the effort to end homelessness.

- Provide one-stop access to significant human services for people experiencing homelessness.
- Raise public awareness of the issue of homelessness within the community. Event planners worked with elected city/county leaders and community stakeholders in order to help:
 - Re-prioritize local government resources
 - Develop ongoing community partnerships
 - Catalyze media interest
 - Connect provider agencies operating in isolation
 - Mobilize corporate/local business resources.
- Provide a vehicle for community-wide involvement in addressing the issue of homelessness. PHC is an unusual opportunity for community members to do something concrete to address the issue of homelessness and to learn firsthand about the lives of homeless citizens.

PHC Guests

The PHC event served 420 households, including 575 persons (average household size =1.37 persons). As guests arrived at the event they each filled out entrance forms with intake volunteers. The intake form listed the available services, non-health and health, and guests indicated the services they wanted to receive at the event. Service providers checked off each service when it had been fulfilled. Intake interviewers also asked guests to complete the annual Point-in-Time Homeless Count survey questionnaire. When guests were leaving PHC, exit volunteers asked them questions to determine how satisfied they were with the event. We can use the information we obtained from the intake and exit forms to determine the services in highest demand and maximize the availability of these services at future events and in the community at large.

Guest Health

As a general indicator of the wellbeing of the guests that attended PHC, each was asked how they would rate their health. Less than 20% felt their health was 'very good' or 'excellent' and over 70% said their health was 'fair' to good'. Many people who are homeless lack access to health insurance. Consequently they lack access to consistent, quality healthcare. The pressures and strains of being homeless combined with a lack of insurance make it likely that a higher percentage of the homeless population would be in poorer states of health. For comparison, in a countywide survey of the general population in Whatcom County 21% of respondents reported excellent health.¹

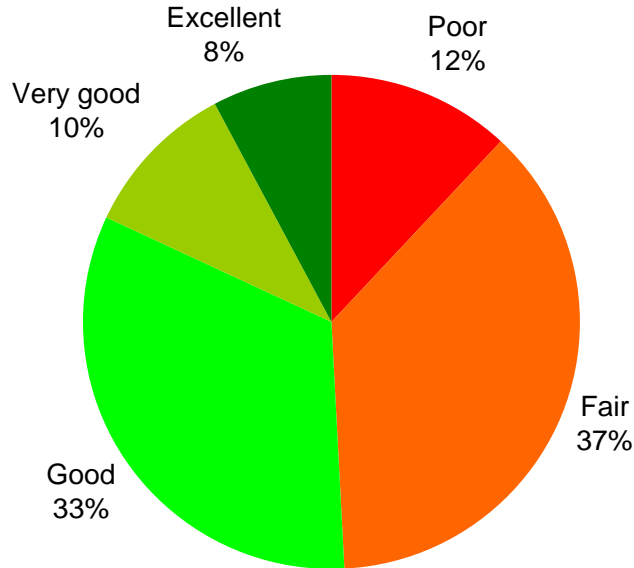


Figure 1 Self-reported general health status of 420 homeless guests

¹ 2007 Whatcom County Behavioral Risk Factor Surveillance Survey. Whatcom County Health Department.

Guest use of Health Services

Dental services were easily the most in demand health service at PHC and the dental providers did everything they could to serve as many guests as possible. The dental providers conducted their own survey at the event, which showed that 66% of their PHC guests had tried unsuccessfully to get dental treatment in the previous year. At times, the wait for dental treatment was over an hour and a half long and in the timeframe of the event it was impossible to serve every guest seeking medical and dental treatment. The need for more health providers at future events is evident in the comments received from guests and providers.

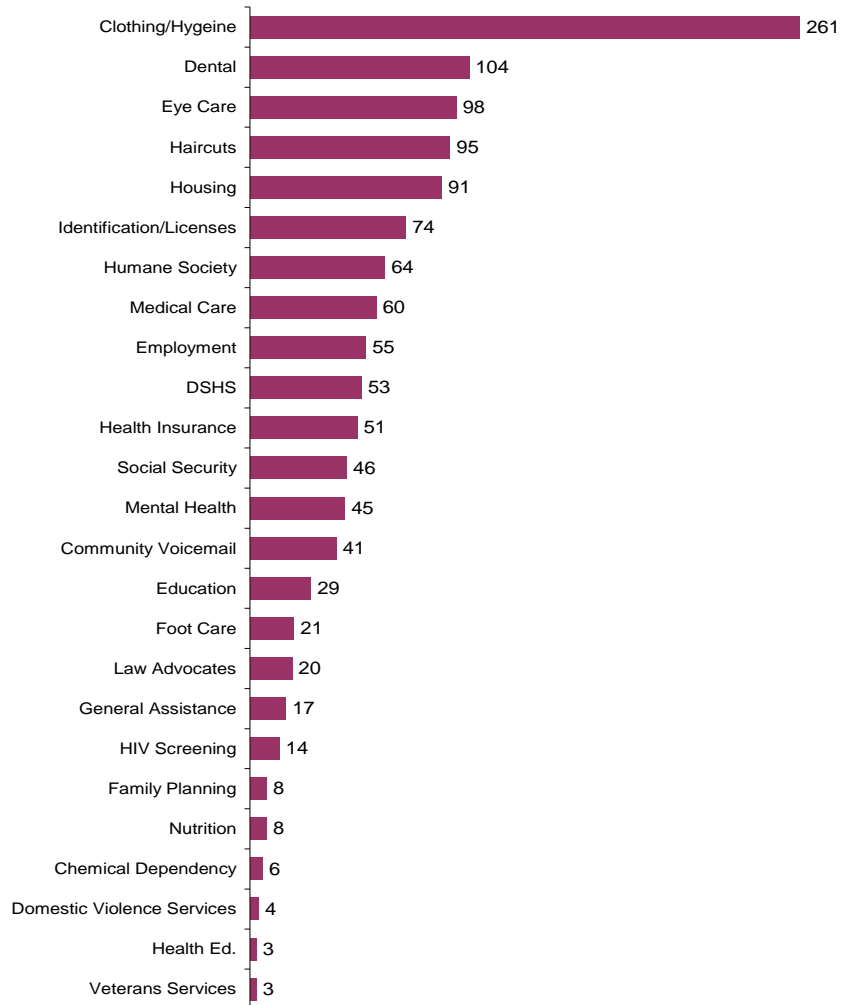


Figure 2 Number of homeless guests receiving service (Number of 420 households attending PHC)

Guest Use of Non-Health Services

The two largest non-health services requested were housing and clothing; although they had a similar demand, more guests were able to receive clothing immediately. This is not the nature of housing, which takes more time and resources than are currently available for the volume of guests that came to PHC. The Whatcom Homeless Service Center completed 91 housing intakes, which is the first step for many homeless to finding and maintaining permanent housing.

Guests were asked at intake which of a list of health and non-health services they would like to receive at the event. Upon meeting with each guest, service providers checked a box on the guest’s exit form to indicate that a specific service was received. The charts below show the percent of guests who indicated a need for each service and the percentage of guests who received each service. These data are limited to the 289 households (69% of all attending households) that took part in the exit interviews.

In most categories of services, the proportion of guests who received a service was lower than the proportion that wanted it. The exceptions to this pattern were mental health screening, HIV screening, and clothing. We assume (and hope) that some guests decided to take advantage of some service opportunities that they had not planned to upon intake.

Please note that these data should be used with some degree of caution because some providers told us that they did not consistently record services received on the guest exit form. Therefore, it is likely that the “received” figures represent some degree of undercounting. The number in parentheses after each service category label is the actual number of all guests that service providers recorded on their own tally sheets.

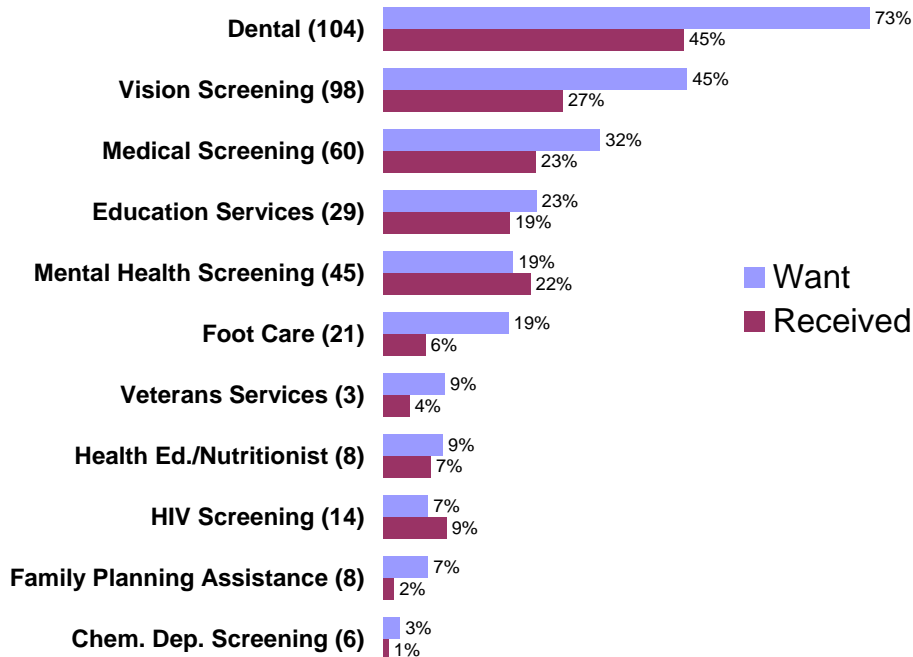


Figure 3 Health services wanted and received by guests as reported in intake and exit interviews (percent of 289 exit interviewees)

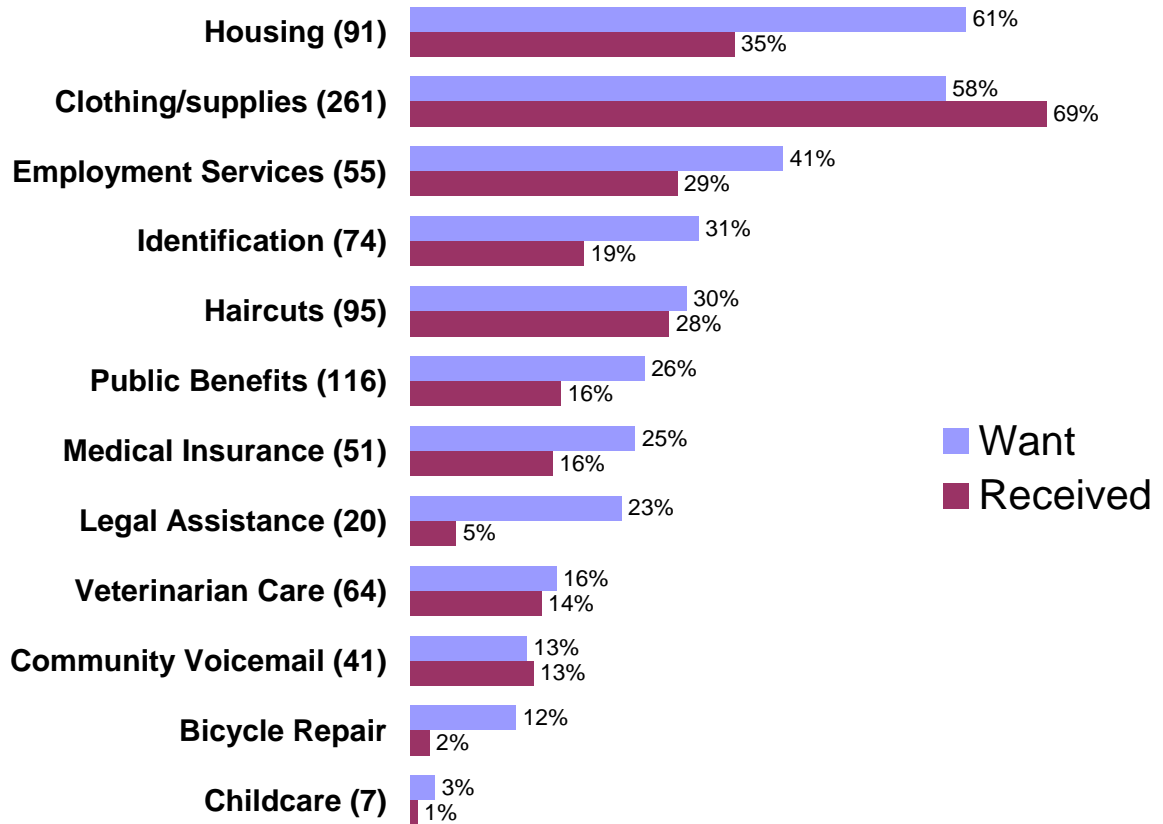


Figure 4 Non-health services wanted and received by guests as reported in intake and exit interviews (percent of 289 exit interviewees)

Guest Satisfaction with PHC

In the exit interviews, guests were asked to rate three important event objectives: provide a good mix of services, hold the event in a convenient location, and create a respectful and welcoming atmosphere. Nearly all (95-96%) of guests interviewed rated the event as very good or excellent on each of these three objectives. And most guests (89%) said that they received the services they wanted.

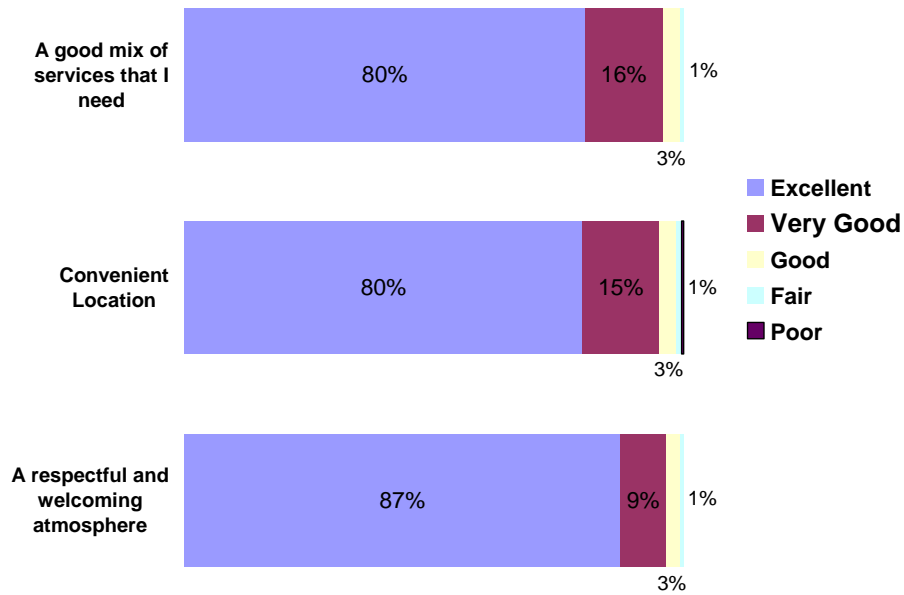


Figure 5 Guest satisfaction (based on 262 respondents)

Did you get the services you wanted at the event?

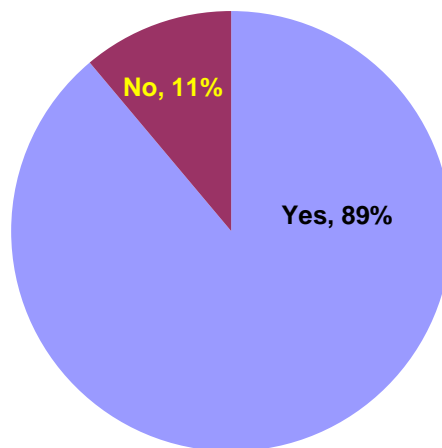


Figure 6 Services satisfaction (based on 258 respondents)

Guest Likes, Dislikes and General Comments

Where did you guys come from!? I'm touched, in tears; everything excellent. You made my day! – Homeless Guest

Guests were asked open-ended questions about what they liked most and least about the event. They were also asked if they had any other comments about the event. The answers give us more insight into what guests deemed valuable. Overwhelmingly, guests were thankful and grateful that PHC was being held and appreciative of the kindness and respect shown by volunteers and providers.

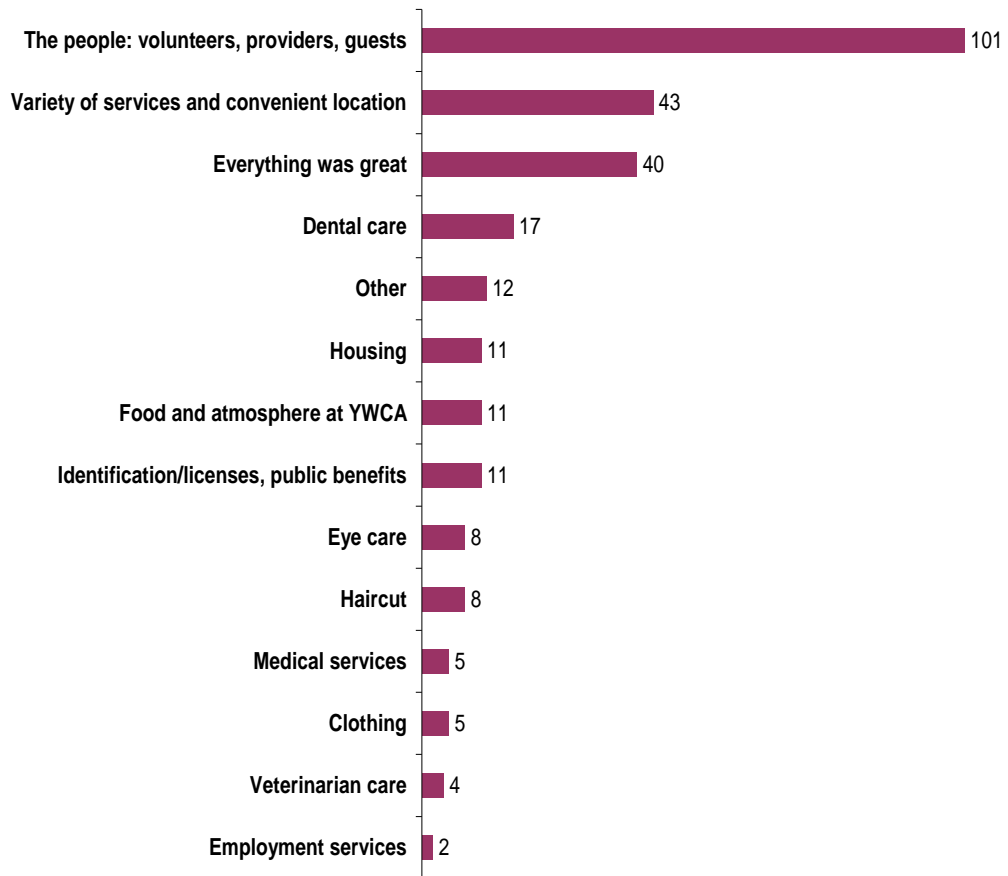


Figure 7 What guests liked most about the event (based on 246 respondents)

Long lines! I didn't have enough time to go to all the services. – Homeless Guest

Dislikes and negative responses to PHC were mostly things that have shown up in other questions, such as long lines, inability to receive services due to waiting and crowds, more time was needed to receive all services, accessibility to the location or getting around the event was difficult. These are all valid concerns that should be addressed in future events, but it is notable that there were twice as many positive responses as compared to negative and almost 40 responses to the dislike question stated that there was nothing wrong with the event.

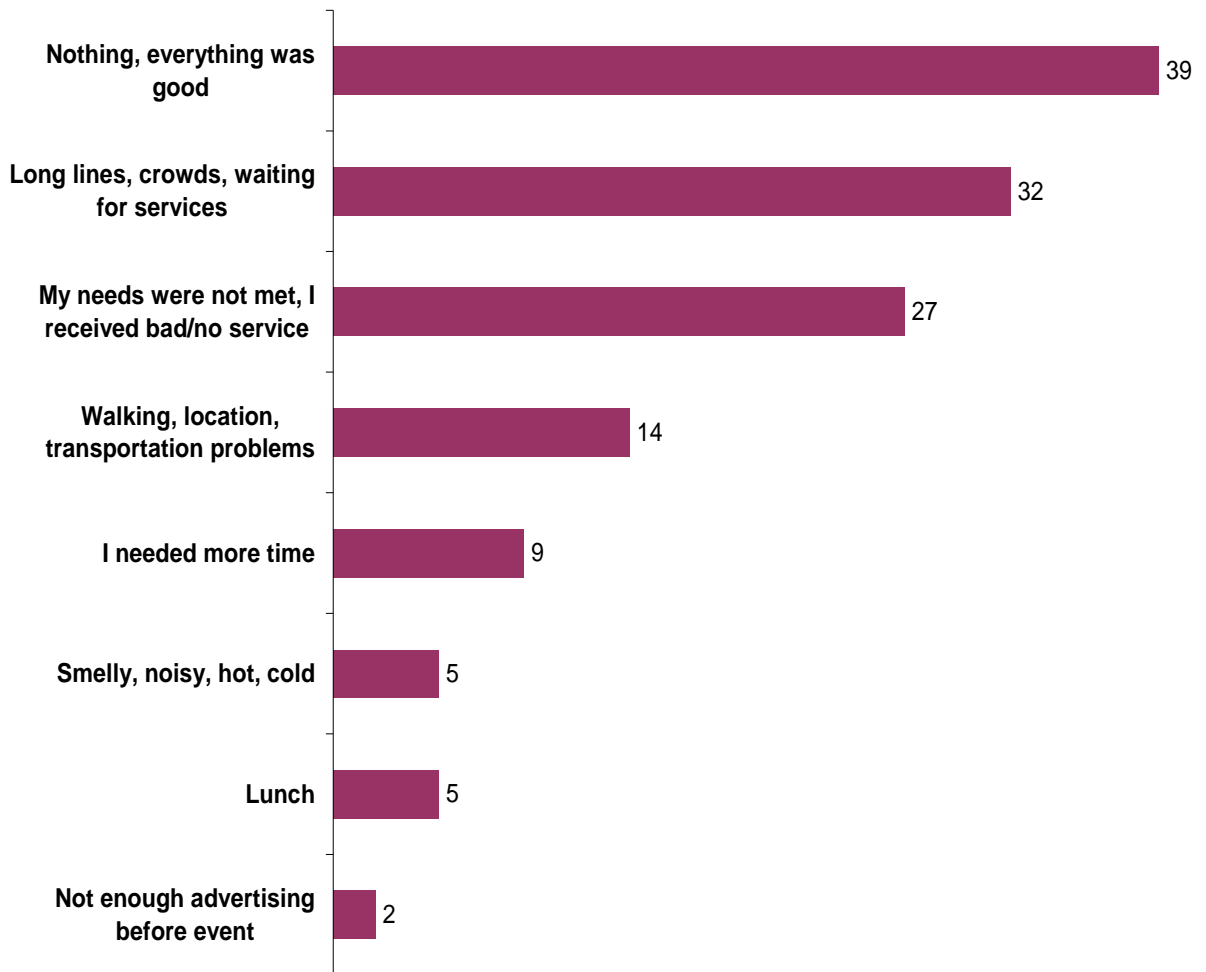


Figure 8 What guests liked least about the event (based on 164 respondents)

It was great to get the help I needed all in one day. I had been waiting up to a year for some of the services I received because of wait lists and providers being unwilling to accept my medical coupons. – Homeless Guest

Final, parting comments from guests primarily consisted of expressions of gratitude. Guests also suggested that PHC continue into the future and/or be held more often. A handful of guests had complaints (e.g. noisy, crowded) or service suggestions for future events (e.g. access to housing, more capacity for dental services).

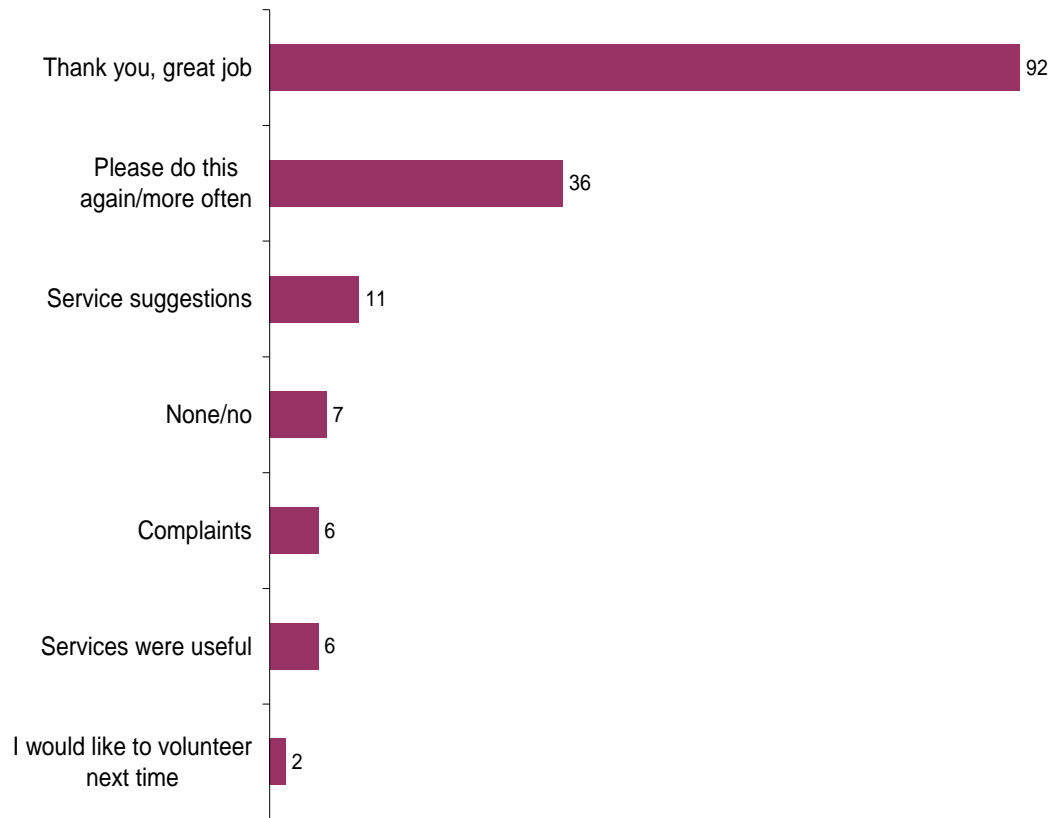


Figure 9 Guest other comments (based on 153 respondents)

Volunteers at PHC

I really liked connecting with the different guests. It gave me a better perspective about the problem of homelessness. Also, it was just nice to meet them and to feel like I had helped them somewhat. – Volunteer

Volunteer survey respondents

The Whatcom Volunteer Center coordinated an immense volunteer effort for PHC and the community response was overwhelming. 254 people volunteered at the event. Volunteer services were many and varied, but the largest sector was guest guides. These volunteers were responsible for helping guests one-on-one to maneuver their way through the different buildings and services and make them feel as comfortable and welcome as possible.

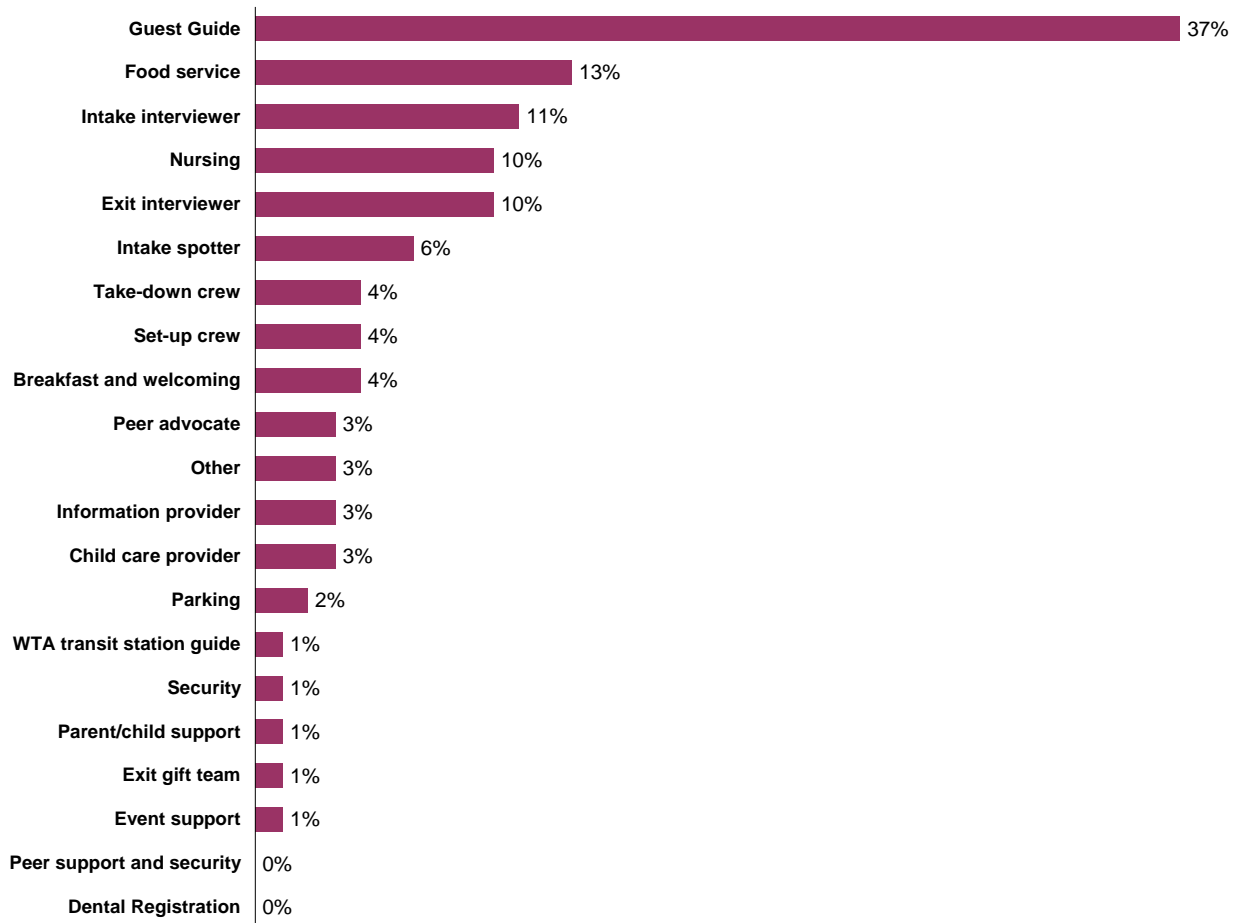


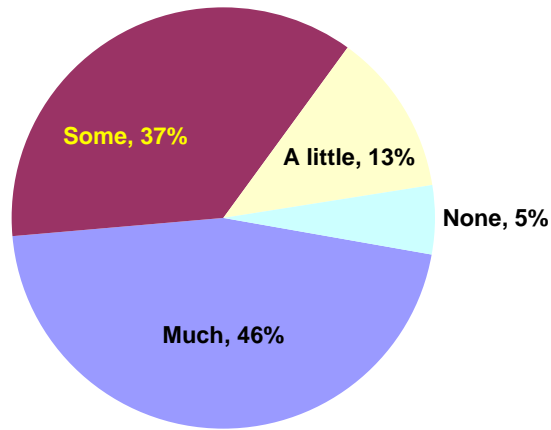
Figure 10 Volunteer positions by percentage of 95 respondents

Volunteer knowledge and experience

I do not know many people who are homeless and I made connections that I will always remember. I learned so much about humanity that day. -- Volunteer

The majority of volunteers had previous experience volunteering for community events, but helping at PHC was a new experience for almost 20%. In order to gauge volunteer’s previous knowledge, they were asked how much they knew about homelessness before PHC. Our community is not blind to the issue of homelessness as over half of the volunteers said they knew ‘some’ while one-third knew a lot about it.

How much experience volunteering for community services or events did you have before PHC?



How much did you know about the issue of homelessness here or elsewhere prior to PHC?

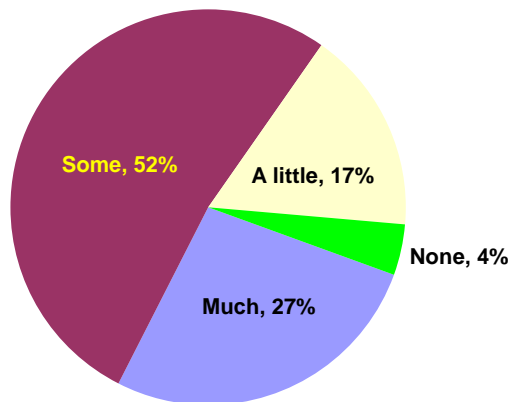


Figure 11 Volunteer pre-event experience and knowledge (based on 96 respondents)

Volunteer Satisfaction with PHC

I am a very “efficient” person, and when one guest started to tell me his life story I got very anxious as there were others waiting to check in. What I realized quite quickly was that the service he needed was for someone to listen. -- Volunteer

The volunteer response to PHC after the event was very encouraging for the future. Nearly everyone who filled out an exit survey was pleased with their roles and felt that PHC was well organized. They largely felt that they received adequate supervision, and, importantly, most learned new things about the issue of homelessness and feel that they made a difference by volunteering. While most agreed that they received adequate training and had plenty to do at the event, nearly one in four volunteers did not agree that they had plenty to do. One of the most frequent complaints by volunteers was that they did not have enough to do.

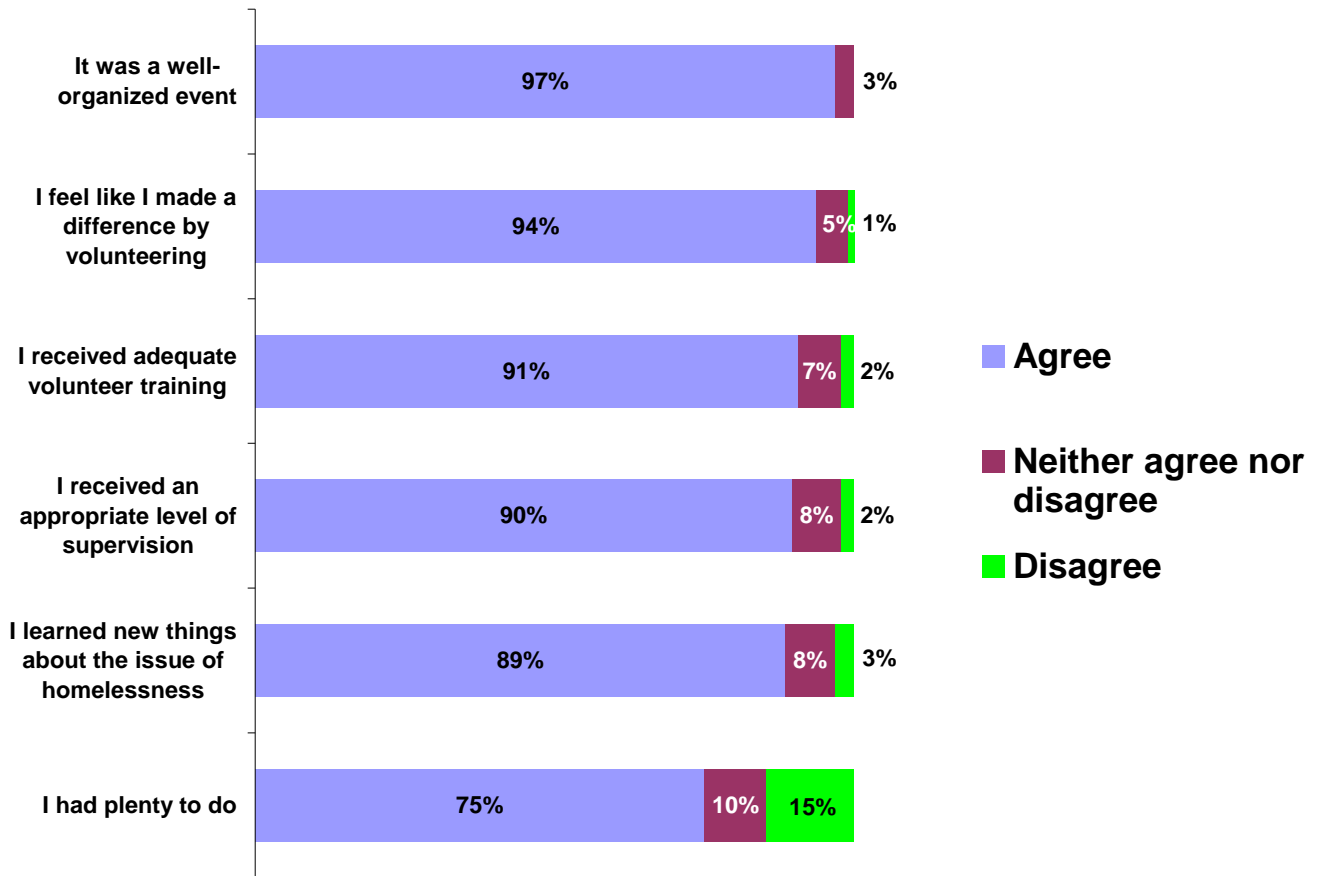


Figure 12 Volunteer Satisfaction (based on 96 respondents)

Volunteer retention

Nearly all of the volunteer exit survey respondents said that they would volunteer for this event again next year.

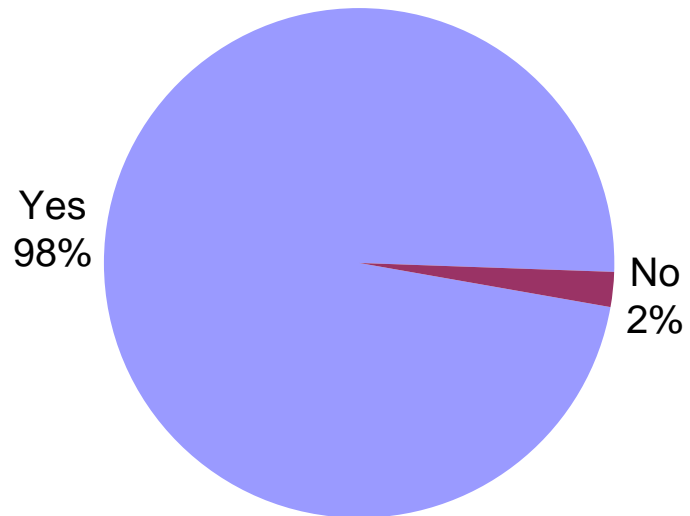


Figure 13 Percent of volunteers that would also volunteer at a future PHC event (based on 96 respondents)

Volunteers' likes, dislikes, and other comments

I liked the interactions I had with the guests and also I was able to connect with some acquaintances on a deeper level and make one new friend. -- Volunteer

When asked what they liked most about the event, volunteers most frequently cited the personal involvement and interactions with guests and other volunteers as well as a positive sense of community as what they liked most about the event. Some commented that they had been nervous about interacting with people who are homeless, but as the event got underway they relaxed and enjoyed the chance to meet new people and learn about homelessness through individual stories. Volunteers also frequently commented about how well the event operated and was organized, including the support they received from those staffing the event.

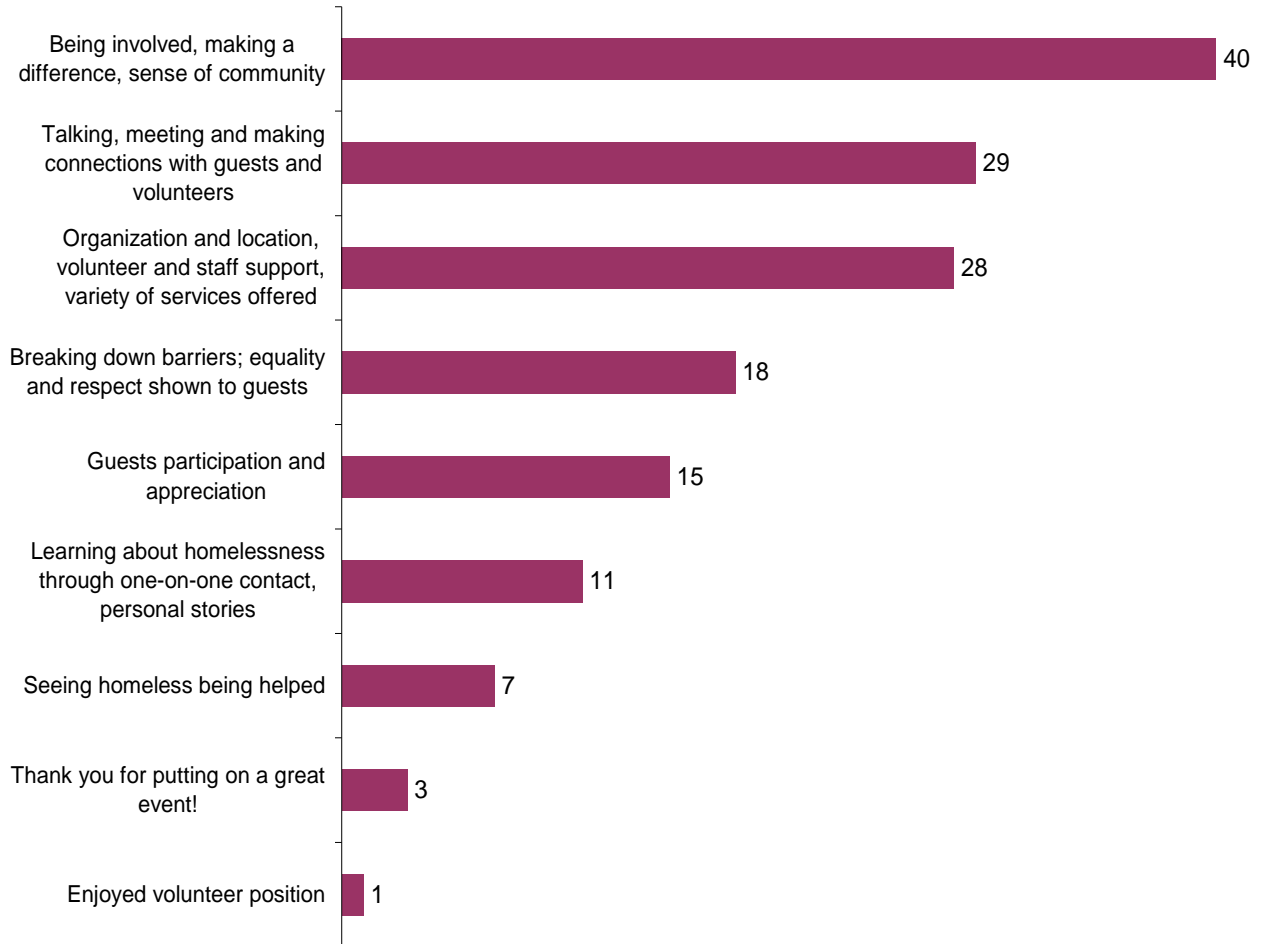


Figure 14 What volunteers liked most about the event (number of 152 volunteer responses)

I didn't like the fact that it was so rushed. I felt like each person we saw was just quickly rushed through because either we had to see so many people, or because the person was in a hurry to see other vendors. – Service provider

When asked what they liked least about the event, the most frequent complaints concerned the noise, crowded feel, and long lines to get into the event and at some of the individual service stations. Some of the volunteers suggested adding specific services or adding capacity or enhancements to some of the services that were offered (e.g. more dental service capacity and create the ability for the hair cutters to use clippers). Some volunteers complained that they did not have enough to do and had a lot of down time. They also did not like the fact that the event had to close before everyone there received the services they had come to receive.

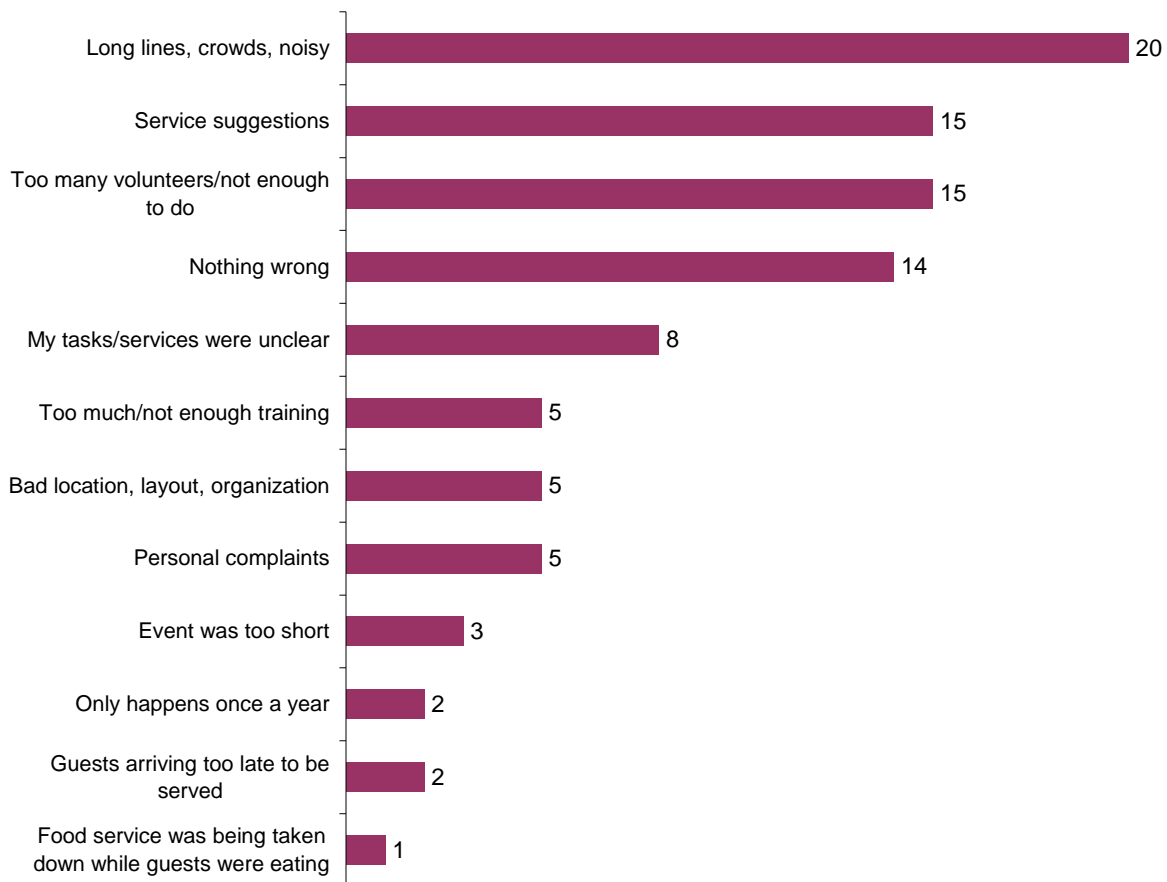


Figure 15 What volunteers liked least about the event (number of 95 volunteer responses)

Service Providers at PHC

100% of service providers that responded to exit surveys said they would like to participate in future PHC events.

Service provider survey respondents

Services at the event were provided by 159 staff of both nonprofit and for-profit organizations. The two services most in demand, housing and dental, also had the largest percentages of providers responding to the exit survey. The information we received from providers and guests shows a clear need for more housing and dental providers. The wait for dental services in the middle of the day was over one and a half hours long, which meant that not everyone in need of dental care was able to be seen by providers. For future events, it would be important to seek out more providers for these services in order to take some of the stress off of the providers as well as increase the amount of guests that can be served.

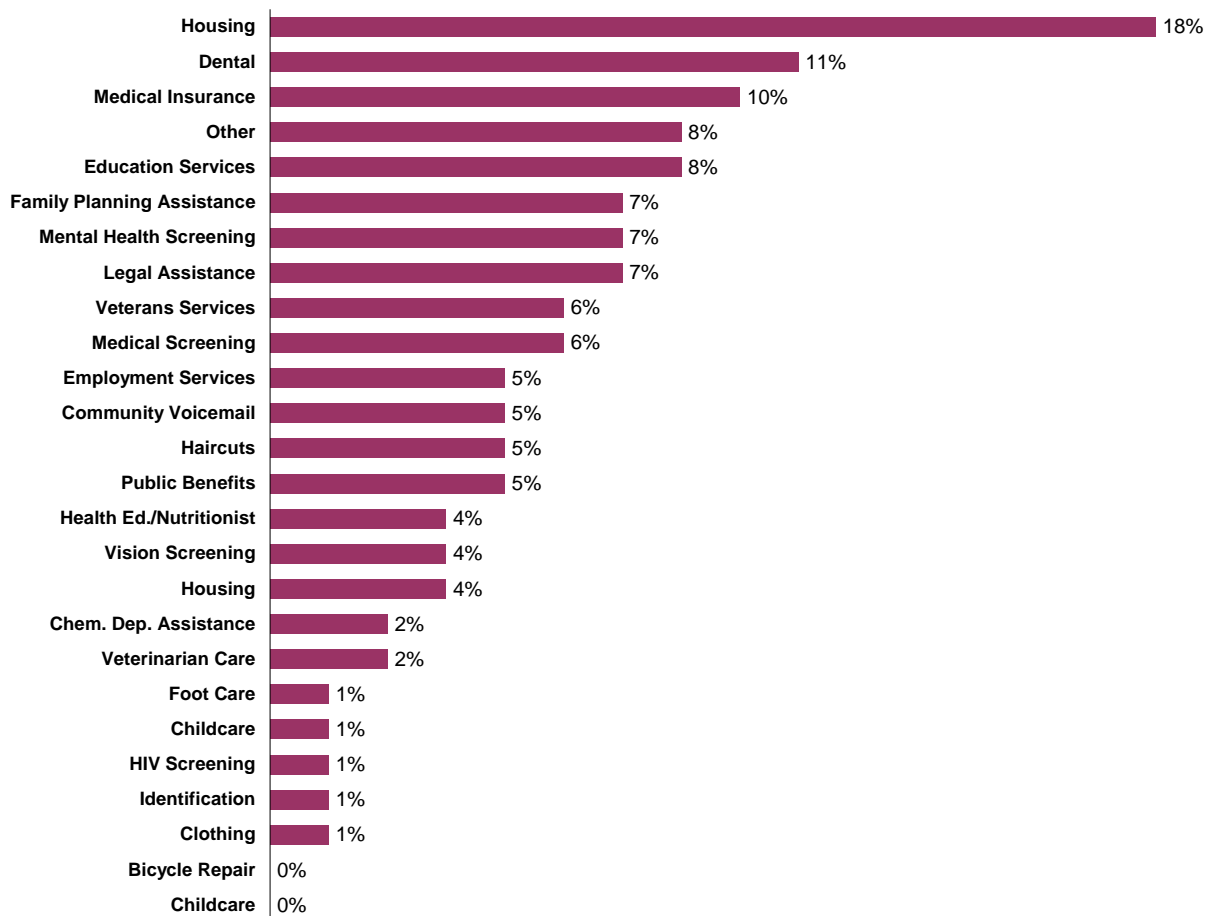


Figure 16 Percentage of service providers by number of respondents

Service Provider Satisfaction with PHC

I loved how all of the guests were treated, including the food that was provided to the clients and how it was served and the heaters outside. I liked that everyone was smiling and at ease with the situation. I thought that having volunteers escort the clients around to the various services was brilliant! – Service provider

The vast majority of service providers agreed that PHC was well-organized, their services were wanted, supplies were adequate and they made a difference by participating in the event. The two event objectives with the lowest satisfaction were facility and its physical layout, and event orientation. It should be noted that two out of three providers thought the facility and layout were adequate; nevertheless, some felt it was too dispersed, hard to navigate, loud and crowded.

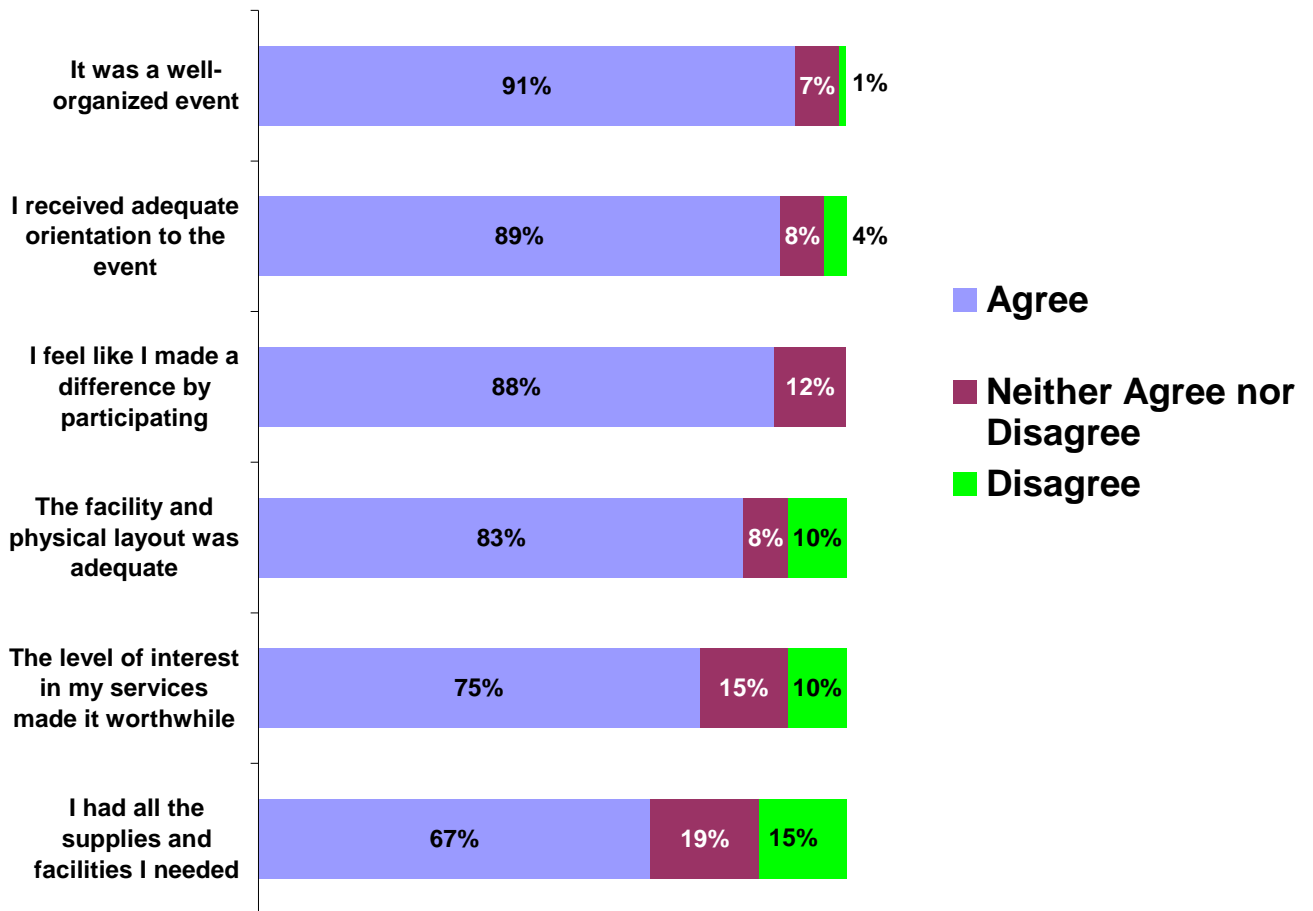


Figure 17 Provider Satisfaction

Service providers' likes, dislikes, and other comments

As a service provider, what I liked most was seeing the guests and the volunteers come to the service areas together, talking, smiling, and being together was amazing and unexpected. -- Provider

What service providers liked most about PHC in one word would be *community*. They enjoyed the community turnout and support, making a difference, community resources that made it all possible, and overall enthusiasm and good cheer. It has already been said that people were the key to success in this event and that statement is reinforced by the service provider responses.

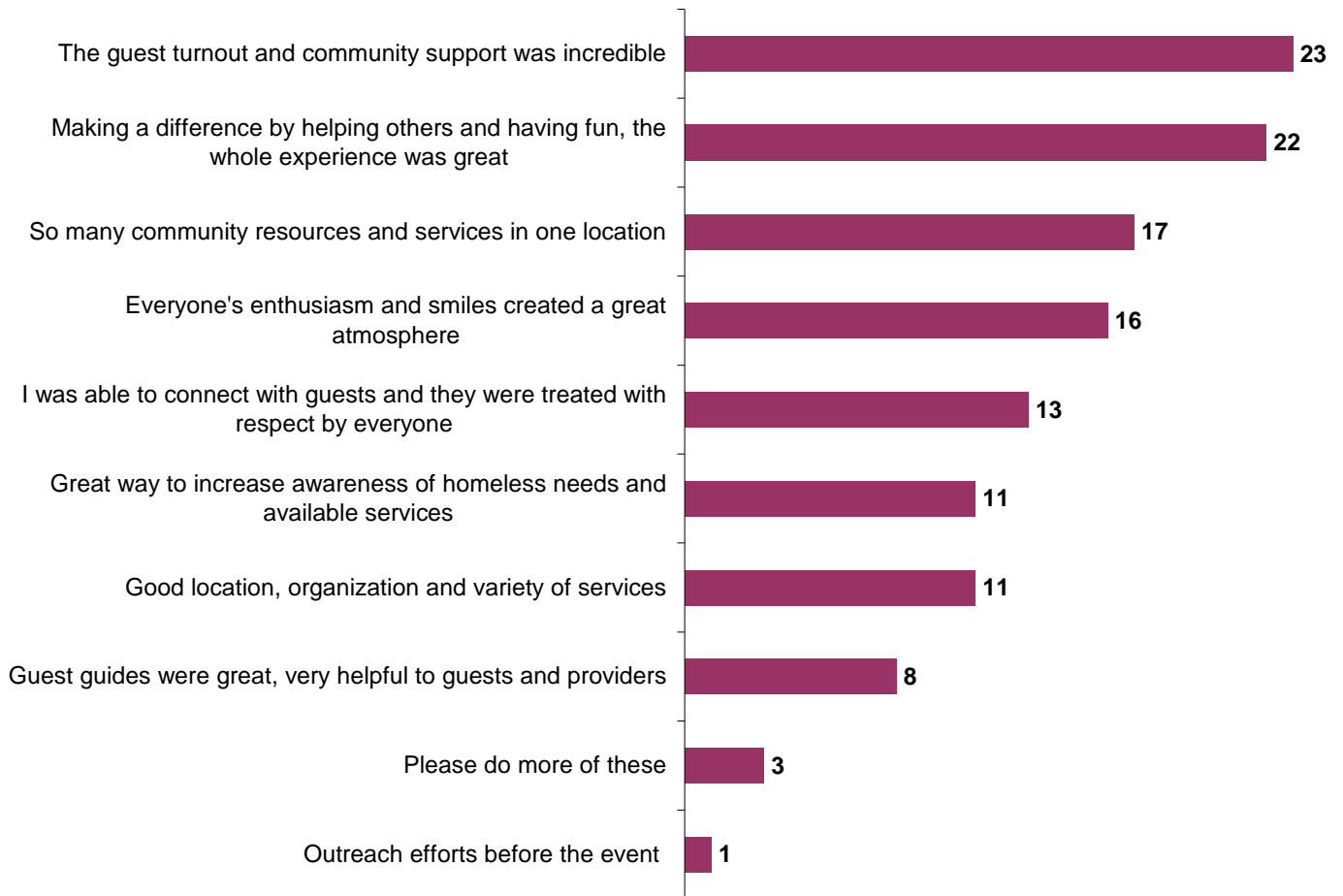


Figure 18 What providers liked most about the event (number of 125 provider responses)

I didn't like the fact that it was SO rushed. I felt like each person we saw was just quickly rushed through because: (1) we had to see so many people, or (2) the person was in a hurry to see other vendors. -- Provider

Volunteers and guests expressed some dissatisfaction with the layout and location of the event in multiple facilities, and the service providers expressed some of this same dissatisfaction. Closely following that was the lack of certain facilities, technical support and privacy offered by the setup of the service stations. Long lines for service and the limited hours were also seen as reasons that some guests did not receive the services they had hoped for.

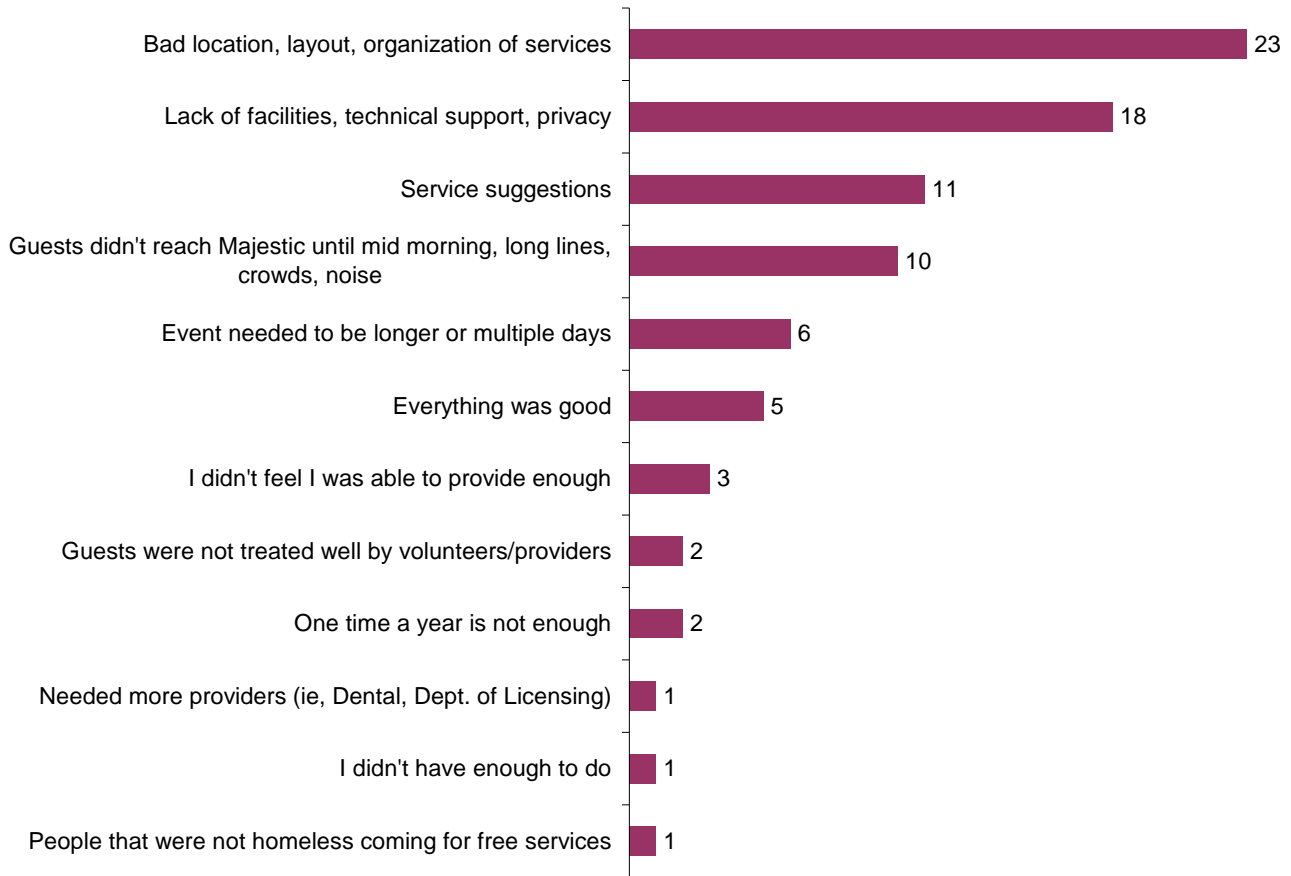


Figure 19 What providers liked least about the event (number of 83 provider responses)

Service provider comments offer a rich mix of suggested improvements for future events. Many mentioned that they could have provided better service if they had access to more and better facilities or supplies. They also noted that table signs should state the service being provided, rather than the name of the program as some guests may pass by valuable services because it is unclear what is offered.

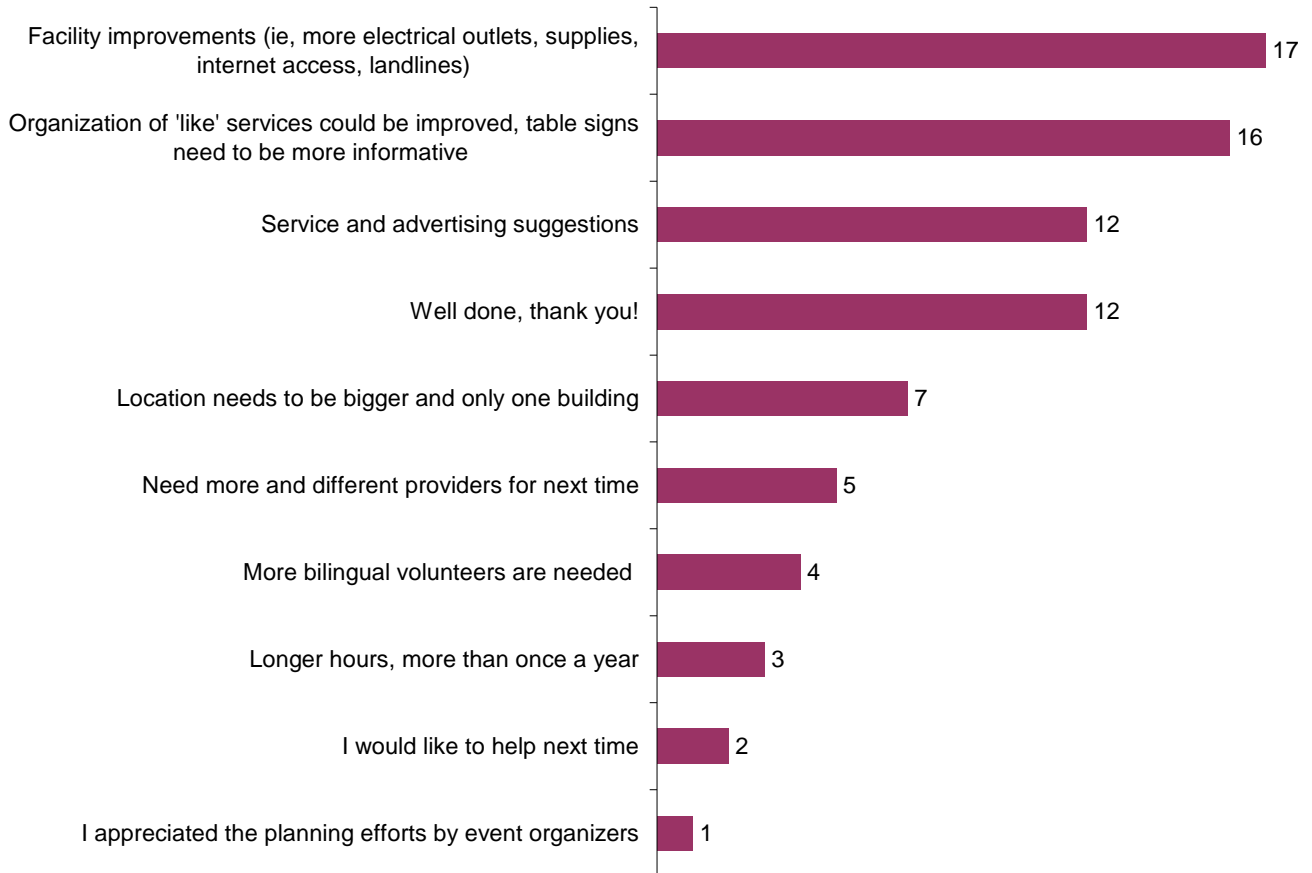


Figure 20 Providers other comments (number of 79 provider responses)

PHC Promotion and Publicity

Volunteers

Recruiting volunteers for the PHC event was so successful that over 100 had to be redirected to other volunteer opportunities. By far the most successful media outlet for building awareness of the event and the opportunity to volunteer was the Bellingham Herald article that appeared on November 28, 2008. The next most frequently reported sources of information about PHC were word-of-mouth, including knowing PHC organizers, friends, family and coworkers.

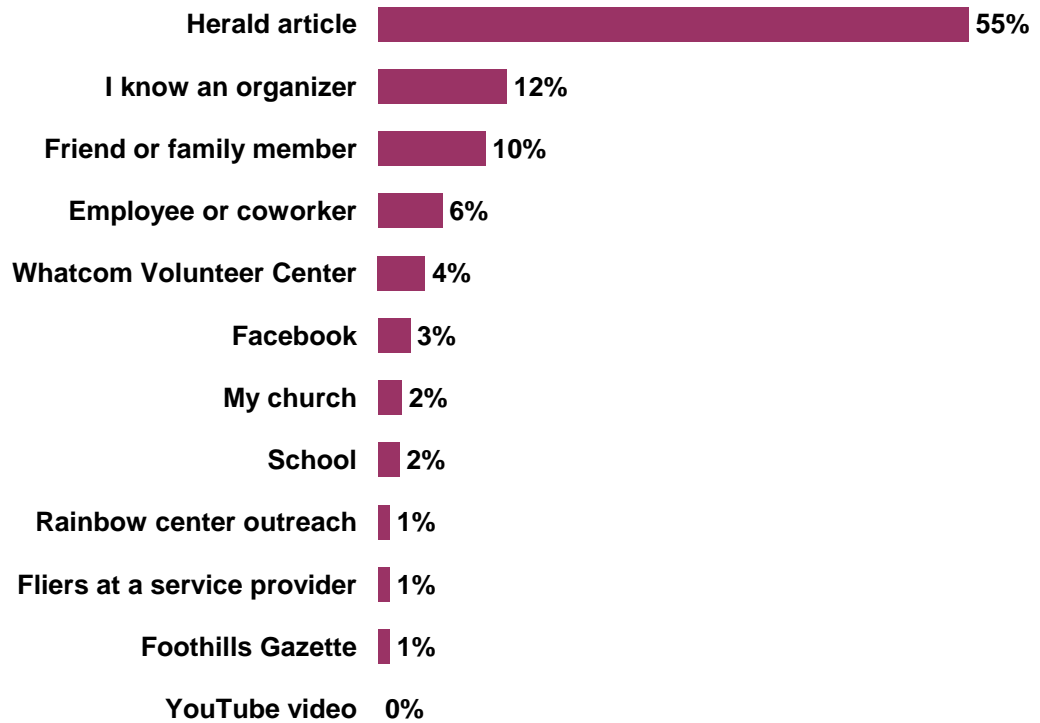


Figure 21 Event promotion for volunteers

Guests

Publicity and promotion for PHC included the distribution of thousands of handbills and hundreds of posters. Over 40% of the guests that attended PHC heard about the event from outreach workers that they are in contact with, and almost 40% found out from flyers or posters around the county.

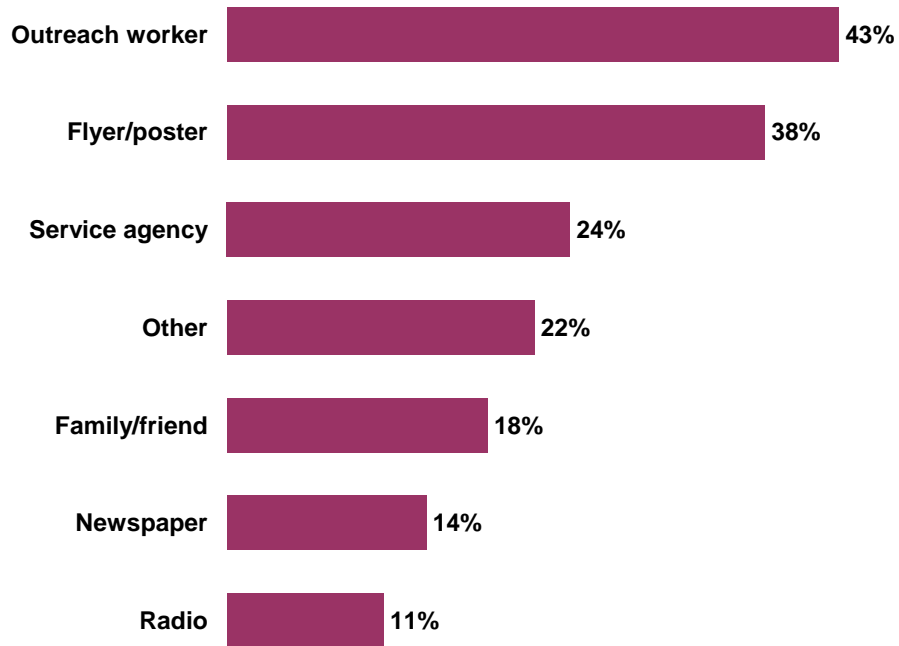


Figure 22 Event promotion for guests

Transportation to PHC

PHC was held in downtown Bellingham, but due to the rural nature of Whatcom County it was necessary to find transportation accommodations for guests who would be unable to attend due to cost or lack of transportation. Whatcom Transportation Authority (WTA) graciously donated two days of free county-wide service and over one-third of the guests in attendance were able to utilize public transit to come to the event. There is a clear distinction between the means of transport used by guests, volunteers and providers. The majority of guests used free transportation, such as walking, catching rides with others, and taking the bus; however, about half of the volunteers and service providers drove themselves.

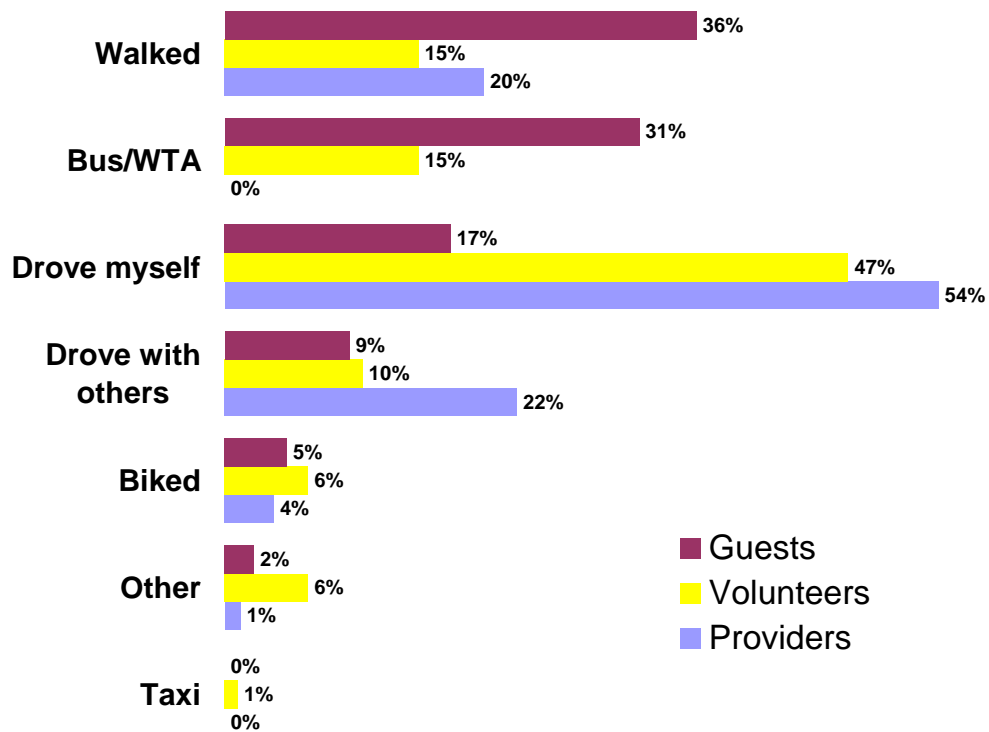


Figure 23 Modes of transportation used to get to PHC event