



# CRAIG'S DOORS

## FARE ACCESS PROGRAM ANNUAL REPORT 2023

Free public transit for those who need it most.



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# About Craig's Doors

In 2011, Craig's Doors – A Home Association, Inc. was established in Amherst, Massachusetts to provide low-threshold emergency shelter for adults experiencing homelessness in Hampshire County during the coldest months of the year. The organization has now grown into a trauma-informed, person-centered service agency offering 24/7/365 survival, stabilization, and housing support for the most vulnerable members of our community.

Today, Craig's Doors operates multiple emergency shelters, a Resource Center, and a low-threshold housing program. Clients of the organization have access to a bed, warm meals, hot showers, case management, clothing, laundry services, harm-reduction supplies, survival gear, internet access, and among a growing list of critical resources, free public transit.



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Craig's Doors



# Executive Summary

On March 1, 2023, the Fare Access Program was established to increase public transit access for people experiencing homelessness. The program provides all Craig's Doors clients with daily fare-free access to the Pioneer Valley Transit Authority (PVTA) bus system. Additionally, bus passes were distributed to community partners to assist other people in need of transportation assistance. Program data offers empirical evidence that fare-free public transit can have measurable positive impacts on the socio-economic mobility and quality of life for economically marginalized people.

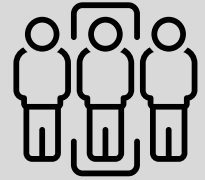
**5,585** Day Passes Distributed

**340+** Recipients

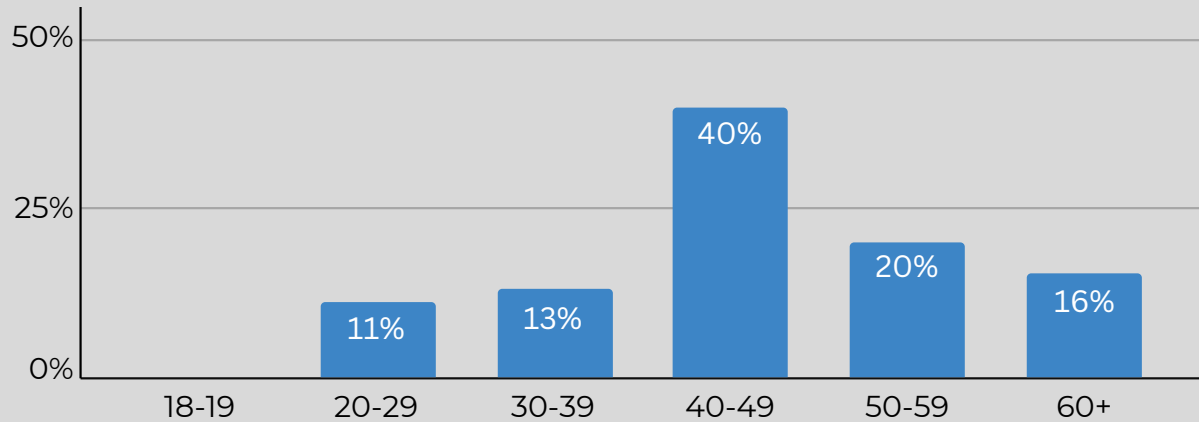


**“This program has helped in many aspects of my life, from finding a job to helping me get to work, and also helped me make it to crucial appointments that otherwise I'd miss.” - M. H.**

# Program Demographics



## Age Distribution



**4 in 10** reported having no income



**3 in 10** reported experiencing chronic homelessness

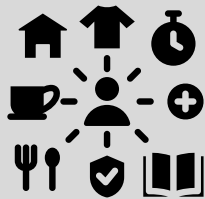
**45%**

reported chronic health conditions

**\$6,510**

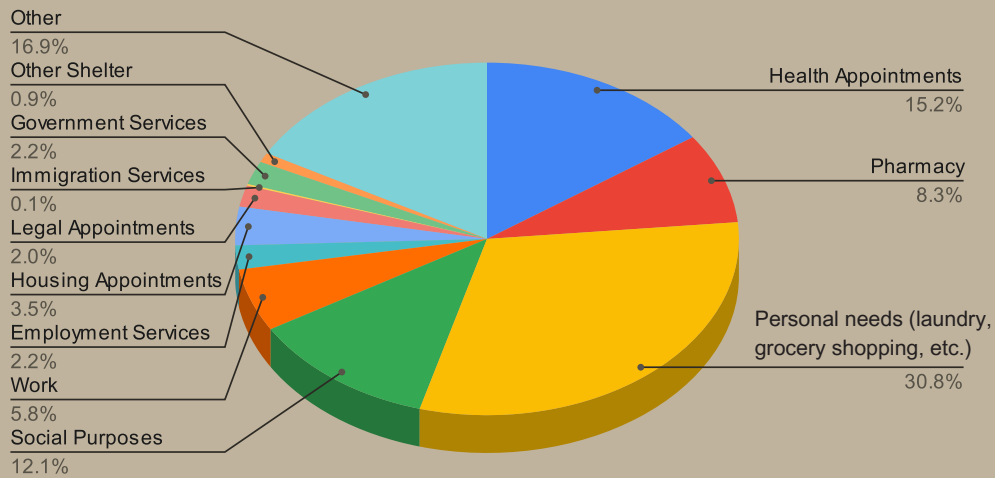
reported average annual income

*To study the effects of fare-free public transit while respecting data privacy, sharing personal data was not a requirement to benefit from this program. Participants still agreed to share various degrees of their data depending on the question. For any inquiries regarding data sharing, data privacy, or methodology, please contact [admin@craigdoors.org](mailto:admin@craigdoors.org).*



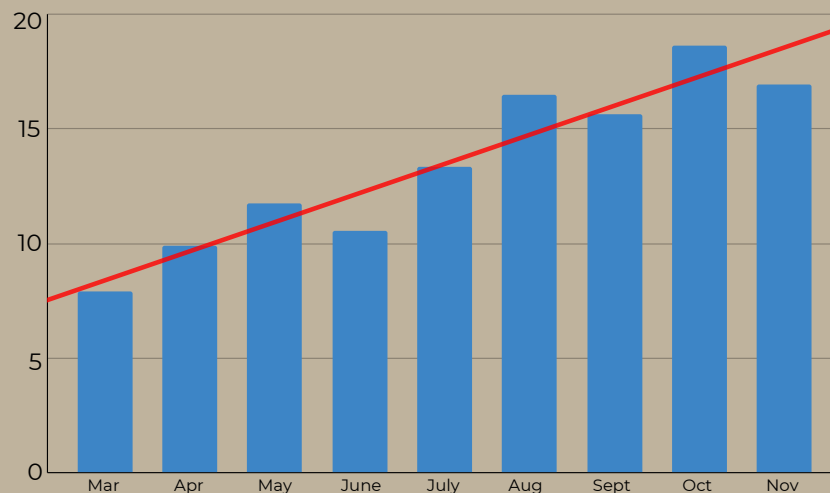
# Usage Data

## Reason for Travel

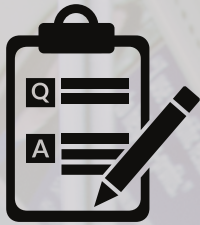


\*Data collected 03/01/2023-07/26/2023

## Avg. Passes Distributed Per Day at Craig's Doors Shelters



"I don't have any income and I need to look for jobs. The bus passes help me in my job search. They also help me get to doctor's appointments." - K. K.



# Key Outcomes

16%

participants reported the program helped them **gain employment**

participants reported the program positively or very positively **impacted path to housing**

71%

20%

participants reported the program assisted them in **traveling to work**

participants reported the program positively or very positively **impacted mental health**

84%

91%

participants reported the program positively or very positively **impacted physical health**

participants reported the program positively or very positively **impacted access to food**

84%

87%

participants reported the program positively or very positively **impacted access to social supports**



"It's helped, I mean, I wouldn't have been able to get my job or buy myself food. I would have just been stuck here when I got here unless I borrowed money from someone. I had nothing when I got here. It's definitely a big help, even though it doesn't seem like it." - F. K.

# Testimonials



"Being vehicleless at the moment, it's definitely helped with things I really need like going to the doctors, bringing my mom places because I take care of my mom, going grocery shopping. It helps a lot." - S. D.

"The bus pass program has benefitted me by helping me get to my doctors appointments and helping me get to therapy. So it's been great." - C. S.

"It got me a job. It helped me apply for an apartment."  
- M. S.

"It helps with transportation to work, it helps with transportation to use the resources that I need to help me be successful for myself and in the community, and using the bus not only helps me achieve my goals to be successful, but it helps me be independent, which is one thing in my life that I love being." - N. W.

"I use it every day to go to the [recovery] clinic."  
- M. U.

"It's actually helped me. I just used it on Sunday, matter of fact. It definitely helped me get where I need to go, like a doctor's visit, counseling at CSO. I think it's a good program for people who don't have much." - T. B.

"The bus passes allow me to see my daughter more often. Usually when I don't have a ride, I can't afford to see her."  
- L. T.



# Final Notes

## The Data

To respect privacy concerns and exercise a commitment to inclusivity and accessibility, the sharing of personal data was not a requirement to participate in the program. Still, 340 participants agreed to provide up to 135 data points with varying degrees of disclosure. Additional data not included in this report covers subjects related to gender, race, ethnicity, veteran status, health, income, employment, and more. For questions surrounding additional data requests, methodology, data privacy, or anything regarding the program, please contact [admin@craigdoors.org](mailto:admin@craigdoors.org).

## The Future of The Program

Data collected during the program highlights the need for improved access to public transportation in our community, especially among those experiencing homelessness. Craig's Doors is committed to prioritizing the sustainability of the program, and to advocating for increased access to quality public transit. We want to acknowledge the support of Massachusetts State Rep. Mindy Domb (D-Amherst), who secured funding in the 2024 MA State Budget to continue the program for another year. However, the future of the program is at risk as there is no guarantee that the program will continue to receive funding.