

**Supplemental Figure 1. Patient-Level Non-Arrival Frequency Histogram.** In the cohort of 11,812 patients, the median non-arrival frequency was 25% (solid khaki line) and the 25th-75th percentile range was 0% to 50% (dashed khaki line).

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| **Supplemental Table 1.** Cross tabulation of transport time estimate classifications for bus and car at each ZIP code starting location | | | |
|  | Shortest transport time by bus | Intermediate transport time by bus | Longest transport time by bus |
| Shortest transport time by car | 3 | 2 | 0 |
| Intermediate transport time by car | 4 | 4 | 2 |
| Longest transport time by car | 0 | 2 | 3 |

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| **Supplemental Table 2.** Multivariable model for association between clinic appointment non-arrival and car transport characteristics. | | | |
| Variable | Odds Ratio | 95% CI | p-value |
| Age |  |  |  |
| Age < 1 year | ref |  |  |
| Age 1-5 years | 1.59 | 1.50 – 1.69 | < 0.01 |
| Age 6-12 years | 1.62 | 1.51 – 1.74 | < 0.01 |
| Age 13 years and over | 1.62 | 1.49 – 1.75 | < 0.01 |
| Race |  |  |  |
| White | ref |  |  |
| Black | 1.75 | 1.59 – 1.92 | < 0.01 |
| Asian | 0.40 | 0.28 – 0.57 | < 0.01 |
| Other | 1.25 | 1.03 – 1.50 | 0.02 |
| Ethnic |  |  |  |
| Non-Hispanic | ref |  |  |
| Hispanic | 0.62 | 0.52 – 0.74 | < 0.01 |
| Unknown | 1.14 | 0.94 – 1.38 | 0.18 |
| Season |  |  |  |
| Winter | ref |  |  |
| Spring | 0.93 | 0.88 – 0.98 | < 0.01 |
| Summer | 0.92 | 0.87 – 0.97 | < 0.01 |
| Fall | 0.70 | 0.66 – 0.74 | < 0.01 |
| Appointment Type |  |  |  |
| Not Well | ref |  |  |
| Well | 1.56 | 1.47 – 1.64 | < 0.01 |
| Car transit time – income |  |  |  |
| Lowest income – shortest time | ref |  |  |
| Lowest income – intermediate time | 1.09 | 0.96 – 1.25 | 0.20 |
| Lowest income – longest time | 1.21 | 1.07 – 1.36 | < 0.01 |
| Intermediate income – shortest time | 1.11 | 1.00 – 1.23 | 0.06 |
| Intermediate income – intermediate time | 1.07 | 1.00 – 1.16 | 0.06 |
| Intermediate income – longest time | 1.02 | 0.88 – 1.15 | 0.82 |
| Highest income – shortest time | 0.84 | 0.70 – 0.99 | 0.049 |
| Highest income – intermediate time | 0.92 | 0.81 – 1.04 | 0.18 |
| Highest income – longest time | 1.01 | 0.89 – 1.14 | 0.90 |
| Constant | 0.14 | 0.12 – 0.16 | < 0.01 |

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| **Supplemental Table 3.** Multivariable model for association between clinic appointment non-arrival and bus transport characteristics. | | | |
| Variable | Odds Ratio | 95% CI | p-value |
| Age |  |  |  |
| Age < 1 year | ref |  |  |
| Age 1-5 years | 1.59 | 1.50 – 1.69 | < 0.01 |
| Age 6-12 years | 1.62 | 1.51 – 1.74 | < 0.01 |
| Age 13 years and over | 1.61 | 1.50 – 1.76 | < 0.01 |
| Race |  |  |  |
| White | ref |  |  |
| Black | 1.74 | 1.58 – 1.91 | < 0.01 |
| Asian | 0.41 | 0.28 – 0.58 | < 0.01 |
| Other | 1.25 | 1.03 – 1.51 | 0.02 |
| Ethnic |  |  |  |
| Non-Hispanic | ref |  |  |
| Hispanic | 0.62 | 0.52 – 0.74 | < 0.01 |
| Unknown | 1.14 | 0.94 – 1.38 | 0.18 |
| Season |  |  |  |
| Winter | ref |  |  |
| Spring | 0.93 | 0.88 – 0.98 | < 0.01 |
| Summer | 0.92 | 0.87 – 0.97 | < 0.01 |
| Fall | 0.70 | 0.66 – 0.74 | < 0.01 |
| Appointment Type |  |  |  |
| Not Well | ref |  |  |
| Well | 1.56 | 1.48 – 1.64 | < 0.01 |
| Bus transit time – income |  |  |  |
| Lowest income – shortest time | ref |  |  |
| Lowest income – intermediate time | 1.17 | 1.04 – 1.32 | 0.01 |
| Lowest income – longest time | 1.55 | 1.27 – 1.85 | < 0.01 |
| Intermediate income – shortest time | 1.19 | 1.06 – 1.34 | < 0.01 |
| Intermediate income – intermediate time | 1.32 | 1.14 – 1.52 | < 0.01 |
| Intermediate income – longest time | 1.13 | 0.98 – 1.31 | 0.09 |
| Highest income – shortest time | 0.84 | 0.70 – 0.99 | 0.049 |
| Highest income – intermediate time | 1.23 | 1.05 – 1.59 | 0.02 |
| Highest income – longest time | 1.16 | 0.95 – 1.41 | 0.15 |
| Bus transfer | 0.93 | 0.84 – 1.03 | 0.15 |
| Bus walk distance |  |  |  |
| Shortest | ref |  |  |
| Intermediate | 0.89 | 0.81 – 0.98 | 0.02 |
| Longest | 0.80 | 0.71 – 0.91 | < 0.01 |
| Constant | 0.14 | 0.12 – 0.16 | < 0.01 |

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| **Supplemental Table 4.** Sensitivity analysis multivariable model for association between clinic appointment non-arrival and bus transport characteristics, without bus transfer or walk distance. | | | |
| Variable | Odds Ratio | 95% CI | p-value |
| Age |  |  |  |
| Age < 1 year | ref |  |  |
| Age 1-5 years | 1.59 | 1.50 – 1.69 | < 0.01 |
| Age 6-12 years | 1.62 | 1.51 – 1.73 | < 0.01 |
| Age 13 years and over | 1.61 | 1.49 – 1.75 | < 0.01 |
| Race |  |  |  |
| White | ref |  |  |
| Black | 1.76 | 1.60 – 1.93 | < 0.01 |
| Asian | 0.40 | 0.28 – 0.58 | < 0.01 |
| Other | 1.24 | 1.03 – 1.50 | 0.02 |
| Ethnic |  |  |  |
| Non-Hispanic | ref |  |  |
| Hispanic | 0.60 | 0.51 – 0.72 | < 0.01 |
| Unknown | 1.14 | 0.95 – 1.38 | 0.16 |
| Season |  |  |  |
| Winter | ref |  |  |
| Spring | 0.93 | 0.88 – 0.98 | < 0.01 |
| Summer | 0.92 | 0.87 – 0.97 | < 0.01 |
| Fall | 0.70 | 0.66 – 0.74 | < 0.01 |
| Visit Type |  |  |  |
| Other | ref |  |  |
| Well | 1.56 | 1.47 – 1.64 | < 0.01 |
| Bus transit time – income |  |  |  |
| Lowest income – shortest time | ref |  |  |
| Lowest income – intermediate time | 1.12 | 1.00 – 1.26 | 0.05 |
| Lowest income – longest time | 1.23 | 1.07 – 1.41 | < 0.01 |
| Intermediate income – shortest time | 1.08 | 0.99 – 1.17 | 0.08 |
| Intermediate income – intermediate time | 1.11 | 1.02 – 1.21 | 0.02 |
| Intermediate income – longest time | 0.99 | 0.89 – 1.10 | 0.86 |
| Highest income – shortest time | 0.84 | 0.70 – 0.99 | 0.049 |
| Highest income – intermediate time | 1.03 | 0.89 – 1.18 | 0.71 |
| Highest income – longest time | 0.92 | 0.82 – 1.03 | 0.15 |
| Constant | 0.14 | 0.12 – 0.16 | < 0.01 |

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| **Supplemental Table 5.** Odds ratios not arriving to scheduled clinic appointment by ZIP code income and direct drive time. | | | |
| **Group** | **Odds ratio** | **95% Confidence Interval** | **p-value** |
| Lowest income ZIP codes |  |  |  |
| Shortest drive time | ref |  |  |
| Intermediate drive time | 1.09 | 0.96 – 1.25 | 0.20 |
| Longest drive time | 1.21 | 1.07 – 1.36 | < 0.01 |
| Intermediate income ZIP codes |  |  |  |
| Shortest drive time | ref |  |  |
| Intermediate drive time | 1.08 | 1.00 – 1.17 | 0.06 |
| Longest drive time | 1.02 | 0.89 – 1.16 | 0.82 |
| Highest income ZIP codes |  |  |  |
| Shortest drive time | ref |  |  |
| Intermediate drive time | 0.92 | 0.81 – 1.04 | 0.18 |
| Longest drive time | 1.01 | 0.89 – 1.14 | 0.90 |

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| **Supplemental Table 6.** Odds ratios not arriving to scheduled clinic appointment by ZIP code income and bus transit time. | | | |
| **Group** | **Odds ratio** | **95% Confidence Interval** | **p-value** |
| Lowest income ZIP codes |  |  |  |
| Shortest transit time | Ref |  |  |
| Intermediate transit time | 1.17 | 1.04 – 1.32 | 0.01 |
| Longest transit time | 1.54 | 1.27 – 1.85 | < 0.01 |
| Intermediate income ZIP codes |  |  |  |
| Shortest transit time | Ref |  |  |
| Intermediate transit time | 1.32 | 1.14 – 1.52 | < 0.01 |
| Longest transit time | 1.13 | 0.98 – 1.31 | 0.09 |
| Highest income ZIP codes |  |  |  |
| Shortest transit time | Ref |  |  |
| Intermediate transit time | 1.29 | 1.05 – 1.59 | 0.02 |
| Longest transit time | 1.16 | 0.95 – 1.41 | 0.15 |