



## **MEETING NOTICE**

### Madera County Transportation Commission SSTAC Meeting

#### **LOCATION**

Madera County Transportation Commission  
Board Room  
2001 Howard Road, Suite 201  
Madera, California 93637

#### **DATE**

Wednesday, April 24, 2019

#### **TIME**

10:30 AM

*Representatives or individuals with disabilities should contact MCTC at (559) 675-0721 at least three (3) business days in advance of the meeting to request auxiliary aids or other accommodations necessary to participate in the public meeting.*

## **AGENDA**

At least 72 hours prior to each regular MCTC Social Service Transportation Advisory Council meeting, a complete agenda packet is available for review on the MCTC website at <http://www.maderactc.org/meeting-agendas/> or at the MCTC office, 2001 Howard Road, Suite 201, Madera, California 93637. All public records relating to an open session item and copies of staff reports or other written documentation relating to items of business referred to on the agenda are on file at MCTC. Persons with questions concerning agenda items may call MCTC at (559) 675-0721 to make an inquiry regarding the nature of items described in the agenda.

## **INTERPRETING SERVICES**

Interpreting services are not provided at MCTC's public meeting unless requested at least three (3) business days in advance. Please contact MCTC at (559) 675-0721 during regular business hours to request interpreting services.

Servicios de interprete no son ofrecidos en las juntas públicas de MCTC al menos de que se soliciten con tres (3) días de anticipación. Para solicitar éstos servicios por favor contacte a Evelyn Espinosa at (559) 675-0721 x 15 durante horas de oficina.

## **MEETING CONDUCT**

If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Board may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

## **RECORD OF THE MEETING**

Quarterly Transit meetings are recorded. Copies of recordings are available upon request, or recordings may be listened to at the MCTC offices by appointment.

# Social Service Transportation Advisory Council Agenda

Item	Description	Enclosure	Action
<b>MCTC Sitting as the Madera County Transportation Commission</b>			
<b>Item</b>	<b>Description</b>		
<b>I.</b>	<b>Introductions</b>		
<b>II.</b>	<b>Public Comments</b>		
<b>III.</b>	<b>Minutes of the April 3, 2019 SSTAC Meeting</b>	<b>YES</b>	<b>APPROVE</b>
<b>IV.</b>	<b>New Member Orientation</b>	<b>YES</b>	<b>DISCUSSION</b>
<b>V.</b>	<b>Unmet Transit Needs Response to Comments (Espinosa)</b>	<b>YES</b>	<b>DISCUSSION</b>
<b>VI.</b>	<b>Recommendation to MCTC Board (Chairperson)</b>		<b>DISCUSSION</b>
<b>VII.</b>	<b>Discuss Future Meetings (Chairperson)</b>		<b>DISCUSSION</b>
	<ul style="list-style-type: none"> <li>• Appoint Representatives to attend the MCTC Board Meeting - May 22, 2019 at 3:00pm</li> </ul>		
<b>VIII.</b>	<b>Adjournment (Chairperson)</b>		

## **Social Service Transportation Advisory Council**

### **MINUTES**

#### **DATE**

**Wednesday, April 3, 2019**

The regular meeting of the Social Service Transportation Advisory Council held Wednesday, April 3, 2019 at the Madera County Transportation Commission conference room located at 2001 Howard Road, Suite 201, Madera, California 93637, was called to order by MCTC Staff Evelyn Espinosa at 10:35 AM.

#### **MEMBERS PRESENT**

Ellen Moy, Representative of the Local Social Service Providers for Seniors, Madera County

Loretta Castro, Potential Transit User who is disabled

Debra McKenzie, Representative of the Local Social Service Provider for Disabled, City of Madera

Sophia Aguilar, Representative of a Local Social Service Provider for Persons of Limited Means

Ana Ibañez, Community Action Partnership of Madera County, Representative from the Local Consolidated Transportation Service Agency

#### **STAFF PRESENT:**

Amelia Davies, Madera County Transportation Commission

Evelyn Espinosa, Madera County Transportation Commission

## **I: Introductions**

Evelyn Espinosa called the meeting to order and led introductions.

## **II: Public Comment**

None.

## **III: SSTAC Role and Responsibilities**

SSTAC Role and Responsibilities attachment was read off and the definition for Unmet Transit Needs was explained as well.

## **IV: Anticipated Comments for the Board Meeting**

Conversation about the anticipated comments for the Board meeting: Dispatch improvement, Walmart stop location, trouble understanding how Dial-a-Ride works.

## **V: Other Transit Items**

For any other transit items, the only news I have is that there will be 3 upcoming webinars.

- April 8, 16, 30

An email with all the specifics and links will be emailed after meeting.

Discussion about the transit guide format and improvements that the City and County are working on for their transit system.

## **Item VI: Future meetings:**

April 17<sup>th</sup> will be the Board meeting and the next SSTAC meeting will be held on the 24<sup>th</sup> at 10:30 am.

**VII: THERE BEING NO FURTHER BUSINESS OF THE SOCIAL SERVICES TRANSPORTATION ADVISORY COMMITTEE, THE MEETING WAS ADJOURNED AT 11 AM**

## **“UNMET TRANSIT NEEDS”**

The “Unmet Transit Needs” process is required by State law to be conducted annually. The process is intended to identify those transit needs in the City of Madera, City of Chowchilla, and the County of Madera that are reasonable to meet. Where an unmet transit need is identified by the MCTC Policy Board to be reasonable to meet, the responsible jurisdiction(s) must develop a plan to provide transit service to meet the need within the following year.

### **Social Service Transportation Advisory Council (SSTAC):**

**Role:**

To forward a recommendation to the MCTC Policy Board regarding transit needs and issues.

**Responsibilities:**

1. Annually participate in the identification of transit needs in Madera County, including unmet transit needs that may exist within Madera County and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services.
2. Annually review and recommend action by MCTC Policy Board for the area within Madera County which finds by resolution, that (A) there are no unmet transit needs, (B) there are no unmet transit needs that are reasonable to meet, or (C) there are unmet transit needs, including needs that are reasonable to meet.
3. Advise the MCTC on any other major transit issues, including the coordination and consolidation of specialized transportation services.

# Madera County Transportation Commission

## Definition of “Unmet Transit Needs”

The Madera County Transportation Commission has determined that its definition of the term **“unmet transit needs”** includes all essential trip requests by transit-dependent persons for which there is no other convenient means of transportation, and the Commission has determined that its definition of the term **“reasonable to meet”** shall apply to all related public or specialized transportation services that:

- (1) are feasible;
- (2) have community acceptance;
- (3) serve a significant number of the population;
- (4) are economical; and
- (5) can demonstrate cost effectiveness

by having a ratio of fare revenues to operating cost at least equal to 10 percent, and the Commission has determined that its definition of the term “reasonable to meet” shall also apply to all service requests which do not abuse or obscure the intent of such transportation services once they are established.

Analysis of Comments Received During the FY 18/19 Unmet Transit Needs Process					
Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need"	If identified as an "Unmet Transit Need", is it "Reasonable to Meet"
<b>Comments submitted via Telephone</b>					
1	City of Madera	DAR	Rude service while making appointments on the phone and intermodal.	NO	
			Miscommunication while making a reservation caused her to miss an appointment.	NO	
2	City of Madera	MAX	Bus service from Home depot to the Madera Hospital.		
<b>Comments submitted via Unmet Transit Needs Workshop</b>					
3	City of Madera	DAR	Not enough understanding of how DAR works and how to schedule a pick up.	NO	
<b>Comments submitted via Unmet Transit Needs Form</b>					
4	City of Madera	MAX, DAR, MCC, Eastern Madera County Senior Bus, CATX	South P. Street and 6th Street, Madera, CA. Hospital, Tuesday or Thursdays - 2:00 pm or 3 pm	NO	N/A
			On-time performance improvement.		
			We need crosswalk between High St. and 700 E Yosemite Ave. There is a MAX bus stop by the National Guard Armory and no crosswalk.		
			We need a crosswalk in front of the welfare office.		
			I use MAX everyday around Madera; I work as a volunteer for the community since 1992. I am recruiting more people to join the community.		
			It is important to fix roadways for the MAX routes.		
			The office system needs improvement. The person at the phone does not have good service. The dispatch at the office need to be nicer to clients, drivers and other workers.		
			These surveys are very important to see transit need, not only that, other needs which are not seen through the MAX meetings. In this case Max meetings need to be broadcast through channel 21, Univision news at 6 pm. also in the Madera Tribune.		
			Another bus stop needs to be added around Adanac Way by Kennedy St, Jessie Dr. and Lacreata Ave and that community because the bus stop on Merced Ave is very far from this area.		
			Transit needed around Clinton area, by Sierra Vista elementary School.		
			Transit needed by Rd 28 - 28 1/2.		
			Bus shelter and benches, not only the bus stop sign. Bus shelters and benches are very important.		
			Improvement for the fare collecting system. It needs to be the type of machine that counts the money when passengers use cash (like in big cities) otherwise every person that pays in cash needs to count the money they are depositing.		
Fare increase for ADA riders due to the extra work it takes for the driver to accommodate and remove two seats for them.					
The bus drivers need to be more alert about the fare families are paying for their children. The company knows the ages that each child should pay per ride; if child is in baby carries a regular adult seat is occupied.					
Include the rules and regulations in the MAX bus like: Don't leave trash behind; no beverages allowed because the seats get wet and dirty; and to fasten your seatbelt.					
5			I need MAX Sundays		
			I need MAX everyday for Rancho San Miguel [market]		



6	City of Madera	MAX	On-time performance		
			Sunday service		
			More destination stops.		
7	City of Madera	MAX	Appreciative for the service		
8	City of Madera	MAX	More stops		
			On-time performance		
			More buses		
			Dispatch service improvement		
			Hire me, phone number provided		
9	All	MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service	I would suggest, if at all possible, that the bus service had a flexible schedule, in particular for Sundays.		
10	City of Madera	MAX	Sunday service		
			Bus stop at Sierra Vista Elementary		
			Verify that reservations are logged in to the system		
11	City of Madera	MAX	On time performance improvement		
			Sunday service		
12	All	MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service	MAX service is very important for everyone to go to the stores, hospital, clinic. Sunday service would be good.		
13	City of Madera	MAX	Sunday service		
14	City of Madera	MAX	On-time performance improvement		
			Benches at bus stops		
			Road-repair		
15	City of Madera	MAX	On-time performance improvement		
			Sunday service		
			Buffer time between arrival and departure (3 min)		
16	City of Madera	MAX	On-time performance		
			Sunday Service		
			Bus stops at some schools without Bus stop location		
			Dispatch service improvement		
17	All	MAX, MCC, Eastern Madera County Senior Bus, CATX, Eastern Madera County Escort Service	On-time performance improvement		
			Sunday service for church service, swap meet [Madera Flea Market]		
			Driver to passenger service improvement		
18	County		A stop sign or intermittent lights need to be placed at the corner of Ave 24 and 22 St. Accidents happen regularly in this area.		
	City of Madera	MAX	Appreciative of new stop at Rancho San Miguel		
<b>Comments submitted via Survey Monkey</b>					
19	Chowchilla	Chowchilla Area Transit	Longer operating hours	YES	
	Chowchilla	CAT-LINX	Chowchilla to Merced route		
20	County	Madera County Connection	Longer operating hours	YES	
	County	Madera County Connection	To "have buses hitting spots on the routes more often."	YES	
<b>Comments submitted by Leadership Counsel for Justice and Accountability</b>					

21	County	MCC	Route and Schedule improvement for the Chowchilla-Fairmead-Madera Connection to ensure a dependable and user-friendly service		
	County	MCC	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit		
	City of Madera	MAX, DAR	Improvements to the MAX and "Dial-a-Ride" Systems in the City of Madera aimed at creating more equitable and user-friendly transit services: Re-opening of the Walmart stop; Installation of trash cans on MAX buses; Thirty-minute incremented bus service on all MAX routes; Improvements to the "Dial-a-Ride" Dispatch System; Extended MAX service operation on weekends; Mandated discrimination prevention and accessibility training for all Madera County Transit Staff; Equip bus stops and buses with route-related signage; Apply for grant funding to secure free rides for students.		
	County	MCC	Pursuit of regional funding for an electric rural rideshare program		
<b>Comments submitted during Unmet Transit Needs Hearing - April 17, 2019</b>					
22	City of Madera	MAX	Walmart Stop MCC to Valley Children's Hospital scheduling disconnect with Fresno Area Express, so MCC route directly to Fresno instead of Valley Children's Hospital		
[21]	City of Madera	DAR	Appreciative of Dial a ride service		
	City of Madera, County	MAX, MCC	Refer to submitted letter		
23	City of Madera, County, City of Chowchilla	MAX, MCC, CATX	Walmart Bus Stop		
			Improved Service to Chowchilla		
			Service to Valley State Prison and Central California Women's Facility		
21	City of Madera	MAX, DAR	Walmart Bus Stop		
			Walmart needs a fixed route stop to free up Dial-A-Ride		