



Meeting of the Social Services Transportation Advisory Council

MEETING LOCATION

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

Or join via Zoom

<https://us06web.zoom.us/j/88224786420?pwd=6XjZZK71cOuG9j0FcxkvGzn5Jpvndn.1>

Meeting ID: 882 2478 6420

Passcode: 715279

Call in: +1 408 638 0968

DATE

December 9, 2025

TIME

12:00 PM

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS

| | |
|-------------------------|--|
| Frank Simonis, Chair | Potential Transit User Who Has a Disability |
| Raeanne Jain | Local Social Service Provider for Persons with Disabilities |
| Monty Cox | Social Service Transportation Provider for Older Adults |
| Bertha Vega, Vice Chair | Local Social Service Provider for Persons of Limited Means |
| Vincent Parker | Social Service Transportation Provider for Persons with Disabilities |
| Mattie Mendez | Local Social Service Provider for Older Adults |
| Franklina Bogan | Potential Transit User Who is 60 Years of Age or Older |
| Lynda Schafhauser | Potential Transit User Who is 60 Years of Age or Older |
| Olga Garcia | Local Social Service Provider for Older Adults |
| Cynthia Ortegon | Potential Transit User Who Has a Disability |

REASONABLE ACCOMMODATIONS AND ADA

MCTC has adopted a Reasonable Accommodations Policy that provides a procedure for receiving and resolving requests for accommodation to participate in this meeting (see <https://www.maderactc.org/administration/page/reasonable-accommodations-policy>). If you need assistance in order to attend the meeting, or if you require auxiliary aids or services, e.g., listening devices or signing services to make a presentation, MCTC is happy to assist you. Please contact MCTC offices at (559) 675-0721 so such aids or services can be arranged. Requests may also be made by email to sandy@maderactc.org, or mailed to 2001 Howard Road, Suite 201, Madera, CA 93637. Accommodations should be requested as early as possible as additional time may be required in order to provide the requested accommodation; 72 hours in advance is suggested.

AGENDA

At least 72 hours prior to each regular MCTC Social Services Transportation Advisory Council meeting, a complete agenda packet is available for review on the [MCTC website](#) 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 on the agenda.

INTERPRETING SERVICES

Interpreting services are not provided at MCTC's public meetings 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 estos servicios por favor contacte a Evelyn Espinosa at (559) 675-0721 x 5 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 SSTAC 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

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

PUBLIC COMMENT

If you are participating remotely and wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in Zoom and you will be called on by the chair during the meeting. You can also submit your comments via email to publiccomment@maderactc.org. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

Regarding any disruption that prevents the SSTAC from broadcasting the meeting to members of the public, then (1) if public access can be restored quickly, the meeting will resume in five (5) minutes to allow the re-connection of all members of the SSTAC, staff, and members of the public; or (2) if service cannot be restored quickly, the meeting shall stop, no further action shall be taken on the remaining agenda items, and notice of the continued meeting will be provided.

Agenda

| Item | Description | Enclosure | Action |
|------|---|-----------|------------|
| 1. | Roll Call | | |
| 2. | Public Comment This time is made available for comments from the public on matters within the Council's jurisdiction that are not on the agenda. Each speaker will be limited to three (3) minutes. Attention is called to the fact that the Council is prohibited by law from taking any substantive action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Council does not respond to public comment at this time. It is requested that no comments be made during this period on items that are on today's agenda. Members of the public may comment on any item that is on today's agenda when the item is called and should notify the Chair of their desire to address the Council when that agenda item is called. | | |
| 3. | Approve Minutes of September 9, 2025, Social Services Transportation Advisory Council Meeting | Yes | Action |
| 4. | Unmet Transit Needs Comment Analysis and Recommendation <ul style="list-style-type: none"> • Madera County "Unmet Transit Need" and "Reasonable to Meet" Definitions • Unmet Transit Needs Comments Summary Table – Potential Unmet Transit Needs – FY 2026-2027 • Unmet Transit Needs Comments FY 2026-2027 • Unmet Transit Needs Survey Responses FY 2026-2027 • MCC Transit Route Schedule • Eastern Madera County Transit Route Map | Yes | Action |
| 5. | Appoint SSTAC representative to attend MCTC Policy Board meeting on January 21, 2026 | No | Action |
| 6. | Announcements | No | Discussion |
| 7. | Adjourn | | |



ITEM 3

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, September 9, 2025

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, September 9, 2025, and was called to order by Chair Frank Simonis, at 12:03 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Has a Disability – appeared via Zoom
Bertha Vega, Vice Chair, Social Service Provider for Persons of Limited Means
Lynda Schafhauser, Potential Transit User Who is 60 Years of Age or Older
Monty Cox, Social Service Transportation Provider for Older Adults
Raeanne Jain, Social Service Provider for Persons with Disabilities
Cynthia Ortegon, Potential Transit User Who Has a Disability
Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older
Mattie Mendez, Social Service Provider for Older Adults
Olga Garcia, Social Service Provider for Older Adults

MEMBERS ABSENT

None

MCTC STAFF PRESENT:

Evelyn Espinosa, Senior Regional Planner
Jeff Findley, Principal Regional Planner
Dylan Stone, Principal Regional Planner

VISITORS PRESENT:

Andrea Uribe, Leadership Counsel for Justice and Accountability, Policy Advocate

*appeared after roll call

1. Roll Call

At 12:03 pm, Chair Frank Simonis called the meeting to order and instructed that roll call for attendance be taken. It was determined that a quorum was present.

2. Public Comment

None.

3. Approve Minutes of April 29, 2025, Social Services Transportation Advisory Council Meeting

Bertha Vega moved to approve the minutes of the April 29, 2025, Social Services Transportation Advisory Council Meeting.

Seconded by Frank Simonis.

Roll Call Vote:

Ayes: Frank Simonis, Raeanne Jain, Lynda Schafhauser, Monty Cox, Mattie Mendez, Cynthia Ortegon, Franklina Bogan, Bertha Vega, Olga Garcia

Noes: None

MOTION CARRIED UNANIMOUSLY

4. Election of Officers

Mattie Mendez nominated the current Chair, Frank Simonis, and the current Vice Chair, Bertha Vega, to continue serving in their respective offices for FY 2025–2026.

Seconded by Cynthia Ortegon.

Roll Call Vote:

Ayes: Frank Simonis, Raeanne Jain, Lynda Schafhauser, Monty Cox, Mattie Mendez, Cynthia Ortegon, Bertha Vega, Franklina Bogan, Olga Garcia

Noes: None

MOTION CARRIED UNANIMOUSLY

5. Unmet Transit Needs FY 2026-2027

Senior Regional Planner, Evelyn Espinosa reported that MCTC is initiating the FY 2026–27 Unmet Transit Needs process, since MCTC Policy Board gave staff approval to move the process from the spring to the fall. As the TDA administrator, MCTC will solicit public comments beginning in August and will hold the required public hearing on October 22, 2025, at 3:00 p.m. Staff will also attend several community events in August through October to gather input. Multiple avenues for submitting comments are available, including phone, mail, email, and an online survey.

6. Announcements

SSTAC member, Cynthia Ortegon announced that Madera Metro will be releasing an app during the month of September for riders to access route and bus location information.

7. Adjourn

The meeting was adjourned by Chair Frank Simonis at 12:23 PM.



STAFF REPORT
Social Services Transportation Advisory
Council Meeting
December 9, 2025

AGENDA ITEM: 4

PREPARED BY: Natalia Austin, Senior Regional Planner

SUBJECT:

The Social Services Transportation Advisory Council will analyze public comments received to determine if there are any transit needs that meet the criteria of the adopted definitions of “Unmet Transit Need” and “Reasonable to Meet” before making a recommendation of findings to the MCTC Policy Board.

Enclosure: Yes

Action:

Recommend the MCTC Policy Board adopt by resolution a finding of fact for Fiscal Year 2026-2027 with the following options for each jurisdiction within Madera County:

- a.) There are **no unmet transit needs**, or
- 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.

BACKGROUND:

The Transportation Development Act (TDA) provides two major sources of funding for public transportation: The Local Transportation Fund (LTF) and the State Transit Assistance fund (STA). These funds are for the development and support of public transportation needs that exist in California and are allocated to each eligible county based on population, taxable sales and transit performance.

All counties eligible for this funding are required to establish and implement a process of public participation, utilizing the Social Services Transportation Advisory Council (SSTAC) to identify the needs of transit dependent or disadvantaged persons. CA PUC Section 99238.5 (a) requires that this process provides at least one public hearing annually.

If the MCTC Policy Board through the unmet transit needs process identifies an “unmet transit need” and determines the need is “reasonable to meet”, these transit needs must be met before any TDA funds are expended for non-transit uses, such as street and road projects. (Definitions of “unmet transit need” and “reasonable to meet” were adopted by the MCTC Policy Board and are attached for reference.)

According to CA PUC Section 99401.5 (c), an agency's determination of needs that are “reasonable to meet” shall not be made by comparing unmet transit needs with the need for streets and roads. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet. Annually, the SSTAC makes a recommendation to the MCTC Policy Board that:

- There are no unmet transit needs, or
- There are no unmet transit needs that are reasonable to meet, or
- There are unmet transit needs, including needs that are reasonable to meet.

SUMMARY:

In accordance with the Transportation Development Act (TDA), MCTC held a public hearing on October 22, 2025, to solicit public comment regarding transit needs in Madera County. MCTC also received comments regarding unmet transit needs through mail, email, phone, social media and an online survey. Additionally, during the months of August through October, MCTC hosted a booth at several community events throughout the county to provide opportunities for residents to learn about the unmet transit needs process and to receive assistance in filling out comment forms.

MCTC staff have provided all transit related public comments received through these efforts between the period of April 25, 2025, through November 14, 2025, for the SSTAC to evaluate and apply the “Unmet Transit Need” and “Reasonable to Meet” MCTC Policy Board adopted definitions.

For more information, please contact Natalia Austin at naustin@maderactc.org or 559-675-0721 ext. 6.

FISCAL IMPACT:

No fiscal impact to the approved 2025-26 Overall Work Program and Budget.



**Madera County Transportation Commission
Unmet Transit Needs and Reasonable to Meet Definitions
Policy Board Adopted by Resolution No. 22-01**

The Madera County Transportation Commission adopted the following definitions for its Unmet Transit Needs process:

- A. **UNMET TRANSIT NEEDS**: An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).
- B. **REASONABLE TO MEET**: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:
1. **Feasibility**
 - The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c)).
 - Sufficient ridership potential exists for new, expanded, or revised transit services.
 - The proposed transit service will be safe and comply with local, State and federal law.
 2. **Community Acceptance**
 - The proposed transit service has community support from the general public, community groups, and/or community leaders.
 3. **Benefit to Population**
 - The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.
 4. **Cost-Effective**
 - The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State TDA farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s) per CCR 6633.2.
 - The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.
 5. **Consistent with Intent of Existing Transit Service(s) and Plans**
 - Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).



- The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

APPLICATION OF "UNMET TRANSIT NEED" AND "REASONABLE TO MEET" MCTC POLICY BOARD ADOPTED DEFINITIONS TO

FY 2026- 2027 UNMET TRANSIT NEEDS PUBLIC COMMENTS (received April 25, 2025 - November 14, 2025)

| PUBLIC COMMENT | | IS THIS AN UNMET NEED? | SSTAC RECOMMENDATION / DISCUSSION | TRANSIT AGENCY RESPONSE | Reasonable to Meet Requirements | | | | |
|---------------------------|---|------------------------|-----------------------------------|---|---------------------------------|----------------------|-----------------------|----------------|--|
| | | | | | Feasibility | Community Acceptance | Benefit to Population | Cost Effective | Consistent with Existing Service and Plans |
| NEW SERVICE | | | | | | | | | |
| 1 | Fixed route service from Oakhurst to Fresno/Clovis | | | Take the Eastern Madera County route into Madera. Transfer at the Intermodal Transportation Center and connect to the College/Children's Hospital route. The College/Children's Hospital route offers a connection from Madera to Fresno Area Express. | | | | | |
| EXPANDED SERVICE | | | | | | | | | |
| 2 | Expand service in Oakhurst, to include more access to doctor's offices, shopping, etc. | | | At this time, MCC's fixed-route service provides stops at several key residential and commercial locations; however, not all shopping centers can safely accommodate a full-size bus for fixed-route access. MCC is exploring the potential for microtransit in the area, which could offer more flexibility. Because microtransit uses smaller vehicles and an on-demand service model, it may provide additional options for riders and improve overall accessibility in Oakhurst. The annual cost to offer an additional run to the existing service offerings in Eastern Madera County is \$251,566.43. To support the current farebox rate of 10%, an additional 57 riders per day would be required. Current Eastern Route daily ridership is 74, or an average of 15 passengers per run. MCC does not have sufficient data to support the needed increase in ridership that needs to be generated. | | | | | |
| 3 | Increase fixed route services to include two drop off times into La Viña | | | Following the recommendation from the SSTAC and direction from the MCTC Policy Board, on November 4, 2025, Madera County staff surveyed the residents of La Viña to make sure that any future changes are aligned with existing rider preferences. Based on the feedback of the majority of the residents, the departure schedule will be changed to 7:30AM and 5:30PM from La Viña. | | | | | |
| 4 | Add another service day during the week and add a weekend service day to the Eastin Arcola - Ripperdan - La Viña route. | | | | | | | | |
| 5 | Implement microtransit in La Viña | | | | | | | | |
| AMENITIES OR IMPROVEMENTS | | | | | | | | | |
| 6 | Add a shelter, light post, and waste basket at the stop on Viña Street. | | | The County will investigate possible solutions in coordination with nearby residents. | | | | | |



Unmet Transit Needs Comments

FY 2026-2027

April 25, 2025 – November 14, 2025

1. Online Survey #1

Name: Anonymous

Received: August 8, 2025

Q1: Which systems do you most frequently use?

A1: Madera Metro (Metro), (Metro) Dial-A-Ride, Chowchilla Area Transit Express (CATX), Madera County Connection (MCC), Eastern Madera County Senior Bus, MCC Madera Dial-A-Ride (DAR), Eastern Madera County Escort Service, Kerman

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Every fast-food place.

Q3: Describe the transit improvements(s) you are requesting.

A3: Complementary snacks.

Q4: Do you feel safe using transit? Why or why not?

A4: Yes, because it's safe.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question.

Madera County Response (MCC): None

2. Online Survey #2

Name: Anonymous

Received: September 26, 2025

Q1: Which systems do you most frequently use?

A1: Eastern Madera County Escort Service, Mountain Bus Service

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question.

Q3: Describe the transit improvements(s) you are requesting.

A3: Bus Driver [REDACTED] missed 2 bus stops this week. One on Tuesday, at the gulf 41. 2nd one Friday 4:51 at the Medical Adventist Center. Both times I saw him drive past the bus stops.

Q4: Do you feel safe using transit? Why or why not?

A4: Not when they drive too fast.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question.

Madera County Response (MCC): This is an operational issue. Riders are encouraged to report any safety or customer service issues immediately as they occur. Timely reporting allows the agency to investigate and address these issues promptly.

3. Online Survey #3

Name: Anonymous

Received: September 26, 2025

Q1: Which systems do you most frequently use?

A1: MCC Eastern Mountain Fixed Bus Stops

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question.

Q3: Describe the transit improvements(s) you are requesting.

A3: Respondent skipped this question.

Q4: Do you feel safe using transit? Why or why not?

A4: Respondent skipped this question.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Bus Driver [REDACTED] missed 4 bus stops. YLP club house, South Fork, even leaving behind a girl there. But then had to turn back and pick her up. He also lied to get saying he was late because he was running behind. But it was because he never went to the stop.

Madera County Response (MCC): This is an operational issue. Riders are encouraged to report any safety or customer service issues immediately as they occur. Timely reporting allows the agency to investigate and address these issues promptly.

4. Online Survey #4

Name: Jessica Sanchez – Oakhurst Apartments

Received: September 29, 2025

Q1: Which systems do you most frequently use?

A1: Eastern Madera County Senior Bus

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Oakhurst Shopping, Doctor Appointments

Q3: Describe the transit improvements(s) you are requesting.

A3: It would be nice to have a bus on route in Oakhurst that picks up drops off at Apartment Complexes, doctor offices, shopping, etc.

Q4: Do you feel safe using transit? Why or why not?

A4: I am a Property Manager at a Low-Income Rental Assisted property. My residents need better access to go and do what they need to do. The ones who use the Senior Bus, appreciate the service very much.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Jessica Sanchez Oakhurst Apartments oakhurstapts@dkdpmco.com

Madera County Response (MCC): At this time, MCC's fixed-route service provides stops at several key residential and commercial locations; however, not all shopping centers can safely accommodate a full-size bus for fixed-route access. MCC is exploring the potential for microtransit in the area, which could offer more flexibility. Because microtransit uses smaller vehicles and an on-demand service model, it may provide additional options for riders and improve overall accessibility in Oakhurst. The annual cost to offer a comparable daily service that

would serve the general public, Monday through Friday, 8am-5pm daily, is \$1,006,260.95. To support the standard 10% Farebox rate of \$100,626.10, the additional service would require a daily ridership of 226 persons. Current Senior Bus daily ridership is 12. MCC does not have sufficient data to support the needed increase in the level of ridership that needs to be generated.

5. Online Survey #5

Name: Anthony Misner

Received: October 10, 2025

Q1: Which systems do you most frequently use?

A1: None of the above.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Transportation in Eastern Madera County is severely LACKING! It is a HUGE BARRIER to citizens of all ages that need services and education.

Q3: Describe the transit improvements(s) you are requesting.

A3: A bus schedule that allows getting to Fresno/Clovis as well as Madera. The current schedule is not adequate.

Q4: Do you feel safe using transit? Why or why not?

A4: Yes.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Anthony Misner [REDACTED]

Madera County Response (MCC): MCC is exploring the potential for implementing microtransit service in the Oakhurst area to increase service options and to improve overall flexibility and accessibility.

The annual cost to offer an additional run to the existing service offerings in Eastern Madera County is \$251,566.43. To support the current farebox rate of 10%, an additional 57 riders per day would be required. Current Eastern Route daily ridership is 74, or an average of 15 passengers per run. MCC does not have sufficient data to support the needed increase in ridership that needs to be generated.

To reach Fresno/Clovis from Oakhurst: Take the Eastern Madera County route into Madera. Transfer at the Intermodal Transportation Center and connect to the College/Children's Hospital

route. The College/Children's Hospital route offers a connection from Madera to Fresno Area Express.

6. Online Survey #6

Name: Daisy Miramontes

Received: October 21, 2025

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I would like a stop by my home, [REDACTED], Madera CA to and from Madera Community College if possible. The trip I would like to be early in the morning Tues, Thur, Fri around 9am. Maybe Fri back.

Q3: Describe the transit improvements(s) you are requesting.

A3: The bus experience quality is really nice.

Q4: Do you feel safe using transit? Why or why not?

A4: Yes, I feel safe, the bus drivers are nice and respectful. Also, people keep to themselves.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Daisy Miramontes, [REDACTED]

Madera County Response (MCC): Both the MCC and Madera Metro Dial-a-Ride services can accommodate this trip. This service area will be included in future microtransit service offerings. The population density in this area does not currently support additional fixed route service.

7. Online Survey #7

Name: Anonymous

Received: October 22, 2025

Q1: Which systems do you most frequently use?

A1: None of the above.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question.

Q3: Describe the transit improvements(s) you are requesting.

A3: Respondent skipped this question.

Q4: Do you feel safe using transit? Why or why not?

A4: Respondent skipped this question.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question.

Madera County Response (MCC): None

8. Comment Letter

Name: Andrea Uribe, Policy Advocate, Leadership Counsel for Justice and Accountability
Received: November 12, 2025

November 12, 2025

Madera County Transportation Commission 2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: NAustin@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners, SSTAC Advisory Council Members, and MCTC Staff Members,

We work with rural communities in Madera County who bear the burden of pollution and disinvestment in their communities. We appreciate the opportunity to provide comments in response to the Unmet Transit Needs process and the consideration from Staff and the Board. We hope by providing these comments we can collectively identify solutions to the community's unmet transit needs while upholding MCTC's responsibilities to the Transportation Development Act. Our comments are based on feedback we have received from residents through various methods including, community meetings, door to door surveying, and anecdotal experiences provided by the community.

A. Incorporating Public Input to Determine the Definitions of "Unmet Transit" Needs and "Reasonable to Meet" Into Public Engagement Process

The transportation needs of all communities and residents are important. Within Madera County the natural and built environment discourages the use of active transportation methods. Currently, the San Joaquin Valley has some of the nation's worst air quality, failing to meet federal health standards for both ozone (smog) and particulate pollution¹. Additionally, Madera

County has severe heat. Poor air quality, high temperatures, pungent odors from dairies, and high pesticide exposure risks—paired with the lack of sidewalks and pedestrian facilities—underscore both the importance of providing these services and the difficulty residents in Merced face in using active transportation and public transit. However, an improved public transportation system would help decrease air pollution, increase physical activity, and decrease traffic benefiting all of Madera County. Consequently, the current definition must be amended to include *all* unmet transit needs of Merced County residents that are reasonable to meet. The specificities of the definitions should be further informed by a yearly hearing designed to receive community feedback. This needs to be done in accordance with the Transportation Development Act and PUC § 99401.5 – Unmet Transit Needs Finding, which states, “The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency.” The definition of “Unmet Transit Need” and “Reasonable To Meet” were last established on April 20, 2022. These definitions should be re-visited to keep up with the needs of residents and allow for flexibility to extend programs as new policies such as Regional Transportation Plan and expenditure plans for tax measures such as Measure T come together.

A. Community Engagement within the Community of La Viña Reflects the Need for both additional and better service

As always, we are appreciative of the opportunity to participate in this public process, and the opportunity to collaborate with Madera County and MCTC staff members. Our organization has now participated in over 5 unmet transit needs hearings. Each time we have elevated the needs and priorities of disadvantaged unincorporated communities such as Fairmead and La Viña. This year’s participation comes with additional information gathered from a survey in partnership with Madera County. For this survey we knocked on all of the doors within the immediate¹ township of La Viña. We extend our gratitude to the Madera County Staff members coordinating this outreach and analysis to best serve Maderans. Within our outreach event we collected 40 surveys from La Viña residents and hosted a Community Meeting within the community of La Viña with Madera County Staff and Madera County Transportation Commission Staff Members. While the main objective of this outreach event was to identify “If there was an option to change the two current departure times for the La Vina Route from 8:45AM and 1:00PM to 7:30AM and 5:30PM, would that be: better, worse, about the same” for public transit users, we were able to gather other valuable information.

We will be using information from this survey to represent and advocate for the needs of La Viña residents. From the surveys we collected, some highlights included:

- ❖ 25% of respondents used public transportation on a weekly or monthly basis. Respondents were about what prevented them from using public transportation more often.
- ❖ The top obstacles for access to public transportation included the current bus schedule, weather, accessibility features, and personal safety.

¹ [https://www.epa.gov/sanjoaquinvalley/epa-activities-cleaner-air#:~:text=The%20San%20Joaquin%20Valley%20has%20some%20of,are:%20*%20**Ozone%20\(smog\)**%20*%20**Particulate%20pollution**](https://www.epa.gov/sanjoaquinvalley/epa-activities-cleaner-air#:~:text=The%20San%20Joaquin%20Valley%20has%20some%20of,are:%20*%20**Ozone%20(smog)**%20*%20**Particulate%20pollution**)

- ❖ The top requests included increasing the number of days the bus passed by the community and increasing the number of times the bus came by per day.
- ❖ Over half of the respondents said they would consider to start using public transit or use it more if these issues were addressed.

Ultimately, the need and support for public transportation were evident for community members. While the need may be evident to us and is reflected in the surveys collected, we ask for the continued outreach within small unincorporated communities like La Viña. Figure 7 Distribution of Potentially Transit Dependent Populations by Census Tract of the Unmet Transit Needs FY 2025-2026 Final Analysis and Recommendations Report June 2025 does not include the La Viña Census Tract. However, the same report places the population of La Viña at 538 (Table 2) and the 2023 Population Estimate of Persons with Disabilities population at 126, making the potential percentage of transit dependent residents at 23.4%. This percentage is comparable or greater to the census tracts identified in Figure 7. Despite having small populations, rural areas and transit dependent residents deserve to have their needs represented and addressed.

B. Need to Prioritize Funding for Public Transit in Disadvantaged Communities

In previous years the Fare Box Recovery Rate of 10% has previously been cited to negate the unmet transit needs of La Viña Community Members. We refer back to Article 8 Section 99401.5 of the California Public Utilities Code states “the fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.” Additionally, not only are the Farebox recovery ratios under exemption, ²The Transportation Development Act also makes room to respond to community² needs by providing allowable exemptions to the Fare Box Recovery Rate. The allowable expense exemptions are (1) the cost of providing ridesharing (carpooling and vanpooling) services, (2) the additional costs (exceeding the CPI-adjusted prior year costs) of providing “comparable, complementary,” ADA-compliant paratransit service, and (3) the cost of new routes or extensions of public transit service “until two years after the end of the fiscal year in which the extension of services was put into operation” (PUC § 99268.8). Many community members state that they do not use the transit system because it is not responsive to their needs. A two year period with additional hours can better serve the needs of residents and reflect the true need of public transit within small, disadvantaged communities.

The current Eastin Arcola - Ripperdan - La Vina Route schedule only passes three days a week with only one route a day does not meet the needs of many community members. Not only does La Viña have a limiting schedule, it is also not serviced by other programs such as Dial-A-Ride. PUC § 99155.1, states, “In areas where public transit services are unavailable, local transit providers shall give priority, in the use of funds allocated under the CalWORKs program and made available by the county, to the enhancement of transportation alternatives, such as, but not limited to, subsidies or vouchers, van pools, and contract paratransit operations, in order to promote welfare-to-work purposes.” Many of the transit needs in communities such as La

² <https://legiscan.com/CA/text/AB149/id/2425119>

Viña are surrounding medical appointments. MCTC needs to look for additional partnerships with various other medical and social service programs to pool resources to create a more responsive transportation system. Additionally, Agenda Item 7-7-B from MCTC's Policy Board on May 29, 2024 show that in previous years, 2022 and 2023 Road Construction and maintenance took 54% and 76% of total TDA Expenditures, while Madera County Connection Transit Costs only took 19% and 21% respectively. Before TDA funds are used for Road construction and maintenance, public transit systems should be further funded to meet the needs of residents.

C. Incorporate Direct Community Asks

(1) System Wide Recommendations

(a) Apply for grant funding to secure free rides for students

Residents request that MCTC follow in the footsteps of other jurisdictions like Ventura County which have launched pilot programs allowing students to ride public transit for free. Madera residents suggest that MCTC secure free transit access for children and adult students who depend on public transit to get to school each day. Free rides will be granted to students who show their student ID upon boarding. MCTC can utilize Low Carbon Operations Transportation Program funding to initiate such a pilot program.

(b) Increased Trainings for Bus Drivers

Residents have reported concerns over interactions with drivers. This includes safety concerns from residents over bus drivers starting to drive before passengers have taken a seat. This is particularly concerning for elderly passengers and those traveling with small children. Scheduling concerns may be a priority for drivers, however practices prioritizing safety for passengers should also be implemented and prioritized.

(c) Create a "How To" Video Vlog or "Reel" to Teach Residents About the Bus Service in English and Spanish

Through recent outreach efforts, it has become apparent various residents do not use the bus because they do not know how to use it, are unaware of the services, or are intimidated by the bus system. A short "How To" video could help increase ridership for those who may have a need for public transportation, but have not used it before. If needed, our organization would be happy to partner for something like this.

(2) Within the Eastin Arcola - Ripperdan - La Vina Route

(a) Increase route services to include two drop off times into the community of La Viña

While the proposed new schedule will better respond to residents needs, an additional route is still needed. This new route will allow for residents to have a greater opportunity to have their needs met. This would also allow parents who may have an errand to run in the City to be back in time to pick up their children from the school bus.

(b) Increasing the service days from Monday, Wednesday, Friday to at minimum include an additional week day and one weekend day

Residents reported that many of their transportation needs revolve around doctor appointments, and sometimes those are not available under the current days the route runs, signifying a need to have an additional weekday covered. Additionally, residents spoke to the need for those who may have to work during the week, but do not have

their own transportation methods. They are currently not able to use the bus. A weekend route would allow residents to go into the City for groceries and other needs.

(c) Increase micro transit options within the Community of La Viña, create partnerships to extend Dial-A-Ride service to the Community of La Viña

As previously noted, the current bus schedule does not respond to the transportation needs of many within the community. While we understand new routes and increased bus line services will take time to develop, micro transit options could be a faster way to respond to residents needs. This could include partnering with other social service agencies also targeting Disadvantaged Unincorporated Communities.

(d) Incorporate a bus shelter, light post, and waste basket onto the stop on Vina St

The top reasons why residents were discouraged from public transportation included weather, accessibility, and safety. Incorporating bus infrastructure such as bus shelters, light posts, and waste baskets at stop would address some of these needs. Residents have requested to either make the improvements at the current location by partnering with the resident living near the residence of the bus stop or by slightly relocating the bus stop to be in a sidewalk that would allow for the installation of the bus stop to be ADA compliant.

Thank you for the opportunity to submit this letter as part of this important public process. We welcome continued collaboration with Madera County residents, MCTC staff, and the Board.

Leadership Counsel for Justice and Accountability and I stand ready to serve as a resource to MCTC in addressing these unmet transit needs. Please do not hesitate to reach out with any questions.

Sincerely,

Andrea Uribe

Policy Advocate

Leadership Counsel for Justice and Accountability

Madera County Response (MCC): Following the recommendation from the SSTAC and direction from the MCTC Policy Board, on November 4, 2025, Madera County staff surveyed the residents of La Viña to better understand their specific transportation needs and travel patterns to make sure that any future changes are aligned with existing rider preferences. Based on the feedback of the majority of the residents, the departure schedule will be changed to 7:30AM and 5:30PM from La Viña.

Regarding the bus stop on Vina Street, as was discussed at the recent La Viña community meeting, the County will investigate possible solutions in coordination with nearby residents.

Comments and Surveys in Original Format



November 12, 2025
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: NAustin@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners, SSTAC Advisory Council Members, and MCTC Staff Members,

We work with rural communities in Madera County who bear the burden of pollution and disinvestment in their communities. We appreciate the opportunity to provide comments in response to the Unmet Transit Needs process and the consideration from Staff and the Board. We hope by providing these comments we can collectively identify solutions to the community's unmet transit needs while upholding MCTC's responsibilities to the Transportation Development Act. Our comments are based on feedback we have received from residents through various methods including, community meetings, door to door surveying, and anecdotal experiences provided by the community.

A. Incorporating Public Input to Determine the Definitions of “Unmet Transit” Needs and “Reasonable to Meet” Into Public Engagement Process

The transportation needs of all communities and residents are important. Within Madera County the natural and built environment discourages the use of active transportation methods. Currently, the San Joaquin Valley has some of the nation's worst air quality, failing to meet federal health standards for both ozone (smog) and particulate pollution¹. Additionally, Madera County has severe heat. Poor air quality, high temperatures, pungent odors from dairies, and high pesticide exposure risks—paired with the lack of sidewalks and pedestrian facilities—underscore both the importance of providing these services and the difficulty residents in Merced face in using active transportation and public transit. However, an improved public transportation system would help decrease air pollution, increase physical activity, and decrease traffic benefiting all of Madera County. Consequently, the current definition must be amended to include *all* unmet transit needs of Merced County residents that are reasonable to meet. The specificities of the definitions should be further informed by a yearly hearing designed to receive

¹[https://www.epa.gov/sanjoaquinvalley/epa-activities-cleaner-air#:~:text=The%20San%20Joaquin%20Valley%20has%20some%20of,are:%20*%20**Ozone%20\(smog\)**%20*%20**Particulate%20pollution**](https://www.epa.gov/sanjoaquinvalley/epa-activities-cleaner-air#:~:text=The%20San%20Joaquin%20Valley%20has%20some%20of,are:%20*%20**Ozone%20(smog)**%20*%20**Particulate%20pollution**)



community feedback. This needs to be done in accordance with the Transportation Development Act and PUC § 99401.5 – Unmet Transit Needs Finding, which states, “The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency.” The definition of “Unmet Transit Need” and “Reasonable To Meet” were last established on April 20, 2022. These definitions should be re-visited to keep up with the needs of residents and allow for flexibility to extend programs as new policies such as Regional Transportation Plan and expenditure plans for tax measures such as Measure T come together.

B. Community Engagement within the Community of La Viña Reflects the Need for both additional and better service

As always, we are appreciative of the opportunity to participate in this public process, and the opportunity to collaborate with Madera County and MCTC staff members. Our organization has now participated in over 5 unmet transit needs hearings. Each time we have elevated the needs and priorities of disadvantaged unincorporated communities such as Fairmead and La Viña. This year’s participation comes with additional information gathered from a survey in partnership with Madera County. For this survey we knocked on all of the doors within the immediate township of La Viña. We extend our gratitude to the Madera County Staff members coordinating this outreach and analysis to best serve Maderans. Within our outreach event we collected 40 surveys from La Viña residents and hosted a Community Meeting within the community of La Viña with Madera County Staff and Madera County Transportation Commission Staff Members. While the main objective of this outreach event was to identify “If there was an option to change the two current departure times for the La Vina Route from 8:45AM and 1:00PM to 7:30AM and 5:30PM, would that be: better, worse, about the same” for public transit users, we were able to gather other valuable information.

We will be using information from this survey to represent and advocate for the needs of La Viña residents. From the surveys we collected, some highlights included:

- ❖ 25% of respondents used public transportation on a weekly or monthly basis. Respondents were about what prevented them from using public transportation more often.
- ❖ The top obstacles for access to public transportation included the current bus schedule, weather, accessibility features, and personal safety.
- ❖ The top requests included increasing the number of days the bus passed by the community and increasing the number of times the bus came by per day.
- ❖ Over half of the respondents said they would consider to start using public transit or use it more if these issues were addressed.



Ultimately, the need and support for public transportation were evident for community members. While the need may be evident to us and is reflected in the surveys collected, we ask for the continued outreach within small unincorporated communities like La Viña. Figure 7 Distribution of Potentially Transit Dependent Populations by Census Tract of the Unmet Transit Needs FY 2025-2026 Final Analysis and Recommendations Report June 2025 does not include the La Viña Census Tract. However, the same report places the population of La Viña at 538 (Table 2) and the 2023 Population Estimate of Persons with Disabilities population at 126, making the potential percentage of transit dependent residents at 23.4%. This percentage is comparable or greater to the census tracts identified in Figure 7. Despite having small populations, rural areas and transit dependent residents deserve to have their needs represented and addressed.

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promote welfare-to-work purposes.” Many of the transit needs in communities such as La Viña are surrounding medical appointments. MCTC needs to look for additional partnerships with various other medical and social service programs to pool resources to create a more responsive transportation system. Additionally, Agenda Item 7-7-B from MCTC’s Policy Board on May 29, 2024 show that in previous years, 2022 and 2023 Road Construction and maintenance took 54% and 76% of total TDA Expenditures, while Madera County Connection Transit Costs only took 19% and 21% respectively. Before TDA funds are used for Road construction and maintenance, public transit systems should be further funded to meet the needs of residents.

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Thank you for the opportunity to submit this letter as part of this important public process. We welcome continued collaboration with Madera County residents, MCTC staff, and the Board.



Leadership Counsel for Justice and Accountability and I stand ready to serve as a resource to MCTC in addressing these unmet transit needs. Please do not hesitate to reach out with any questions.

Sincerely,
Andrea Uribe
Policy Advocate
Leadership Counsel for Justice and Accountability

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, August 08, 2025 10:15:56 AM
Last Modified: Friday, August 08, 2025 10:16:55 AM
Time Spent: 00:00:58
IP Address: 72.159.162.71

Page 1

Q1

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

Madera Metro (Metro),
(Metro) Dial-A-Ride (DAR),
Chowchilla Area Transit Express (CATX),
Madera County Connection (MCC),
Eastern Madera County Senior Bus,
MCC Madera Dial-A-Ride (DAR),
MCC Chowchilla Dial-A-Ride (DAR),
Eastern Madera County Escort Service,
Other (please specify):
Kerman

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Every fast food place

Q3

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

Complementary snacks

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

Yes because it's safe

Q5

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, September 26, 2025 11:24:00 PM
Last Modified: Friday, September 26, 2025 11:30:59 PM
Time Spent: 00:06:59
IP Address: 73.220.70.88

Page 1

Q1

Eastern Madera County Escort Service,

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

Other (please specify):
Mountain Bus Service

Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Q3

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

Bus Driver [REDACTED] missed 2 bus stops this week. One on Tuesday, at the gulf 41. 2nd one Friday 4:51 at the Medical Adventist Center. Both times I saw him drive passed the bus stops.

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Not when they drive too fast.

Q5

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, September 26, 2025 11:39:40 PM
Last Modified: Friday, September 26, 2025 11:43:32 PM
Time Spent: 00:03:52
IP Address: 73.220.70.88

Page 1

Q1

Other (please specify):

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

MCC Eastern Mountain Fixed Bus Stops

Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Q3

Respondent skipped this question

Describe the transit improvements(s) you are requesting. /
Describa las mejoras de transporte público que necesita.

Q4

Respondent skipped this question

Do you feel safe using transit? Why or why not? / ¿Se
siente seguro utilizando el autobús? Díganos ¿Por qué si?
o ¿por qué no?

Q5

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

Bus Driver [REDACTED] missed 4 bus stops. YLP club house, South Fork, even leaving behind a girl there. But then had to turn back and pick her up. He also lied to get saying he was late because he was running behind. But it was because he never went to the stop.

#4

COMPLETE

| | |
|----------------|---------------------------------------|
| Collector: | Web Link 1 (Web Link) |
| Started: | Monday, September 29, 2025 8:05:57 PM |
| Last Modified: | Monday, September 29, 2025 8:12:24 PM |
| Time Spent: | 00:06:26 |
| IP Address: | 97.136.56.173 |

Page 1

Q1

Eastern Madera County Senior Bus

Which system(s) do you use most frequently? / ¿Qué
sistema de transporte público usa frecuentemente?

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Oakhurst Shopping, Doctor Appointments

Q3

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

It would be nice to have a bus on route in Oakhurst that picks up drops off at Apartment Complexes, doctor offices, shopping, etc

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

I am a Property Manager at a Low-Income Rental Assisted property. My residents need better access to go and do what they need to do. The ones who use the Senior Bus, appreciate the service very much.

Q5

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Jessica Sanchez
Oakhurst Apartments
oakhurstapts@dkdpmco.com

#5**COMPLETE**

| | |
|-----------------------|-------------------------------------|
| Collector: | Web Link 1 (Web Link) |
| Started: | Friday, October 10, 2025 2:15:33 PM |
| Last Modified: | Friday, October 10, 2025 2:20:18 PM |
| Time Spent: | 00:04:45 |
| IP Address: | 146.75.154.66 |

Page 1

Q1**None of the above**

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Transportation in Eastern Madera County is severely LACKING! It is a HUGE BARRIER to citizens of all ages that need services and education.

Q3

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

A bus schedule that allows getting to Fresno/Clovis as well as Madera. The current schedule is not adequate.

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Yes

Q5

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

Anthony Misner

[REDACTED]
[REDACTED]

#6**COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Tuesday, October 21, 2025 5:48:05 PM
Last Modified: Tuesday, October 21, 2025 5:56:13 PM
Time Spent: 00:08:08
IP Address: 209.129.243.121

Q1

Madera County Connection (MCC)

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

I would like a stop by my home, [REDACTED], Madera CA to and from Madera Community College if possible. The trip I would like to be early in the morning Tues, Thur, Fri around 9am. Maybe Fri back.

Q3

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

The bus experience quality is really nice.

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Yes, I feel safe, The bus drivers are nice and respectful. Also, people keep to themselves.

Q5

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

Daisy Miramontes, [REDACTED]

#7

COMPLETE

| | |
|-----------------------|---|
| Collector: | Web Link 1 (Web Link) |
| Started: | Wednesday, October 22, 2025 10:50:40 AM |
| Last Modified: | Wednesday, October 22, 2025 10:51:05 AM |
| Time Spent: | 00:00:25 |
| IP Address: | 73.2.66.90 |

Q1

None of the above

Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Q3

Respondent skipped this question

Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

Q4

Respondent skipped this question

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Q5

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.



Service Hours

Eastern Madera County

Weekdays5:51am–8:33pm

Madera Community College/ Children's Hospital

Weekdays7:30am–5:42pm

Chowchilla/Fairmead

Weekdays7:00am–6:49pm

Eastin Arcola/Ripperdan/La Vina

Mon., Wed., and Fri.8:45am–2:06pm

Holidays

- New Year's Day
- Labor Day
- Memorial Day
- Thanksgiving Day
- Fourth of July
- Christmas Day

Fares

| | |
|--------------------------------------|------|
| Cash Fare | \$2 |
| Transfers within MCC Routes..... | Free |
| Transfers to FAX | Free |
| Children 5 & Under..... | Free |
| Book of 10 Tickets | \$20 |
| Monthly Pass (Unlimited Rides) | \$40 |

Exact fare is required to board all buses.

Pass and Ticket Outlet

- 201 W. Almond Ave., Madera
- On board from drivers



All buses are wheelchair accessible.

Horas de Servicio

Eastern Madera County

Lunes a viernes5:51am–8:33pm

Madera Community College/ Children's Hospital

Lunes a viernes7:30am–5:42pm

Chowchilla/Fairmead

Lunes a viernes7:00am–6:49pm

Eastin Arcola/Ripperdan/La Vina

Lunes, miercoles,
y viernes.....8:45am–2:06pm

Días de Fiesta

- Día del Año Nuevo
- Día del Trabajo
- Día Conmemorativo
- Día de Dar Gracias
- de los Caídos
- Día de Navidad
- Cuatro de Julio

Tarifa

| | |
|---|--------|
| Tarifa por Boleto | \$2 |
| Transferencias dentro..... | Gratis |
| de las rutas de MCC | |
| Transferencias al FAX | Gratis |
| Niños edades cinco y menor | Gratis |
| Libro de 10 Boletos..... | \$20 |
| El Pase Mensual (Viajes ilimitados) | \$40 |

Se requiere cambio exacto para subirse al autobus.

Punto de venta para pases y boletos

- 201 W. Almond Ave., Madera
- El conductor abordo del autobus



Todos los vehiculos son equipados
para silla de ruedas.



MCC

MADERA COUNTY CONNECTION

System Schedule

Effective July 2024



MCC

MADERA COUNTY CONNECTION

MCC Administration Office

201 W. Almond Ave.,

Madera, CA 93637

Info: (559) 263-8080

mcctransit.com



mcctransit.com

(559) 263-8080

For Information 038

| EASTERN MADERA COUNTY | | | | | | |
|--|------|-------|-------|------|--|------|
| Madera–Eastern Madera County (M–F) | | | | | | |
| WEEKDAY OUTBOUND | | | | | | |
| Intermodal Downtown Madera | 5:51 | 7:45 | 10:45 | 1:47 | | 4:33 |
| Hwy. 41 & Rd. 145 Park N Ride | 6:12 | 8:06 | 11:06 | 2:08 | | 4:54 |
| Yosemite Lakes Hardware Store | 6:32 | 8:26 | 11:26 | 2:28 | | 5:14 |
| Yosemite Lakes Clubhouse | 6:37 | 8:31 | 11:31 | 2:33 | | 5:19 |
| Chukchansi Gold Resort | 6:52 | 8:46 | 11:46 | 2:48 | | 5:34 |
| Gulf @ Rd. 417 | 6:57 | 8:51 | 11:51 | 2:53 | | 5:39 |
| Coarsegold Historic Village Northbound | 7:05 | 8:59 | 11:59 | 3:01 | | 5:47 |
| Oakhurst Medical Center | 7:15 | 9:09 | 12:09 | 3:11 | | 5:57 |
| Oakhurst Met Cinema | 7:19 | 9:13 | 12:13 | 3:15 | | 6:01 |
| Oakhurst Community College | 7:23 | 9:17 | 12:17 | 3:19 | | 6:05 |
| Thrifty Store Hwy. 41 | 7:27 | 9:21 | 12:21 | 3:23 | | 6:09 |
| Bass Lake Government Center | 7:37 | 9:31 | 12:31 | 3:33 | | 6:19 |
| Bass Lake Pines Resort | 7:43 | 9:37 | 12:37 | 3:39 | | 6:25 |
| Bass Lake Pines Resort | 7:53 | 9:47 | 12:47 | 3:49 | | 6:35 |
| North Fork Supermarket | 8:06 | 10:00 | 1:02 | 4:02 | | 6:48 |
| South Fork (Rd. 225) | 8:09 | 10:03 | 1:05 | 4:05 | | 6:51 |
| WEEKDAY INBOUND | | | | | | |
| South Fork (Rd. 225) | 8:09 | 10:03 | 1:05 | 4:05 | | 6:51 |
| Bass Lake Pines Resort | 8:22 | 10:16 | 1:18 | 4:18 | | 7:04 |
| Oakhurst Denny's | 8:36 | 10:30 | 1:32 | 4:32 | | 7:18 |
| Oakhurst Community College | 8:40 | 10:34 | 1:36 | 4:36 | | |
| Hwy. 41 & Rd. 426 | 8:44 | 10:38 | 1:40 | 4:40 | | 7:22 |
| Oakhurst Met Cinema | 8:48 | 10:42 | 1:44 | 4:44 | | 7:26 |
| Oakhurst Medical Center | 8:55 | 10:49 | 1:51 | 4:51 | | |
| Coarsegold Historic Village Southbound | 9:05 | 10:59 | 2:01 | 5:01 | | 7:41 |
| Gulf @ Rd. 417 | 9:13 | 11:07 | 2:09 | 5:09 | | 7:49 |
| Chukchansi Gold Resort | 9:18 | 11:12 | 2:14 | 5:14 | | 7:54 |
| Yosemite Lakes Hardware Store | | | 2:24 | 5:24 | | |
| Yosemite Lakes Clubhouse | | | 2:28 | 5:28 | | |
| Intermodal Downtown Madera | 9:57 | 11:51 | 3:15 | 6:15 | | 8:33 |

| MADERA COMMUNITY COLLEGE–CHILDREN'S HOSPITAL | | | | | | |
|--|------|-------|-------|------|--|------|
| Madera Community College–Children's Hospital (M–F) | | | | | | |
| WEEKDAY OUTBOUND | | | | | | |
| Intermodal Downtown Madera | 7:30 | 9:57 | 11:51 | 3:15 | | 4:20 |
| Madera Community College | 7:40 | 10:07 | 12:01 | 3:25 | | 4:30 |
| Ranchos Ave. 12 & Jason Ct. | 7:54 | 10:21 | 12:15 | 3:39 | | 4:44 |
| Children's Hospital | 8:06 | 10:33 | 12:27 | 3:51 | | 4:56 |
| WEEKDAY INBOUND | | | | | | |
| Children's Hospital | 8:16 | 10:43 | 12:37 | 4:01 | | 5:06 |
| Madera Ranchos Market | 8:28 | 10:55 | 12:49 | 4:13 | | 5:18 |
| Madera Community College | 8:42 | 11:09 | 1:03 | 4:27 | | 5:32 |
| Intermodal Downtown Madera | 8:52 | 11:19 | 1:13 | 4:37 | | 5:42 |

| EASTIN ARCOLA–RIPPERDAN–LA VINA | | | |
|--|------|------|--|
| Madera–Eastin Arcola–Ripperdan–La Vina (Mon., Wed. & Fri.) | | | |
| Intermodal Downtown Madera | 8:45 | 1:00 | |
| Madera Walgreens / Cleveland | | 1:09 | |
| Madera Community Hospital | | 1:18 | |
| Eastin Arcola—Rd. 29 ½ & Ave. 8 | 9:00 | 1:29 | |
| Ripperdan—SR145 & Ave. 7 | 9:05 | 1:34 | |
| La Vina—Vina St. | 9:14 | 1:49 | |
| La Vina—Casas de la Vina | 9:15 | 1:50 | |
| La Vina—Rd. 24 & Ave. 9-Mkt. | 9:16 | 1:51 | |
| Madera Community Hospital | 9:30 | | |
| Madera Walgreens / Cleveland | 9:41 | | |
| Intermodal Downtown Madera | 9:49 | 2:06 | |

| CHOWCHILLA–FAIRMEAD | | | | | | |
|---|------|-------|-------|------|------|--|
| Madera–Chowchilla–Fairmead–Madera (M–F) | | | | | | |
| WEEKDAY OUTBOUND | | | | | | |
| Intermodal Downtown Madera | 7:00 | 8:29 | 11:55 | 1:36 | 5:10 | |
| Madera Walgreens / Cleveland | | 8:39 | 12:05 | 1:46 | 5:20 | |
| Fairmead Baptist Church | 7:15 | 8:54 | 12:20 | 2:01 | 5:35 | |
| Chowchilla Save Mart | 7:25 | 9:04 | 12:30 | 2:11 | 5:45 | |
| 1020 Ventura Ave. Medical Complex | 7:30 | 9:09 | 12:35 | 2:16 | 5:50 | |
| Countrywood Shopping Center | 7:33 | 9:12 | 12:38 | 2:19 | 5:53 | |
| WEEKDAY INBOUND | | | | | | |
| Countrywood Shopping Center | 7:43 | 9:22 | 12:48 | 2:29 | 6:03 | |
| Robertson & Eleventh St. | 7:46 | 9:25 | 12:51 | 2:32 | 6:06 | |
| RC Wisener Park 2nd & Trinity | 7:49 | 9:28 | 12:54 | 2:35 | 6:09 | |
| Chowchilla Save Mart | 7:54 | 9:33 | 12:59 | 2:40 | 6:14 | |
| Fairmead Baptist Church | 8:04 | 9:43 | 1:09 | 2:50 | 6:24 | |
| Madera Walgreens / Cleveland | 8:19 | 10:02 | 1:24 | 3:05 | 6:39 | |
| Intermodal Downtown Madera | 8:29 | 10:12 | 1:34 | 3:15 | 6:49 | |



INFO

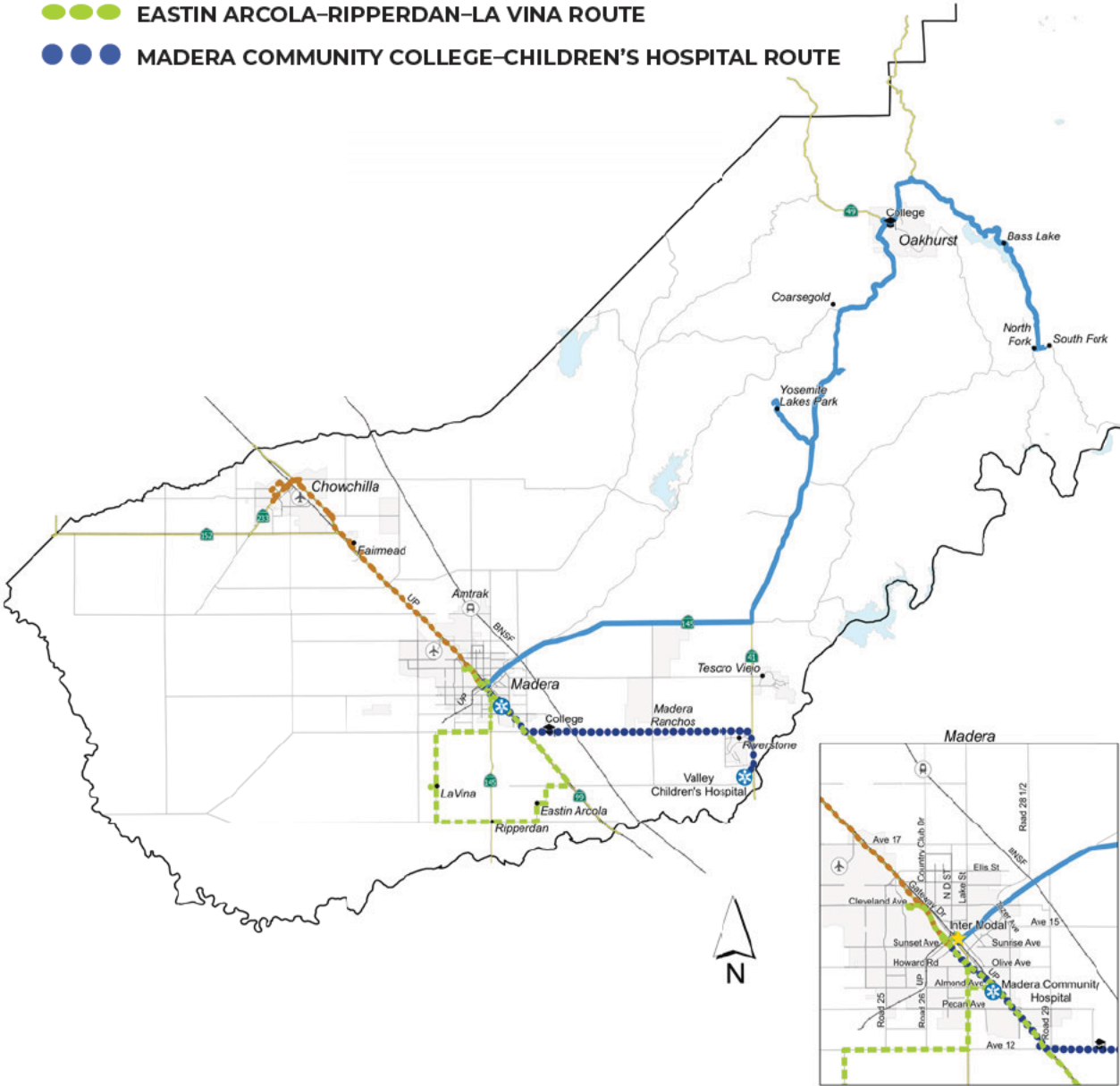
mcctransit.com

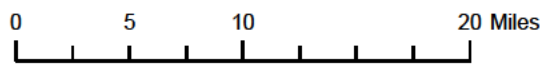
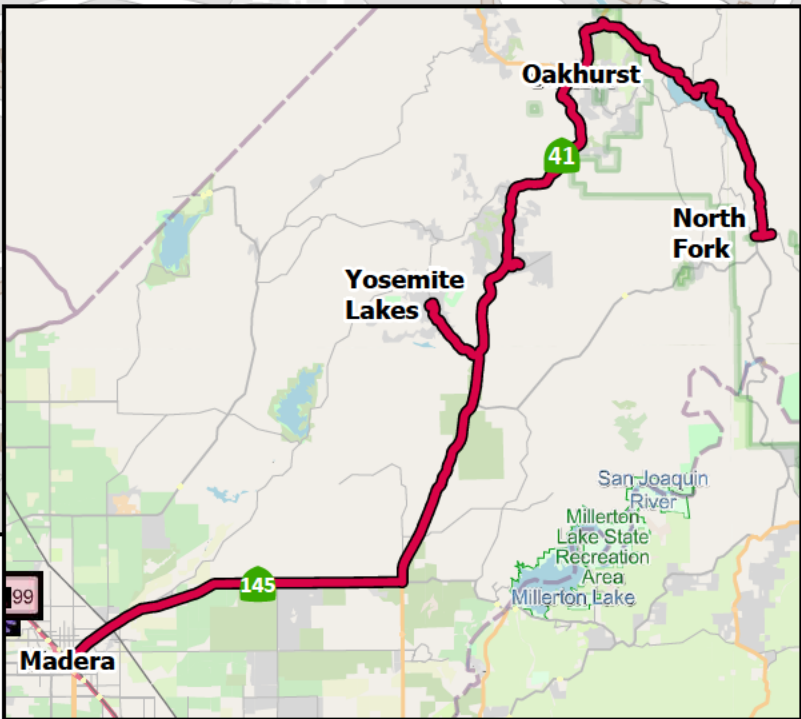
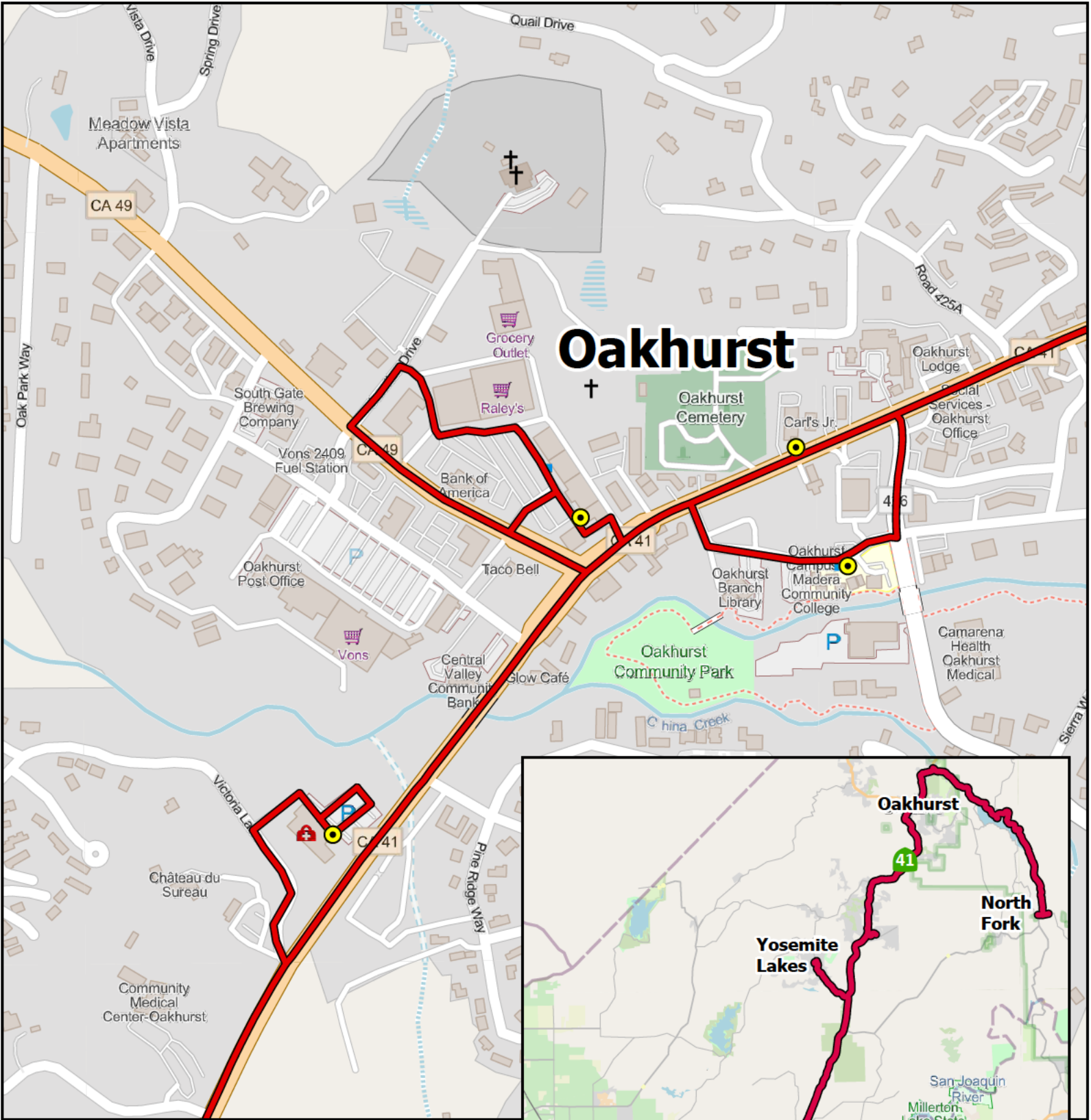
MCC Dial-A-Ride (559) 263-8080

FAX FRESNO AREA EXPRESS (559) 498-1122

MADERA COUNTY CONNECTION SYSTEM MAP

- EASTERN MADERA COUNTY–MADERA ROUTE
- CHOWCHILLA–FAIRMEAD–MADERA ROUTE
- EASTIN ARCOLA–RIPPERDAN–LA VINA ROUTE
- MADERA COMMUNITY COLLEGE–CHILDREN'S HOSPITAL ROUTE





Eastern Madera County Transit

