



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/85278694327?pwd=amINXCoyQTElN1m6QLtCCbnhfiE3RK.1>

Meeting ID: 852 7869 4327

Passcode: 213662

Call in: +1 408 638 0968

DATE

April 29, 2025

TIME

12:00 PM

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Has a Disability
Nancy Ramirez	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
VACANT	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.

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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 the 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 February 4, 2025, Social Services Transportation Advisory Council Meeting	Yes	Action
4.	Unmet Transit Needs Comment Analysis <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 2025-2026 • Unmet Transit Needs Comments FY 2025-2026 	Yes	Action
5.	Appoint SSTAC Representative to attend MCTC Policy Board Meeting on May 21, 2025	No	Action
6.	Discuss Future Meeting Dates and UTN Process Schedule <ul style="list-style-type: none"> • Tuesday, September 9, 2025 • Tuesday, December 9, 2025 • Tuesday, March 10, 2026 • Tuesday, June 9, 2026 	No	Discussion
7.	Announcements		
8.	Adjourn		



ITEM 3

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, February 4, 2025

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, February 4, 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, Local 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
Nancy Ramirez, Social Service Provider for Persons with Disabilities
Cynthia Ortegon, Potential Transit User Who Has a Disability
Olga Garcia, Local Social Service Provider for Older Adults

MEMBERS ABSENT

Vincent Parker, Social Service Transportation Provider for Persons with Disabilities
Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older
Mattie Mendez, Local Social Service Provider for Older Adults

MCTC STAFF PRESENT:

Natalia Austin, Senior Regional Planner
Evelyn Espinosa, Senior Regional Planner
Jeff Findley, Principal Regional Planner
Troy McNeil, Deputy Director/Fiscal Supervisor

VISITORS PRESENT:

Deborah Martinez, Director of Social Services for Madera County, Public Guardian
Xochitl Villasenor, City of Madera, Transit Program Manager

*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 November 5, 2024, Social Services Transportation Advisory Council Meeting

Monty Cox moved to approve the minutes of the November 5, 2024, Social Services Transportation Advisory Council Meeting.

Seconded by Lynda Schafhauser

Roll Call Vote:

Ayes: Frank Simonis, Nancy Ramirez, Lynda Schafhauser, Monty Cox, Olga Garcia, Bertha Vega, Cynthia Ortegon

Noes: None

MOTION CARRIED UNANIMOUSLY

4. Local Transit Agency Updates

Xochitl Villaseñor, Transit Manager for Madera Metro, provided the Council with an update on transit services in the city of Madera. Bus stops have been upgraded with new signage and ID numbers, and solar-powered lights are being installed to improve visibility. The team is continuing work on a shelter project, which involves relocating shelters from deactivated stops to active or new locations. A Request for Proposals (RFP) for a microtransit feasibility study has been issued, with responses due by the end of February. Another RFP is being prepared for a new transit operator, as the current contract with MV Transportation expires in June. The City of Madera recently completed the Federal Transit Administration (FTA) Triennial Review and is addressing its findings. The Transit Advisory Board held a meeting last week, and efforts are underway to strengthen the City's social media presence to share updates and promote ridership.

The City of Chowchilla is looking for a new part-time driver and is trying to keep up with the influx of student riders.

Monty Cox, Transit Manager for Madera County Connection, briefed the Council on transit services in the county's unincorporated areas. For FY 2024–2025, the identified unmet transit need that was reasonable to meet was to enhance lighting and provide schedule information at bus stops. In response, the County has installed four new shelters equipped with lighting. However, progress has been slowed due to the lack of sidewalks and necessary infrastructure in some areas. New shelter locations include the Oakhurst Thrift Store, Oakhurst Denny's, and both sides of Avenue 12 at Road 36. With over 30 bus stops

countywide, schedules and solar lighting have been installed at most, including at Eastin Arcola, Casa De La Viña, and the La Viña Market. The County has expanded its fleet with the purchase of three new gas-powered buses, three electric buses, and one 10-passenger van, which will support the medical escort service. A new operations contract has been initiated with MV Transportation, and the County has transitioned to using its own maintenance crews for vehicle upkeep. During the meeting, new marketing materials were presented and distributed to Council members. Additionally, the Almond Yard project is moving forward, with plans to go out to bid for the installation of electric vehicle chargers, a solar canopy, and a bus wash system. The County is also looking to increase outreach efforts and provide bus information to the public.

5. Unmet Transit Needs FY 2025-2026

Natalia Austin, MCTC Senior Regional Planner, provided information on the kickoff of the unmet transit needs process for FY 2025-2026. The required public hearing will be on April 23, 2025. Several workshops will be held throughout the county to provide an opportunity for residents to learn about the unmet transit needs process and to get assistance filling out comment forms. At the in-person workshops, residents can also provide input on the Regional Transportation Plan/Sustainable Communities Strategy.

6. Announcements

SSTAC member, Lynda Schafhauser, provided information on a poetry competition, *Poetry Out Loud*, and a presentation on *Water: Our Valley's Life Blood*, at the Madera County Arts Council. Lynda also commented about the difficulties faced by older adults and individuals with disabilities in getting their pets to the veterinarian, as current public transportation policies do not allow animals on board (except for service animals).

7. Adjourn

The meeting was adjourned by Chair Frank Simonis at 1:00 PM.



STAFF REPORT
Social Services Transportation Advisory
Council Meeting
April 29, 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 2025-2026 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 April 23, 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 month of March and April, MCTC hosted five workshops in various locations throughout the county 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 26, 2024, through April 24, 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 2024-25 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 2025- 2026 UNMET TRANSIT NEEDS PUBLIC COMMENTS (received April 26, 2024 - April 24, 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	Transportation to UC Merced and Merced College		(MCC) Currently there is not enough documented demand for a route to Merced. There was a route in the past that was discontinued due to low ridership. Amtrak has stops in Madera & Merced. We will include this in a future study.					
EXPANDED SERVICE								
2	Increase the frequency on the Valley Children's Route. The gap between the 11:51am and 3:15pm departures is too long.		(MCC) Currently there is not enough documented demand for increased frequency on the Valley Children's Route. We will include this in a future study.					
3	Increase the frequency in the community of La Vina to Monday - Friday between 7:30am - 3:30pm or at 7:30am, 1:00pm, and 5-6:00pm. Riders get stranded because there isn't enough frequency to get back home after appointments in Madera.							
4	Increase the frequency of buses and Sunday service as well as expand the hours of operation in the city of Madera		(Metro) Dial-a-ride service is available on Sundays. There have been some comments in the past regarding additional service on Sunday. The City of Madera conducted a Transit Plan Services Assessment that was completed in July 2023. The newest route changes that have been implemented have been based on the results of the assessment. While the City is open to ongoing consideration for additional expansion of services, at this time the requests have been very minimal. Additionally, consideration of any expansion of program changes requires a budget review to ensure financial sustainability of services. At this time, the City's budget can only afford the existing services.					

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

FY 2025- 2026 UNMET TRANSIT NEEDS PUBLIC COMMENTS (received April 26, 2024 - April 24, 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
5	Need service from Oakhurst (all mountain communities) to get to Madera County Superior Court by 8:00 AM, Monday -Friday for court appearances, jury duty, etc.							
6	Need local service in Oakhurst on Sunday to go to church services.							
7	Add a bus stop at the River Grove Apartments in Oakhurst. (New Self-Help Enterprises complex)							
AMENITIES OR IMPROVEMENTS								
8	Need an app to track the bus and get updates like late buses, high traffic, etc...(Madera Metro) (MCC)		(Metro) We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate this study will include the integration of technology platforms to address the identified feedback.					



Unmet Transit Needs Comments

FY 2025-2026

April 26, 2024 – April 24, 2025

1. Online Survey

Name: Anonymous

Received: April 26, 2024

Q1: Which systems do you most frequently use?

A1: Chowchilla Area Transit Express (CATX), MCC Chowchilla Dial-A-Ride (DAR)

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: It would be great to have transportation to UC Merced and Merced College.

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

A4: Yes.

Q5: For the youth in the City of Chowchilla we lack transportation to get to Merced College or UC Merced. How can we improve our lives if we can't get to our education.

Madera County Response (MCC): Currently there is not enough documented demand for a route to Merced. There was a route in the past that was discontinued due to low ridership. Amtrak has stops in Madera & Merced. We will include this in a future study.

2. Comment Form - Email

Name: Yonas Paulos

Received: November 26, 2024

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 provide veteran services throughout the County.

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

A3: I need additional run times on the Valley Children's Route. The gap between the 11:51 and 3:15 departures is too long. I ended up getting home after dark.

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

A4: I am not able to use transit after dark due to my sight impairment.

Madera County Connection Response (MCC): Currently there is not enough documented demand for increased frequency on the Valley Children's Route. We will include this in a future study.

3. Online Survey #1

Name: Susan Pennell

Received: March 8, 2025

Q1: Which systems do you most frequently use?

A1: YARTS when it runs in the season to get from Oakhurst to YNP

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 live approximately 5 miles from the MCC bus stop at the YLP Clubhouse. Back in 2012 I used MCC twice a week for ten weeks, in order to get to physical therapy in Madera after a bad car accident. It worked for me. The cost was very affordable. Fortunately, the worker's comp doc allowed me to drive 5 miles from my home, which is sort of in the middle of nowhere on Road 400.

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

A3: Keeping in mind the 10 weeks when I was not allowed to drive more than 5 miles from home, if this were to happen again, I would not be able to attend the Friends of the Madera County Library Meetings twice a month, as the library meetings end at 7:00 pm. If I still wanted to be connected to society, I would need to sell my home of 25 years and move to either Madera or Fresno.

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: If you'd like to contact me for details, feel free to do so.

4. Online Survey #2

Name: Anonymous

Received: March 11, 2025

Q1: Which systems do you most frequently use?

A1: Taxi

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

5. Comment Form – In person workshop – La Vina

Name: Maria E. Camacho

Received: March 11, 2025

*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Other

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: Yes, I would like the people of La Vina to have better services.*

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 Connection Response (MCC):

6. Comment Form – In Person Workshop – La Vina

Name: Lisbeth Lopez

Received: March 11, 2025

*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC), car

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 to have the bus service on Fridays from 7:30am to 3:30pm.*

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

A3: Change the bus schedule because its route does not operate at a time that helps the people in the community. We need a route that works for everyone. So that the bus can be used by more people, it needs to come from Monday to Friday between 7:30am to 3:30pm.*

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

A4: Yes, it helps a lot for mobility, it is very comfortable.*

Madera County Connection Response (MCC):

7. Comment Form – In-person Workshop – La Vina

Name: Eduwiges Aguayo

Received: March 11, 2025

*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Other

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: Emphasize the need for transportation in the La Vina community.*

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

A3: Monday – Friday routes from 7:30am – 3:30pm.*

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

A4: Respondent skipped this question.

Madera County Response (MCC):

8. Comment Form – In-person Workshop – La Vina

Name: Lourdes Castillo

Received: March 11, 2025

*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Madera Metro

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: Yes, to the doctor on Almendra Street on the corner of 145.*

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

A3: More frequent routes that come more times a day – at 7:30am, 1:00pm, 5/6pm.*

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

A4: Inside the bus, yes, but I'm afraid what's going on, you're left in the city without someone to pick me up. *

Madera County Response (MCC):

9. Comment Form – In-person Workshop - La Vina

Name: Guadalupe Nuñez – La Vina

Received: March 11, 2025

*Answers translated from Spanish

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: Bus route to hospital and doctor's offices such as Camarena Clinic, as well directly to schools.

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

A3: Public streetlights and wheelchair access to roads/sidewalks.

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

A4: No, as the time schedules are not convenient for medical appointments.

Madera County Response (MCC): The cities of Madera and Chowchilla already provide connections to Camarena Clinics. MCC riders can connect to those services at transfer points.

10. Comment Form – In-person Workshop – La Vina

Name: Berta Garcia

Received: March 11, 2025

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

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: Places where people run errands; doctor, stores (pick up and drop off in the same area).

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

A3: The road, streetlights, sidewalks, for safety, road cleanliness.

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

A4: I use the bus but need the last route at a different time (i.e. 3:30pm or 4:00pm)

Madera County Response (MCC):

11. Comment Form – In-person Workshop - La Vina

Name: Jose Mariscal

Received: March 11, 2025

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question

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 the route to go through every street in our community.

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

A3: Lights near homes/streetlights for pedestrian safety.

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

A4: I don't use it as I can drive.

Madera County Response (MCC):

12. Comment Form – In-person Workshop – Madera Ranchos

Name: Janice Gomes

Received: March 12, 2025

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

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: Do you have a stop from Oakhurst to the junior college on Avenue 12 that have classes that are not in Oakhurst?

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.

(Yes, Oakhurst to Madera then Madera to college.)

Madera County Response (MCC): From Oakhurst, take the Eastern Madera County route to the Madera Intermodal Transportation Center. Transfer to the College/Children's Hospital route.

13. Online Survey #3

Name: Ashley Trevino

Received: March 16, 2025

Q1: Which systems do you most frequently use?

A1: Madera Metro, 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: The Trains Station. I know the road is closed but we can do a detour. And the office of transportation cause how are we suppose to get there for questions if there isn't a bus there.

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

A3: An application where we can track the buses or at least but the correct bus routes on google maps and you can also look at bus tracking there.

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

A4: Yes cause the drivers drive fast and easy but somehow always late.

City of Madera Response (Madera Metro): While Madera Metro has Amtrak as a destination point on the Blue Line, due to construction and the delays it is causing, buses are not going to Amtrak as the delays will impact the rest of the route.

We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate this study will include the integration of technology platforms to address the identified feedback.

14. Online Survey #4

Name: Anonymous

Received: March 17, 2025

Q1: Which systems do you most frequently use?

A1: Planning on using the system soon.

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: How to travel from Madera Acres to Children's Hospital. Is there a bus stop in Madera acres other than the Amtrak station? Where is the transfer point to the bus going to Children's Hospital?

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

A3: Bus stop in Madera Acres (road 27 now because of the detour, or Rd 26 after the detour is removed?)

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

A4: N/A

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: Other comment. maybe the bus route and other pamphlets I have are older, but I found that glossy pamphlets have blurry details and are difficult to read. The plain paper ones are easier to read details. Also the symbol key used on the routes does not contain the symbol for the bus stops. Transfers are free, but what about multiple transfers (like the necessity of taking 3 routes to get to a destination).

Madera County Response (MCC): This connection can currently be made by riding either the City of Madera or County Dial-A-Ride to the Intermodal Transit Center and then transferring to the College/ Children's Hospital route.

15. Comment Form – In-person Workshop - Fairmead

Name: Norma Bustillos

Received: March 18, 2025

*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

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: That they provide service to people in need like the sister "Sofia Guzman". Ph # 510-XXX-XXXX. *

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.

16. Online Survey #5

Name: Anonymous

Received: March 26, 2025

Q1: Which systems do you most frequently use?

A1: Madera Metro, Metro Dial-A-Ride (DAR)

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: Alpha elementary area

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

A3: Cleaner buses

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: N/A

17. Online Survey #6

Name: Anonymous

Received: March 27, 2025

Q1: Which systems do you most frequently use?

A1: Metro Dial-A-Ride (DAR)

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: Add an app feature to check on updates such as: Late bus, High traffic etc.

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

A4: Yes, the people are respectful, do their job well and offer comfortable conversations at times.

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.

City of Madera Response (Madera Metro): We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate this study will include the integration of technology platforms to address the identified feedback.

18. Online Survey #7

Name: Kimberly Smith

Received: Thursday, April 3, 2025

Q1: Which systems do you most frequently use?

A1: Madera Metro

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'd like there to be Sunday service.

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

A3: Increase in frequency of buses and Sunday service as well as expanding hours of operations.

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

A4: Somewhat.

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: Kimberly Smith

City of Madera Response (Madera Metro): Dial-a-ride service is available on Sundays. There have been some comments in the past regarding additional service on Sunday. The City of Madera conducted a Transit Plan Services Assessment that was completed in July 2023. The newest route changes that have been implemented have been based on the results of the assessment. While the City is open to ongoing consideration for additional expansion of services, at this time the requests have been very minimal. Additionally, consideration of any expansion of program changes requires a budget review to ensure financial sustainability of services. At this time, the City's budget can only afford the existing services.

As was previously mentioned, Sunday services are currently offered through our DAR services. Additionally, if the Micro-Transit Feasibility Study finds that there is a need for other service enhancements, the City would consider this, and any enhancements would depend on cost.

19. Online Survey #8

Name: Anonymous

Received: April 9, 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: No

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

A3: None

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

A4: I would maybe use it if I had to, and I know that others would need to. I'm not sure how safe I'd feel.

20. Comment Form – In-Person Workshop – Oakhurst

Name: April Follette

Received: April 16, 2025

Q1: Which systems do you most frequently use?

A1: Madera Metro, Madera County Connection (MCC), Eastern Madera County Senior Bus, Eastern Madera County Escort 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: No

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

A3: Need a bus from Oakhurst (all mountain communities, North Fork) to get to Madera County Superior Court by 8:00 AM, Monday – Friday for court appearances, jury duty, traffic school, traffic court, and civil court. Need a bus locally on Sunday to go to church services. A bus stop outside of River Grove.

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

A4: Yes.

21. Comment Form – In-Person Workshop – Oakhurst

Name: Donna Caetano

Received: April 16, 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: No

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

A3: I would like a bus stop at the River Grove Apartments. There are lots of people who depend on transit who live there.

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

A4: Yes.

22. Online Survey #9

Name: Anonymous

Received: April 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: NA

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

A3: Dispatch should take phone calls when the first bus arrives to the intermodal 551am till the last bus leaves the intermodal 836pm. Not from 8am to 5pm, it's frustrating no one answers the phone call to get information like when the bus is running late. The phone lines used to be open all day when the bus routes are in service.

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

A4: Yes.

23. Online Survey #10

Name: Anonymous

Received: April 22, 2025

Q1: Which systems do you most frequently use?

A1: MCC Madera Dial-A-Ride (DAR)

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: I need ten minute phone call before DAR arrives. I use a walker or electric chair depending on my strength I have multiple sclerosis. I try to get outside at my scheduled time sometimes I'm late. I call the mcc office to call the DAR bus back the women answer the phone in the morning rushes me off the phone, she speaks low and is rude. I'm disable I need a call ten minutes before my pick up to get outside before the bus leaves.

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

A4: Yvette the black hair women DAR driver has left my chair electric unfastened while transporting me I did not feel safe this 1 time.

24. Public Comment Letter – Submitted electronically via email to:

publiccomment@maderactc.org

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

Received: April 23, 2025

(letter attached)



April 23, 2025
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Ahmed, Gonzales, Gallegos, Poythresss, Rodriguez, and Rogers,

I am writing to provide comments as part of the 2025 unmet transit needs process on behalf of residents from Fairmead and La Viña. Leadership Counsel for Justice and Accountability and residents from Fairmead and La Viña, have engaged in the unmet transit need process since 2019. However, the transit needs within these communities have long preceded our direct involvement, continue to exist, and will continue to exist and compound until the Madera County Transportation Commission (MCTC) equitably prioritizes equity throughout the Unmet Transit.

I. There is a need to broaden and redefine the categories selected for what constitutes an “unmet transit need”.

In order to determine whether a need is reasonable to meet, the following criteria have been selected by MCTC: feasibility, community acceptance, benefit to population, cost effectiveness, and consistent with the intent of existing transit services(s) and plans. Various definitions established for each of the criteria create a disadvantage for small disadvantaged, unincorporated, and underserved communities. For instance, stating that “*Sufficient ridership potential exists for new expanded, or revisited transit services*” is one of the criteria needed for feasibility without accounting for smaller populations in communities such as La Viña, which already favors larger areas with larger riderships. The populations of smaller communities will not be able to compete with the ridership potential of larger communities, even though the proportional transportation need may be disproportionately greater. As such, we ask MCTC to redefine this criteria to include language which does not create a disadvantage to smaller communities.

An instance where this is seen is in the advocacy efforts of La Viña. Residents have been advocating for additional public transportation services with expanded service dates, hours, and frequency. While, the SSTAC found the request to be accepted by the community, a benefit to the population, and consistent with the existing service and plans, SSTAC did not find the services as

“reasonable to meet” because they did not deem the services to be feasible and cost effective. As part of SSTAC rationale, stated “*There is not enough documented demand to provide [services]*” despite the documented need to improve public transportation services in La Viña since 2019. Moreover, it is important to note that MCTC’s website does not define “reasonable to meet” to include “enough documented demand” in any of the criteria¹. Citing “not enough documented demand” as a reason that services are unreasonable to meet is improper and not in line with MCTC’s own criteria. MCTC should instead conduct financial studies to clearly determine a cost effective strategy to provide services - whether that be an expansion of current services or another transit strategy. Furthermore, as 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.” While the report states that this need will be analyzed through a microtransit study, the report does not provide additional information of when this will be done and what needs to be identified in order for this to be considered feasible and cost effective. MCTC should provide a clear timeline for when the study will be developed and completed in the updated report. MCTC must review their criteria and definitions of each through an equity lens to ensure MCTC is addressing the needs of small unincorporated communities.

II. MCTC must conduct assessments of the needs of small unincorporated communities and share the specific findings for each community

Information gathered from micro transit studies need to be studied and shared in order to properly understand the needs of smaller communities. In Table 2: 2022 Population in Madera County, of the Unmet Transit Needs FY 2024-25 Analysis and Recommendations Report, the community of La Viña is not noted separately on the list². It is important to have notable communities listed and analyzed independently. By lumping so many unincorporated communities together, it becomes harder to analyze community trends and needs, and to respond to them effectively.

La Viña has long advocated for increased services within their community. As of now, their bus route is only on Mondays, Wednesdays, and Fridays at 8:45am and 2:06 pm. This leaves folks with a very small window of opportunity to run all of their errands including going grocery shopping, doctors appointments, and reaching any other amenities that are not available within their community. If adding additional services is not plausible at the moment, residents have suggested arranging the bus schedule from earlier in the morning and later in the afternoon to

¹ <https://www.maderactc.org/bc-transportation/page/unmet-transit-needs>

² https://www.maderactc.org/sites/default/files/fileattachments/social_services_transportation_advisory_council_sstac/page/1841/utn_analysis_and_recommendations_report_fy_24-25_-_compressed_r.pdf (pg19)

allow for more time to run their errands outside of La Viña. It is these types of considerations that MCTC must do outreach for and bear in mind to comply with the needs of smaller communities.

III. The solutions for unmet transit needs must go beyond what is a “simple fix”

As a response to adding additional bus shelters, the report stated, “Most of the MCC stops are in the unincorporated area that lacks infrastructure like sidewalks to add an ADA compliant shelter.” We encourage SSTAC and MCTC to continue to develop additional programs and benefits for community members. Sidewalks are an unmet need for the safety of everyone and a need for those with limited physical mobility. Not having sidewalks or the need for additional infrastructure does not remove the need for bus shelters; this means that there is a need for complete streets solutions. Solutions and responses to unmet transit needs need to be responsive to needs of communities, not to what is a simple fix.

Thank you for the opportunity to submit this letter to the MCTC as part of this important public process. We are happy to work together wherever possible alongside Madera County residents. I and LCJA will gladly serve as a resource to MCTC in seeking to address these unmet needs. Please do not hesitate to reach with any questions.

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

/s/

Paola Lopez,
Community Resident

/s/

Bertha Garcia,
Community Resident

/s/

Guadalupe Nuñez
Community Resident



April 19, 2023
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Ahmed, Gonzales, Gallegos, Poythresss, Rodriguez, and Rogers,

I am writing to provide comments as part of the 2023 unmet transit needs process. In previous years' unmet transit needs hearings, residents of the City of Madera, La Vina, and Fairmead have highlighted a long list of unmet transit needs which we are resubmitting for the public record, since -- to our knowledge-- almost none of these have been addressed. Attached, please find our comment letters submitted in years prior to MCTC for previous unmet transit needs hearings which contain a full list of the unmet transit needs of residents we partner with. We discussed this ongoing list with them this week and confirmed that these unmet transit needs are still outstanding needs.

Additionally, we urge MCTC to conduct its own culturally relevant public engagement process on unmet transit needs by directly speaking with residents in communities across Madera County and compiling a full list of unmet transit needs. We have compiled a long list of unmet transit needs, but we only work in three communities in Madera County.

Residents we work with have raised these unmet transit needs for years, and they still continue to go unaddressed, so many of your constituents feel abandoned and neglected by MCTC. In order to address these concerns, MCTC and Madera County must incorporate an equity framework in decision-making around investments for public transit funding, in order to ensure that Severely Disadvantaged Communities take priority for public transit investments. Continuing business as usual without an equity component will continue to exacerbate the unmet transit needs and other transportation needs within disadvantaged and unincorporated communities, which are often put last in line to wait for investments from their own tax dollars.

Thank you for the opportunity to submit this letter to the MCTC as part of this important public process. We are happy to work together wherever possible alongside Madera County residents. I



and LCJA will gladly serve as a resource to MCTC in seeking to address these unmet needs. Please do not hesitate to reach out to me with any questions.

Sincerely,

Andrea Uribe
Policy Advocate
Leadership Counsel for Justice and Accountability



April 15, 2019

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

Re: Comments on Unmet Transit Needs in Madera County

Dear Ms. Davies,

I am writing on behalf of Leadership Counsel for Justice & Accountability and our several community partners throughout Madera County to provide input for Madera County Transportation Commission's (MCTC) annual "unmet transit needs" survey and public comment process. These comments arise from our many conversations with residents throughout the county regarding the existing transit infrastructures established to serve them. We at Leadership Counsel are grateful for the opportunity to provide comments on this matter because we deeply value government agencies' fervent, genuine inclusion and incorporation of public input in the planning of the County's communities. Furthermore, we especially value your consideration of public input from disadvantaged communities who are least benefited by the status quo.

The following comments are a compilation of feedback from residents in Fairmead, La Viña, and the City of Madera, and they constitute our effort to assist MCTC in receiving and incorporating public input into future transit infrastructure planning.

Unmet Need: Route and schedule improvements for the Chowchilla-Fairmead-Madera Connection to ensure a dependable and user-friendly service

The existing Chowchilla-Fairmead-Madera route establishes essential connectivity between Madera and Chowchilla transit routes with one stop in the community of Fairmead. The route runs five times per day between Monday and Friday. The community of Fairmead is not home to any commercial businesses or stores, so this route presents the only opportunity for transit-dependent Fairmead residents to access food and other essential goods. For this reason, the route and schedule must be accessible and dependable.

In order to ensure that this route is user-friendly, residents in Fairmead have identified the following needs:

- (a) The Chowchilla-Fairmead-Madera schedule must be extended to the weekends to afford transit users improved access to this essential route;



April 21, 2021
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Rodriguez, Wheeler, Ahmed, Frazier, Gallegos, and Poythress,

I am writing regarding the unmet transit needs hearing process. Our organization continues to hear from residents in Fairmead, La Viña, the City of Madera, and other communities in Madera County whose transit needs remain unmet by this agency, despite our participation in this process for the past several years. In this letter, we will list the unmet transit needs that residents have elevated to us in the past few months and request additional information from this agency regarding use of transportation and transit funding. Attached alongside this letter, I have also resubmitted our comment letters from the last two years' unmet transit needs survey process regarding unmet transit needs and comments regarding this process that we have elevated in previous years, which remain unaddressed by MCTC.

We are grateful for the opportunity to participate in this important public process and ask that the feedback we have received from community members on the ground be incorporated so that all Madera County residents have access to reliable, equitable, and affordable public transportation.

I. Unmet Transit Needs

In conversations with residents from the City of Madera, La Vina, and Fairmead in the past few months, community leaders and transit users have highlighted the following unmet transit needs:

- A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.
- B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.
- C. Residents and transit users report a need for street lighting in La Vina and Fairmead to ensure transit users' first and last miles are safely lit.
- D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.



- E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit. A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres.
- F. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is travelling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.
- G. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.
- H. Lastly, residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible, and oversee progress to ensure this project stays on track.

II. Request for Additional Information

Lastly, our organization requests a breakdown of transportation funding (whether from general fund dollars, local tax revenue, grant funding, or any other source of revenue) and expenditures on transportation and transit-related projects during the past two years in Madera County, the City of Madera, and the City of Chowchilla. This will be helpful in order for us to better understand the transportation and transit projects MCTC & other relevant agencies in Madera County have prioritized with the funding that has been available in the last few years.

Thank you in advance for your attention to these comments and to our request for additional information. Please do not hesitate to reach out to me with any questions.

Gratefully,

Madeline Harris
Policy Advocate



May 20, 2020
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Ahmed, Medellin, J. Rodriguez, Wheeler, M. Rodriguez, and Frazier,

I am writing to provide feedback based on our continued collaboration with residents in Fairmead, La Viña, and the City of Madera on transit needs that remain unmet by MCTC, as well as some comments regarding the substance of the unmet transit needs process itself. I have attached our comment letter from last year's unmet transit needs survey process as well as the response to comments I received from you in the mail for your reference. We are grateful for the opportunity to participate in this important public process and ask that the feedback we have received from community members on the ground be taken to heart and incorporated so that all Madera County residents have access to reliable, equitable, and affordable public transportation.

Regarding the process of the Unmet Transit Needs Survey, Madera County Transportation Commission (MCTC) must immediately alter its definition of "unmet transit needs" so that the Commission can be truly responsive to comments from the public. According to the response to comments document that we received last year after participating in the unmet transit needs process, MCTC's current definition of "unmet transit needs" "includes all essential trip requests by transit-dependent persons for which there is no other convenient means of transportation." This definition causes harm to communities lacking sufficient public transit options and to the region at large in a few ways.

I. "Persons for Which There is no Other Convenient Means of Transportation" are Not the Only People with Unmet Transit Needs in the Region

First, the definition operates on an assumption that public transit is a last resort for mobility wherever personal vehicles are not available (i.e. "transit-dependent persons *for which there is no other convenient means of transportation*"). As you know, the San Joaquin Valley is the most polluted air basin in the United States, and is consistently in violation of EPA standards for air quality. As the coronavirus pandemic has shown us, through significant improvements in air quality correlated with the vast reduction in vehicle miles traveled occurring during shelter-in-place orders, a significant amount of pollution in the San Joaquin Valley stems from emissions from vehicles. Rather than solely define unmet transit needs as gaps in access to essential services where no other option is available, MCTC should recognize *all* unmet transit needs in order to address *all* gaps in services that have widespread community acceptance, and move forward towards creating an effective transit system that encourages ridership and reduces



vehicle miles travelled in the region. This recommendation is consistent with goal number nine from the current Regional Transportation Plan which commits “to protect the environment and health of our residents by improving air quality and encouraging active transportation,” as well as goal number two which aims to “promote intermodal transportation systems that are fully accessible” (pg. 1-8, 1-9). Beyond the air quality benefits of reducing emissions from single passenger vehicles, we believe that planning transit infrastructure that is well designed based on community input surrounding *all* residents’ needs will draw in greater ridership, thus bringing in more fare revenue to the transit system for a greater return on investments in these programs.

II. Unmet Transit Needs Go Beyond “Essential Trip Requests”

Second, the definition limits MCTC’s understanding of “unmet transit needs” to “essential trip requests by transit-dependent persons.” Though “essential trip requests” was not defined in the response to comments document that we received and the definition is thus unclear, it appears to further limit the Commission’s understanding of “unmet transit needs.” Transit-dependent persons have the right to live full lives that are not solely limited to their homes and to essential services. MCTC should fully consider the public comments calling for greater access to public transit and other VMT-reducing mobility related to “non-essential” trips as a result.

III. MCTC’s Definition of Unmet Transit Needs is Too Narrow

Third, as indicated by the issues highlighted above, the current definition is unreasonably narrow. In fact, the Commission’s working definition is so narrowly crafted that it allowed MCTC to determine that none of the public comments received in last year’s Unmet Transit Needs process qualified as “unmet needs” that were “reasonable to meet.” These needs included requests for additional bus stops along existing routes, increased frequency of existing routes, improvements to the Dial-a-Ride hotline to make it more consistent, user-friendly, and language-accessible, hygiene improvements to buses, clear signage on buses and bus stops, and pursuit of additional funding to explore innovations to rural transit for unincorporated communities. All of these comments constitute clear needs related to the accessibility, reliability, and effectiveness of the region’s transit system, yet MCTC determined that “there are no unmet transit needs that are reasonable to meet in FY2019/20 within the jurisdiction of the City of Madera, County of Madera, and City of Chowchilla.”

As a result of these three issues with the working definition of “unmet transit needs,” the definition must be amended to include *all* unmet transit needs of Madera County residents that are reasonable to meet.

IV. MCTC Must Alter the Criteria for Needs that are “Reasonable to Meet”

In addition to changing the definition of “unmet transit needs,” the Commission must alter the criteria being used to determine if a need is “reasonable to meet” in the following ways in order to honor this important public process, meaningfully respond to comments, and work towards accomplishing the goals defined in the Regional Transportation Plan:



- A. The Commission must define “feasible.”
- B. The Commission must define what constitutes serving a “significant number of the population.” Furthermore, the definition of “significant number of the population” should be based on projected ridership should the unmet needs outlined in public comments be met, rather than on current ridership numbers.
- C. Regarding criteria (4) which indicates that unmet needs which are reasonable to meet must be “economical,” MCTC must publish and present updates to the public to demonstrate that the Commission is making every effort to pursue all relevant funding sources at the regional, state, and federal level that could meet the unmet needs addressed in residents’ comments in an economically feasible way.

Aside from these comments regarding the unmet transit needs process itself, I have attached comments (our letter from last year’s FY2019-20 unmet transit needs hearing) noting all of the unmet transit needs that our organization heard from residents in Fairmead, La Viña, and the City of Madera. I am submitting these comments once again for your consideration since, to our knowledge, none of these needs have been met. (That said, we acknowledge that the Fresno Economic Opportunity Commission has indicated their intent to incorporate a second bus stop in the community of Fairmead, and we look forward to continuing to partner with the community and with Fresno EOC to make that happen as soon as possible.)

Once more, thank you for the opportunity to provide comments in this important public process, and please do not hesitate to reach out should you have any questions.

Gratefully,

Madeline Harris
Policy Advocate

- (b) The schedule must be updated to include more frequent routes, both Northbound to Chowchilla and Southbound to Madera; and
- (c) A second stop must be added on the Northern side of Fairmead around the vicinity of Avenue 23 to ensure that this crucial transit service is accessible to residents throughout the entire community. Provided that the only existing stop in Fairmead is located at Galilee Missionary Baptist Church on Avenue 22 ½ near Fairmead Blvd, riders who live on the other side of the community are not able to easily access the route.

While we recognize the challenges of providing successful transit infrastructure to rural communities with low population densities, we believe these suggested improvements would make the County's current and future investments in the Chowchilla-Fairmead-Madera bus route more worthwhile because Fairmead residents note that these improvements would increase ridership significantly. Currently, there are existing and potential transit users in the community who say they would use this service more consistently if it were more dependable and accessible.

Unmet need: Increased frequency of routes for Eastin Arcola-Ripperdan-La Viña Transit

The Eastin Arcola-Ripperdan-La Viña transit circuit runs twice daily on Wednesdays and Fridays only in order to connect these three communities with the transit system of the City of Madera. Currently, transit users must depart from La Viña at 9:15am and will arrive in Madera at 9:49am. They are then unable to depart from Madera en route back to La Viña until 1:00pm. On the other hand, if, for example, riders who depend on this circuit for medical appointments, which can often become extended or delayed, miss the bus back to La Viña at 1:00 pm, there are no additional returning routes until the following Wednesday or Friday.

The infrequency of this schedule results in a public transit circuit that is undependable and inaccessible for residents. Community members in La Viña note that (a) extending the circuit's schedule into the rest of the week (including weekends) and (b) implementing additional routes during the day would vastly increase ridership.

Growing and improving this particular program would not only be a worthwhile investment for encouraging ridership; rather, expansion of this circuit would also move the county closer toward its goal of "identify[ing] reliable transportation choices that support a diverse population" as outlined in the current Regional Transportation Plan (1-8).

Unmet need: Improvements to the MAX and "Dial-a-Ride" Systems in the City of Madera aimed at creating more equitable and user-friendly transit services

The following requested improvements were readily identified by transit users in the City of Madera as concrete changes that would encourage ridership, provide more equitable services, and help the city meet its goals related to the reduction of greenhouse gas emissions. Furthermore, the current Regional Transportation Plan identifies "transit enhancements" to the MAX transit system as well as "Operating Assistance" to Dial-a-Ride (DAR) as "Planned Transit Improvement" projects with funding allotments for each year beginning in 2014 until 2040

(Table 5-5). The following improvements recommended by MAX and DAR system users fall within the scope of these project descriptions.

I. Re-opening of the Walmart stop along Routes 1 and 2 in Northwest Madera

MAX riders point out that temporary closure of the Walmart bus stop at this crucial transit junction has increased barriers to public transit use, given that shoppers must cross a major thoroughfare (W Cleveland Ave) then proceed to walk an additional block to the next bus stop at the Walgreens location.

As a result, the closure makes household shopping at this location challenging and burdensome for transit users. Madera residents therefore request that the Walmart bus stop be re-installed and re-opened as soon as possible.

II. Installation of trash cans on MAX buses

MAX riders request that garbage cans be installed at the front and back of each transit vehicle in order to maintain clean and welcoming buses.

III. Thirty-minute incremented bus service on all MAX routes

While MAX riders in the City of Madera acknowledge that some of the routes have been improved such that the bus arrives at each stop every thirty minutes, they point out that some of the routes still only provide bus service once each hour. Residents who rely on public transit note that half-hour arrival increments make the service much more dependable. This is especially important in light of riders' concerns about getting passed by bus drivers and left at their bus stops even when they are on time to their bus stops and have properly signaled for drivers to stop. While this concern is connected to transit riders' requests that drivers undergo training (see below), it also further communicates the importance of a consistent and frequent bus schedule wherein riders do not have to wait an additional hour when missing a bus.

IV. Improvements to the "Dial-a-Ride" Dispatch System

Madera county residents and "Dial-a-Ride" (DAR) users report issues with language inaccessibility and systemic inconsistencies on the dispatch system that must be addressed. First, DAR users report that some dispatchers instruct them to reserve their ride 24 hours in advance. Other dispatchers say they must give 2 hours' notice, and others still request ride reservations *one week* in advance. Not only do these inconsistent timelines for advance notice make the service impractical and unusable for most riders, they also contribute to confusion.

As a result, DAR users request training for dispatch operators in addition to consistent publishing of DAR user guidelines online to ensure an accessible and consistent system that works well for all transit users.

Additionally, DAR users report being placed on long holds in order to access the Spanish language line. On occasion, these hold times last so long that DAR users

become unable to access the ride they hoped to reserve. For this reason, residents urge MCTC to train DAR dispatchers in basic language accessibility practices and ensure that Spanish-speaking dispatchers are available during all hours of operation. MCTC should also ensure DAR access to a language line in the likely event that DAR users do not speak English or Spanish.

V. Extended MAX service operation on weekends

Residents continually note the need to expand bus services to Sundays on all routes in the City of Madera. Additionally, residents and transit users note that the current hours of operation on Saturday are insufficient and undependable, and request that the hours be extended on Saturdays to better parallel the hours of operation during the week.

VI. Mandated discrimination prevention and accessibility training for all Madera County Transit Staff

Residents report a need for drivers, dispatchers, and all other transit service staff to receive training in intercultural competency, accessibility for people with disabilities, and other elements of discrimination prevention training in order to ensure equitable access and improved service for folks of all nationalities, ethnicities, genders, incomes, ages, and ability levels.

VII. Equip bus stops and buses with route-related signage

MAX riders in the City of Madera voice a need for directional guidance at bus stops and on buses. For example, buses should be equipped with digitized signage indicating the bus's direction (eg: "Northbound" versus "Southbound"), as well as the next stop or final destination (eg: "Walgreens" or "Medical Center"). Riders have expressed that this will prevent new transit users from becoming lost or boarding the wrong bus, which will make MAX services more accessible and welcoming to new riders and in turn facilitate increased use of MAX transit.

VIII. 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.

Unmet need: Pursuit of regional funding for an electric rural rideshare program

MCTC can also utilize Low Carbon Operations Transportation Program funding in addition to Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds for the purpose of launching a rural rideshare pilot program with an electric fleet of vehicles. Unincorporated communities in Fresno and Merced Counties have launched such programs for the purpose of

expanding rural access to transit and reducing greenhouse gas emissions through community-based and community-operated pilot programs of this nature.

Lastly, since residents and transit users across Madera County readily identified unmet needs and areas for transit improvement throughout the region during our conversations, we urge MCTC to consider conducting their own formal and thorough assessment of all existing routes and potential deficiencies in Madera County. Such an assessment would allow for staff and residents to collaborate towards a more complete and transparent understanding of transit needs beyond the limited scope of the unmet transit needs survey process.

Once again, we appreciate the opportunity to submit comments as part of this important public process, and will gladly serve as a resource to MCTC and the transit agencies in Madera County in seeking to address these unmet needs.

Sincerely,

Madeline Harris
Policy Advocate
Leadership Counsel for Justice and Accountability

Surveys and Comment Forms in Original Format

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 26, 2024 4:26:09 PM
Last Modified: Friday, April 26, 2024 4:28:32 PM
Time Spent: 00:02:22
IP Address: 198.0.222.25

Page 1

Q1

**Chowchilla Area Transit Express (CATX),
MCC Chowchilla Dial-A-Ride (DAR)**

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

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

It would be great to have transportation to UC Merced and Merced College

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

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.

For the youth in the City of Chowchilla we lack transportation to get to Merced College or UC Merced. How can we improve our lives if we cant get to our education.

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Saturday, March 08, 2025 8:38:17 AM
Last Modified: Saturday, March 08, 2025 8:49:33 AM
Time Spent: 00:11:15
IP Address: 76.9.90.149

Page 1

Q1

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

Other (please specify):

YARTS when it runs in the season to get from Oakhurst to YNP.

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 live approximately 5 miles from the MCC bus stop at the YLP Clubhouse. Back in 2012 I used MCC twice a week for ten weeks, in order to get to physical therapy in Madera after a bad car accident. It worked for me. The cost was very affordable. Fortunately the worker's comp doc allowed me to drive 5 miles from my home, which is sort of in the middle of nowhere on Road 400.

Q3

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

Keeping in mind the 10 weeks when I was not allowed to drive more than 5 miles from home, if this were to happen again, I would not be able to attend the Friends of the Madera County Library Meetings twice a month, as the library meetings end at 7:00 pm. If I still wanted to be connected to society, I would need to sell my home of 25 years, and move to either Madera or Fresno.

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

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.

If you'd like to contact me for details, feel free to do so.

Susan Pennell

[REDACTED]
[REDACTED]

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 11, 2025 1:19:29 PM
Last Modified: Tuesday, March 11, 2025 1:19:46 PM
Time Spent: 00:00:16
IP Address: 73.116.154.213

Page 1

Q1

Other (please specify):

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

taxy

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.

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, March 16, 2025 11:49:38 PM
Last Modified: Sunday, March 16, 2025 11:54:25 PM
Time Spent: 00:04:47
IP Address: 72.159.162.65

Page 1

Q1 **Madera Metro (Metro),
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.

The Trains Station I know the road is closed but we can do a detour. And the office of transportation cause how are we suppose to get there for questions if there isn't a bus there.

Q3

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

An application where we can track the busses or at least but the correct bus routes on google maps and you can also look at bus tracking there.

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 cause the drivers drive fast and easy but somehow always late

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.

Ashley Trevino [REDACTED]

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, March 17, 2025 7:25:37 PM
Last Modified: Monday, March 17, 2025 7:45:42 PM
Time Spent: 00:20:04
IP Address: 108.205.167.47

Page 1

Q1

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

Other (please specify):

Planning on using the system soon

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.

How to travel from Madera Acres to Children's Hospital . Is there a bus stop in Madera acres other than the Amtrak station? Where is the transfer point to the bus going to Children's Hospital?

Q3

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

Bus stop in Madera Acres (road 27 now because of the detour, or Rd 26 after the detour is removed?)

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?

N/A

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.

Other comment.. maybe the bus route and other pamphlets I have are older, but I found that glossy pamphlets have blurry details and are difficult to read. The plain paper ones are easier to read details. Also the symbol key used on the routes does not contain the symbol for the bus stops.

Transfers are free, but what about multiple transfers (like the necessity of taking 3 routes to get to a destination)

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 26, 2025 7:38:21 AM
Last Modified: Wednesday, March 26, 2025 7:39:54 AM
Time Spent: 00:01:32
IP Address: 172.56.15.104

Page 1

Q1

Madera Metro (Metro),

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

(Metro) Dial-A-Ride (DAR)

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.

Alpha elementary area

Q3

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

Cleaner buses

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.

N/A

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 27, 2025 3:57:05 PM
Last Modified: Thursday, March 27, 2025 3:59:38 PM
Time Spent: 00:02:33
IP Address: 209.129.243.121

Page 1

Q1

(Metro) Dial-A-Ride (DAR)

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

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

Add an app feature to check on updates such as: Late bus, High traffic ect

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, the people are respectful, do their job well and offer comfortable conversations at times

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.

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 03, 2025 11:58:22 AM
Last Modified: Thursday, April 03, 2025 12:04:13 PM
Time Spent: 00:05:50
IP Address: 174.236.228.59

Page 1

Q1

Madera Metro (Metro)

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'd like there to be Sunday service

Q3

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

Increase in frequency of buses and Sunday service as well as expanding hours of operations

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?

Somewhat

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.

Kimberley Smith

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, April 09, 2025 4:40:52 PM
Last Modified: Wednesday, April 09, 2025 4:44:31 PM
Time Spent: 00:03:39
IP Address: 209.129.120.213

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.

no

Q3

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

none

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?

I would maybe use it if I had to, and I know that others would need to. I'm not sure how safe I'd feel.

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.

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 21, 2025 11:01:52 AM
Last Modified: Monday, April 21, 2025 11:07:27 AM
Time Spent: 00:05:34
IP Address: 166.205.91.54

Page 1

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.

NA

Q3

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

Dispatch should take phone calls when the first bus arrives to the intermodal 551am till the last bus leaves the intermodal 836pm. Not from 8am to 5pm, it's frustrating no one answers the phone call to get information like when the bus is running late. The phone lines used to be open all day when the bus routes are in service.

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

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.

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 22, 2025 7:16:47 PM
Last Modified: Tuesday, April 22, 2025 7:44:48 PM
Time Spent: 00:28:00
IP Address: 98.244.20.53

Page 1

Q1 MCC Madera Dial-A-Ride (DAR)

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

i need ten minute phone call before Dar arrives. i use a walker or electric chair depending on my strength i have multiple sclerosis. I try to get outside at my schedule time sometimes im late. I call the mcc office to call the Dar bus back the women answer the phone in the morning rushes me off the phone, she speaks low and is rude. I'm disable I need a call ten minutes before my pick up to get outside before the bus leaves.

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?

the black hair women Dar driver has left my chair electric unfastened while transporting me I did not feel safe this 1 time.

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.

Unmet Transit Needs Comment Form

Name*: Yonas Paulos

Email: _____

City*: Fresno Phone Number: _____

1. Which system(s) do you most frequently use?*

- | | |
|---|--|
| <input type="checkbox"/> Madera Metro | <input checked="" type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Other (please specify) _____ | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. 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.*

I provide veteran services throughout the County.

3. Describe the transit improvements(s) you are requesting.*

I need additional run times on the Valley Childrens Route. The gap between the
11:51 & 3:15 departures is too long. I ended up getting home after dark.

4. Do you feel safe using transit? Why or why not?

I am not able to use transit after dark due to my sight impairment.

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. Please return form to Natalia Austin via email at naustin@maderactc.org , mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Norma Bustillos

Correo electrónico: _____

Ciudad*: Chowchilla, CA Número de Teléfono: [REDACTED]

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|---|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Que le den Servicio a las Personas Necesitadas
Como la Sr. Sofia Guzman Ph# [REDACTED]

3. Describa las mejoras de transporte público que necesita.*

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Unmet Transit Needs Comment Form

Name*: JANICE GOMES

Email: [REDACTED]

City*: Madera Phone Number: [REDACTED]

1. Which system(s) do you most frequently use?*

- | | |
|---|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. 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.*

* Do you have a stop from Oakhurst to the
College on ave 12 that have classes that are not in
Oakhurst.

3. Describe the transit improvements(s) you are requesting.*

4. Do you feel safe using transit? Why or why not?

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. Please return form to Natalia Austin via email at naustin@maderactc.org, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required

* yes Oakhurst to madera then madera to
College.





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Maria E Camacho

Correo electrónico: N/A

Ciudad*: Madera Ca. Número de Teléfono: 93637

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|--|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input checked="" type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

3. Describa las mejoras de transporte público que necesita.*

Si me gustaría que la gente de la zona tenga una mejor servicios

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida



Necesitamos una ruta que funcione para todas. Para que el bus pueda ser utilizado por mas personas necesita venir de lunes a viernes entre las 7:30 Am to 3:30 PM



Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Lisbeth Lopez

Correo electrónico: [REDACTED]

Ciudad*: Madera Número de Teléfono: [REDACTED]

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|--|--|
| <input type="checkbox"/> Madera Metro | <input checked="" type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input checked="" type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| <u>Carro</u> | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Me gustaría tener el servicio de bus de Lunes a Viernes 7:30 to 3:30

3. Describa las mejoras de transporte público que necesita.*

Cambiar el horario del bus porque su ruta no funciona en ese horario para las personas de la comunidad.

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

Si, Ayuda mucho para la movilidad, es muy comodo.

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Edwiges Aguayo

Correo electrónico: _____

Ciudad*: Madera Número de Teléfono: _____

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|--|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input checked="" type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Poner énfasis en la
necesidad del transporte
En la comunidad de la Viña.

3. Describa las mejoras de transporte público que necesita.*

Rutas de Lunes - Viernes de
7:30 AM — 3:30 PM

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Lourdes Castillo

Correo electrónico: _____

Ciudad*: La Vina Número de Teléfono: [REDACTED]

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|---|---|
| <input checked="" type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Si - al doctor - por la calle Alameda
en la esquina de la 145

3. Describa las mejoras de transporte público que necesita.*

• Rutas mas frecuentes - que venga
mas veces al dia - a la 7:30 / 1 / 5/6pm

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

Dentro del camion si, pero tengo miedo
de que me vaya quedar en la ciudad
sin quien me recoja

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Guadalupe Nuñez

Correo electrónico: _____

Ciudad*: Lavina Número de Teléfono: _____

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|---|--|
| <input type="checkbox"/> Madera Metro | <input checked="" type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Bus route to hospital & doctor offices such as
Camarena Clinic, as well as directly to schools.

3. Describa las mejoras de transporte público que necesita.*

Public street lights & wheelchair access
to roads/side walks

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

NO, as the time schedules are not
convenient for medical appointments

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Berta Garcia

Correo electrónico: _____

Ciudad*: La Vlna Número de Teléfono: [REDACTED]

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|---|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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.*

Places where people run errands; doctor,
stores (pick up & drop off in same area)

3. Describa las mejoras de transporte público que necesita.*

the road, street lights, side walks
for safety, road cleanliness

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

I use the bus, but need ^{the last route} to be
at a different time (i.e. 3:30pm or 4:00pm)

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Jose Mariscal

Correo electrónico: —

Ciudad*: La Vina Número de Teléfono: [REDACTED]

1. ¿Qué sistema de transporte público usa frecuentemente?*

- | | |
|---|---|
| <input type="checkbox"/> Madera Metro | <input type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Otro (por favor especifique) | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. ¿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 the route to ~~go~~ go through
every street in our community.

3. Describa las mejoras de transporte público que necesita.*

Lights near homes/Street lights for
pedestrian safety.

4. ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

I don't use it as I can drive.

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. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a evelyn@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Respuesta es requerida



Unmet Transit Needs Comment Form

Name*: April Follette
 Email: [REDACTED]
 City*: Oakhurst Phone Number: [REDACTED]

1. Which system(s) do you most frequently use?*

- | | |
|---|--|
| <input checked="" type="checkbox"/> Madera Metro | <input checked="" type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Other (please specify) | <input checked="" type="checkbox"/> Eastern Madera County Senior Bus |
| | <input checked="" type="checkbox"/> Eastern Madera County Escort Service |

2. 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.*

No

3. Describe the transit improvements(s) you are requesting.*

① Need a bus from Oakhurst (all mountain communities North Fork) to get to Madera County Superior Court by 8:00am. M-F for court appearances, jury duty, traffic school.
 4. Do you feel safe using transit? Why or why not?
yes * civil court, traffic court

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. Please return form to Natalia Austin via email at naustin@maderactc.org, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required



② need a bus locally on Sunday to go to church services
 ③ Bus stop outside of River Grove



Unmet Transit Needs Comment Form

Name*: Donna Caetano

Email: [REDACTED]

City*: Oakhurst Phone Number: [REDACTED]

1. Which system(s) do you most frequently use?*

- | | |
|---|--|
| <input type="checkbox"/> Madera Metro | <input checked="" type="checkbox"/> Madera County Connection (MCC) |
| <input type="checkbox"/> Metro Dial-A-Ride (DAR) | <input type="checkbox"/> MCC Madera Dial-A-Ride (DAR) |
| <input type="checkbox"/> Chowchilla Area Transit Express (CATX) | <input type="checkbox"/> MCC Chowchilla Dial-A-Ride (DAR) |
| <input type="checkbox"/> Other (please specify) _____ | <input type="checkbox"/> Eastern Madera County Senior Bus |
| | <input type="checkbox"/> Eastern Madera County Escort Service |

2. 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.*

No

3. Describe the transit improvements(s) you are requesting.*

I would like a bus stop at the river grove
apartments. There are lots of people who
depend on transit who live there.

4. Do you feel safe using transit? Why or why not?

yes

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. Please return form to Natalia Austin via email at naustin@maderactc.org, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required

