



UNMET TRANSIT NEEDS FY 2019-2020

*Final Analysis and Recommendations Report
July 2019*



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Summary

BACKGROUND

Each year, pursuant to the California Transportation Development Act (TDA), as the Regional Transportation Planning Agency (RTPA) for Madera County, Madera County Transportation Commission (MCTC) is responsible for the administration of the Transportation Development Act (TDA) funds. TDA funds, which are funded through ¼ percent of the statewide sales tax, are the primary funding source for most transit systems. The administration of TDA funds includes the annual unmet transit needs process, which has three key components: soliciting testimony on unmet transit needs; analyzing needs in accordance to adopted definitions of unmet transit need and reasonable to meet; and adoption of a finding regarding unmet transit needs that may exist for the upcoming fiscal year. These tasks are to be performed in consultation with the Social Service Transportation Advisory Council (SSTAC). At a minimum, the annual unmet transit needs finding process requires MCTC to conduct the following:

1. Establish or maintain a Social Services Transportation Advisory Council (SSTAC) to participate in the identification of unmet transit needs and determine whether those identified needs are reasonable to meet. The composition of the SSTAC is set forth in statute and consists of representatives of the following members:
 - a. One representative of potential transit users who is 60 years of age or older.
 - b. One representative of potential transit users who have a disability.
 - c. Two representatives of the local service providers for seniors, including one representative of a social service transportation provider if one exists.
 - d. Two representatives of local social service providers for those with disabilities, including one representative of a social service transportation provider, if one exists.
 - e. One representative of a local social service provider for persons of limited means.
 - f. Two representatives from the local consolidated transportation services agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
2. Coordinate with the SSTAC and MCTC Policy Board to determine definitions for both “unmet transit needs” and “reasonable to meet.”
3. Identify transit needs, which have been considered as part of the transportation planning process.
4. Hold at least one public hearing to receive public comments regarding unmet transit needs.
5. Meet with SSTAC members to identify potential unmet transit needs, and analyze those transit needs using the MCTC Policy Board’s adopted definitions of “unmet transit needs” and “reasonable to meet” (adopted definitions provided on Pages 8 and 9 of this report). As part of the “reasonable to meet” determination, MCTC staff and the SSTAC must consider whether a transit operator can reasonably accommodate an unmet need and still maintain the required farebox ratio established under the TDA.
6. Adopt by resolution a finding regarding transit needs that may be reasonable to meet. The MCTC Policy Board makes one of the following three possible findings:
 - 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 transit needs that are reasonable to meet.

If it is found that there are unmet transit needs that are reasonable to meet, those transit needs must be met before any TDA funds can be allocated for other purposes, such as streets and roads.

SUMMARY OF THE FINDINGS FOR THE FY 2018-2019 UNMET TRANSIT NEEDS ASSESSMENT

On May 23, 2018, the MCTC Policy Board adopted Resolution Number 18-06, approving the findings of the FY 2018/19 unmet transit needs hearing:

Pursuant to Section 99401.5 of the California Public Utilities Code, MCTC, as the Regional Transportation Planning Agency, must make a finding after holding a Public Hearing that there are no unmet public transportation needs within the jurisdiction of claimants which can be reasonably met before it may approve Local Transportation Fund claims for streets and roads.

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

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

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

The role of the Social Service Transportation Advisory Council (SSTAC) is to aid the MCTC Policy Board in its review of transit issues with emphasis on the annual identification of transit needs within Madera County. The establishment of the Madera County SSTAC is consistent with State Law (SB 498, Chapter 673, 1987) which mandates both the purpose and minimum membership of this body. The purpose of the SSTAC is to:

- A. Annually participate in identification of transit needs (Unmet Transit Needs Public Hearing Process).
- B. Review and recommend appropriate action by the MCTC for a jurisdiction which finds, by resolution, that:
 - (1) there are no unmet transit needs;
 - (2) there are no unmet transit needs that are reasonable to meet;
 - (3) there are unmet transit needs that are reasonable to meet.
- C. Advise the MCTC on any other major transit issues, including the coordination and consolidation of specialized transportation services.

At the “Unmet Transit Needs” Public Hearing on Wednesday, April 18, 2018, the MCTC Policy Board opened the hearing to receive public testimony. The following staff evaluation was prepared in cooperation with the SSTAC. The Chairman of the SSTAC will submit that body’s findings to the Commission under separate correspondence.

NARRATIVE OF EVALUATION

City of Madera

There are no unmet transit needs that are reasonable to meet at this time in the City of Madera.

MCTC staff has reviewed and discussed testimony regarding the City of Madera’s transit services with the Social Service Transportation Advisory Council (SSTAC). The recommendation from staff and the SSTAC is that there are no unmet transit needs that are reasonable to meet within the City of Madera. The recommendation is based upon the definition of an unmet transit need, which includes any essential trip requests by transit-dependent persons for which there is no other convenient means of transportation.

Testimony was received regarding Sunday service to be added on the Madera Area Express (MAX) fixed-route service. Dial-A-Ride (DAR) has an existing Sunday service for riders to utilize. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible as riders can use DAR. It was also requested that bus service be provided from Home Depot to the Madera Hospital, around Adanac Way, Road 28 -28 ½, and directly to Walmart. This is not currently reasonable to meet. However, the City of Madera applied for a Caltrans grant and the results will be out mid-May. This grant application is specific to being able to evaluate and relook at stops to develop a policy structure for how new stops get determined. Regardless of the results, the City will use the grant application as a guide to develop a policy about how this gets decided.

Testimony was also received regarding DAR dispatch concerns, discrimination training, bus stop location, bus amenities and stop amenities, signage, frequency, app development, fare adjustment, on-time performance, service for Elementary Schools, service for Rancho San Miguel Market, service promotion, service from South P. street to the Hospital at a designated time, of the MAX and the Madera DAR system, other comments included infrastructure improvement for roads and crosswalks suggestions; however, these comments reflect operational issues or public works issues and not unmet transit needs. MAX and DAR staff does have their performance monitored including communications on the bus and over the telephone and receive training regularly. Customers are encouraged to report any problems to MAX and DAR management so review and proper action can be taken to alleviate the issue. In addition to that, public fixed-route transportation cannot be exclusively provided to school districts by FTA regulations. Service to Rancho San Miguel Market is already provided. The transit service is going through a re-branding process to aid promotion issues. DAR can be scheduled on a recurring basis.

City of Chowchilla

There are no unmet transit needs that are reasonable to meet at this time in the City of Chowchilla.

MCTC staff has reviewed and discussed testimony regarding the City of Chowchilla’s transit services with the Social Service Transportation Advisory Council (SSTAC). The recommendation from staff and the SSTAC is that there are no unmet transit needs that are reasonable to meet within the City of Chowchilla. The recommendation is based upon the definition of an unmet transit need, which includes any essential trip requests by transit-dependent

persons for which there is no other convenient means of transportation.

Testimony was received regarding longer operating hours and a Chowchilla to Merced Route. This is not currently reasonable to meet but local operators will continue to monitor ridership and make expansions or alterations to the service as warranted.

County of Madera

There are no unmet transit needs that are reasonable to meet at this time in the County of Madera.

MCTC staff has reviewed and discussed testimony regarding the County of Madera's transit services with the Social Service Transportation Advisory Council (SSTAC). The recommendation from staff and the SSTAC is that there are no unmet transit needs that are reasonable to meet at this time in the County of Madera. The recommendation is based upon the definition of an unmet transit need, which includes any essential trip requests by transit-dependent persons for which there is no other convenient means of transportation.

Testimony was received for longer operating hours, route service improvement from Chowchilla-Fairmead-Madera, frequency improvements for Eastin Arcola-Ripperdan-La Vina, service to Valley State Prison and Central California Women's Facility, these requests are not currently feasible to meet. MCC staff will continue monitoring ridership and analyzing the feasibility of these request, on an on-going basis, for future expansion. Service to the prison is provided, for free, by a service called "Friends Outside" a Non-Profit Organization. They help find accommodations for visitors to the prison as well.

RECOMMENDATION

The MCTC staff and SSTAC considered the hearing testimony and recommend the Commission find the following:

- 1. That the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2019/20 within the jurisdiction of the City of Madera, City of Chowchilla, and County of Madera.**

The Madera Area Express (MAX) and the Madera Dial-A-Ride provide transportation services that cover the entire city of Madera. MAX has established Route 3 as part of their expansion to the community college. That service arrives at the college at 7:43am every morning and continues on the same schedule every hour through the last bus of the day which departs the college at 5:47pm.

The Chowchilla Area Transit Express (CATX) provides transportation services that cover the entire city of Chowchilla as well as Fairmead and Valley State Prison.

The Madera County Connection (MCC) provides inter-city transportation from Chowchilla, Fairmead, Madera, La Vina, Madera Ranchos and Eastern Madera County to Children's Hospital Central California where a connection can be made to Fresno via the Fresno Area Express (FAX).

The Senior Bus Program and the Escort Service provides transportation to the Eastern Madera County communities including the newly developed Eastern Madera County Escort Program transit service to Raymond. This service is provided on Wednesdays from 8:30am to 4:30pm.

2. Maintain existing transit systems in Madera County: Madera Transit System (MAX and Dial-A-Ride) in the City of Madera; Madera County Connection; Chowchilla Area Transit Express; Eastern Madera County Escort Service; and Eastern Madera County Senior Bus.

Staff and SSTAC recommend that the current public transit systems continue to operate in Madera County. The existing transit systems meet an existing need for public transit services in the county. The existing systems are:

- *Madera Transit System - City of Madera (Dial-A-Ride and MAX);*
- *Chowchilla Area Transit Express - City of Chowchilla;*
- *Eastern Madera County Escort Service; and Eastern Madera County Senior Bus;*
- *Madera County Connection*

Unmet Transit Needs Process

TRANSPORTATION DEVELOPMENT ACT REQUIREMENTS

Unmet transit needs became an annual focus of transportation planning agencies in 1978, when the Transportation Development Act (TDA) was changed to require a specific transit finding that there are no unmet transit needs that are reasonable to meet before local TDA funds could be allocated for other non- transit purposes.

The following outlines MCTC's currently adopted unmet transit needs assessment process, pursuant to the requirements established in the TDA:

Prior to making any allocation not directly related to public transportation services, specialized transportation services, or facilities provided for the exclusive use of pedestrians and bicycles, or any allocation for purposes of subdivision (f) of Section 99400, MCTC must annually do all of the following:

- (a) Consult with the social services transportation advisory council established pursuant to Section 99238.
- (b) Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:
 1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly, the disabled, including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code, the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.), and persons of limited means, including, but not limited to, recipients under the CalWORKs program.
 2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately and publicly provided services necessary to implement the plan prepared pursuant to Section 12143(c)(7) of Title 42 of the United States Code, in meeting the transit demand identified pursuant to paragraph (1).
 3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.
 4. An analysis of the need to acquire or lease vans and related equipment for a farmworker vanpool program pursuant to subdivision (f) of Section 99400. This analysis is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential

need.

- (c) Identify the unmet transit needs of the jurisdiction and those needs that are reasonable to meet. The transportation planning agency shall hold at least one public hearing pursuant to Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction and that might be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency. The 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. 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.
- (d) Adopt by resolution a finding for the jurisdiction, after consideration of all available information compiled pursuant to subdivisions (a), (b), and (c). The finding shall be that (1) there are no unmet transit needs, (2) there are no unmet transit needs that are reasonable to meet, or (3) there are unmet transit needs, including needs that are reasonable to meet. The resolution shall include information developed pursuant to subdivisions (a), (b), and (c) which provides the basis for the finding.
- (e) If the transportation planning agency adopts a finding that there are unmet transit needs, including needs that are reasonable to meet, then the unmet transit needs shall be funded before any allocation is made for streets and roads within the jurisdiction.
- (f) The transportation planning agency shall not allocate funds for purposes of subdivision (f) of Section 99400 until all of the capital and operating funds necessary to meet unmet transit needs that are reasonable to meet are allocated. The transportation planning agency shall not reduce funding to existing public transportation services, specialized transportation services, or facilities for the exclusive use of pedestrians and bicycles in order to allocate funds for purposes of subdivision (f) of Section 99400. The transportation planning agency shall not allocate funds under subdivision (f) of Section 99400 if the allocation replaces other federal, state, or local funds used to fund commuter vanpools by a county, city, transportation planning agency, or transit district.

DEFINITION OF “UNMET TRANSIT NEED” AND “REASONABLE TO MEET”

The MCTC Policy Board previously adopted definitions of “unmet transit needs” and “reasonable to meet” as follows:

Unmet Transit Needs:

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

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

by having a ratio of fare revenues to operating cost at least equal to 10 percent, and the Commission has determined

that its definition of the term “reasonable to meet” shall also apply to all service requests which do not abuse or obscure the intent of such transportation services once they are established.

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)

As previously identified, TDA regulations require MCTC to annually consult with the Social Services Transportation Advisory Council (SSTAC) to identify the region’s transit needs prior to making any allocation of TDA funds not directly related to public transportation services or facilities provided for the exclusive use of pedestrians and bicycles. Pursuant to the TDA, Section 99238(c)1-3 of the Public Utilities Code specifically identifies the SSTAC’s responsibilities:

(c) The social service transportation advisory council shall have the following responsibilities:

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

In accordance with the TDA requirements, MCTC works the SSTAC to identify and analyze any potential unmet transit need against the MCTC Policy Board’s adopted definitions of “unmet transit need” and “reasonable to meet”.

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS FY 2018-2019

Potential Transit User 60 Years or Older (minimum of 1)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Pamela Mashack	City of Madera, Community Member	6-20

Representatives of the Local Social Service Providers for Seniors (minimum of 2)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Matt Adams	Madera County Connection	6-20
Ellen Moy	Madera County	6-20

Potential Transit User Who Is Disabled (minimum of 1)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Loretta Castro	City of Madera, SSTAC Board	6-20

Representative of the Local Social Service Provider for Disabled (minimum of 2)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Vacant		

Annie Self	Madera Area Express Manager	6-20
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Representative of a Local Social Service Provider for Persons of Limited Means (minimum of 1)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Sophia Aguilar	Madera County Workforce Corporation	6-20
Xochitl Villasenor	First 5 Madera County	6-20

Representatives from the Local Consolidated Transportation Service Agency (minimum of 2)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Elizabeth Wisener	Community Action Partnership of Madera County	6-20
Yolanda Shepard	Community Action Partnership of Madera County	6-20

Staff

APPOINTMENT	AGENCY REPRESENTATION	TERM EXPIRES
Evelyn Espinosa	Madera County Transportation Comm.	
Dylan Stone	Madera County Transportation Comm.	

Existing Conditions

Pursuant to California Public Utilities Code Section 99401.5, the following sections briefly provide an analysis of Sections 1-4 of the TDA’s unmet transit needs assessment process.

SIZE AND LOCATION OF GROUPS LIKELY TO BE DEPENDENT ON TRANSIT

As identified in a previous section of this report, during each year’s unmet transit needs assessment process, prior to making any allocation not directly related to public transportation services, MCTC must make an assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, the elderly, those with disabilities (including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the Federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101, et seq.)), and persons of limited means, including, but not limited to, recipients under the CalWORKS program. Utilizing available data from the 2013-2017 American Community Survey (ACS) Five-Year Estimates, the following sections identify the size and location of population groups likely to be transit dependent.

For the purposes of this assessment, transit-dependent population groups consist of the following classifications:

- Elderly – Individuals who are age 65 years or older;
- Disabled – Non-institutionalized, civilian members of the population who may be unable to operate vehicles or utilize certain modes of public transportation due to physical or mental disabilities; and
- Persons of Limited Means – Individuals who are defined by the federal government as having an income below the poverty threshold

GENERAL POPULATION ESTIMATES FOR MADERA COUNTY

According to the 2013-2017 ACS Five-Year Estimates, Madera County’s current population is 154,440. There are two incorporated cities in Madera County. As identified in Table 1, below, the City of Madera is the largest incorporated city in Madera County, accounting for 41% of the County’s total population. The City of Chowchilla is the second largest, accounting for 12% of Madera County’s total population. Madera County’s unincorporated community areas, which, combined, account for 47% of the County’s total population. Table 1 illustrates the current population breakdown of Madera County.

Table 1: 2017 Population in Madera County

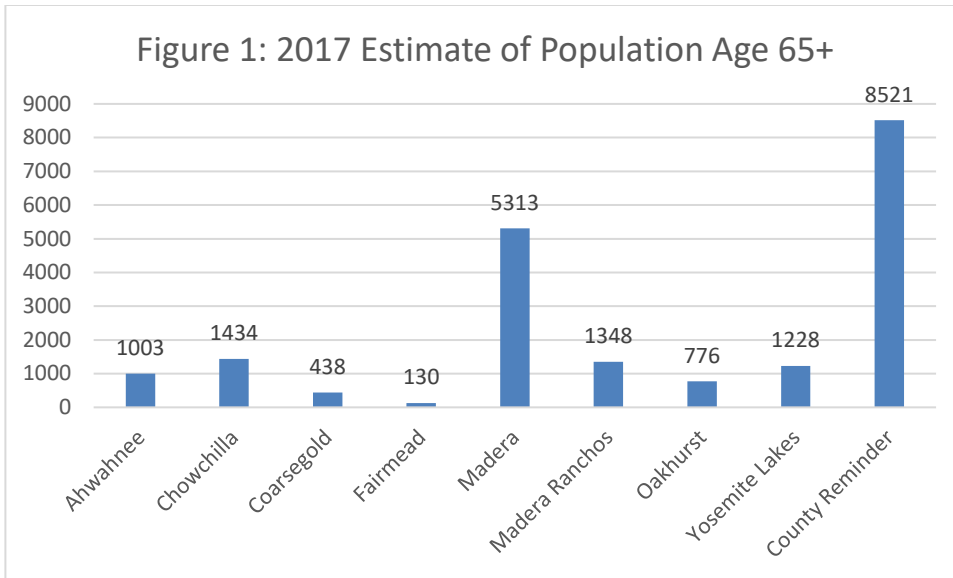
Jurisdiction	Population	Percent of County
Ahwahnee	2,340	2%
Chowchilla	18,314	12%
Coarsegold	1,180	1%
Fairmead	2,005	1%
Madera	64,058	41%
Bonadelle Madera Ranchos	8,647	6%
Oakhurst	3,605	2%
Yosemite Lakes	5,274	3%
County Remainder	47,717	31%
TOTAL	154,440	100%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

ASSESSING TRANSIT DEPENDENCY BY AGE

As stated in the beginning of this section, the TDA identifies elderly populations to be potentially transit dependent. For the purposes of this section’s analysis, individuals considered to be elderly are 65 years of age or older. According to the 2013-2017 ACS Five-Year Estimates, 20,191 individuals in Madera County are identified as elderly, accounting for approximately 13% of the County’s total population. With 5,313 individuals, the City of Madera has the highest population of elderly individuals in the County, followed by the City of Chowchilla, with an elderly population of 1,434.

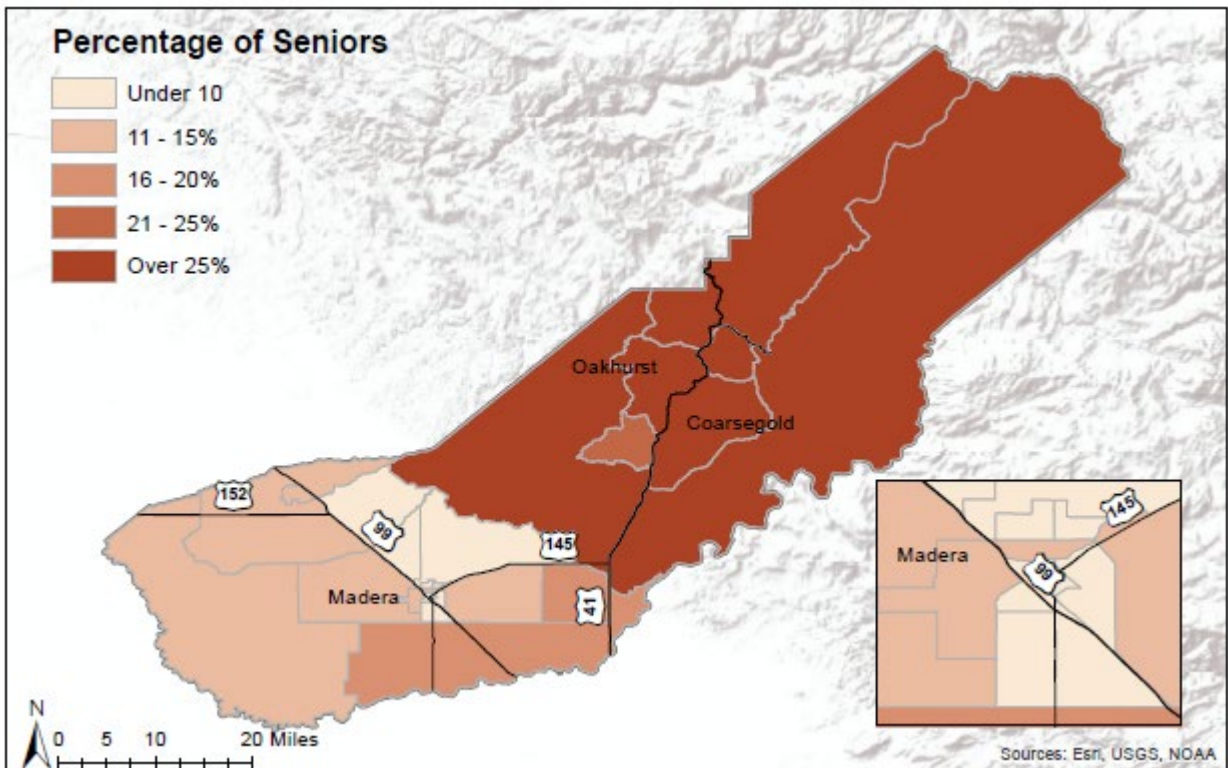
FIGURE 1: 2017 ESTIMATE OF POPULATION AGE 65+



Source: U.S. Census Bureau, 2013-2017 5-Year ACS (Table B01001)

Figure 2, below, shows the geographic concentrations of the over 65 populations by census tract. The darker colors reflect a higher percentage of elderly population, while lighter colors identify a lower percentage.

FIGURE 2: DISTRIBUTION OF POPULATIONS AGE 65 OR OLDER BY CENSUS TRACT



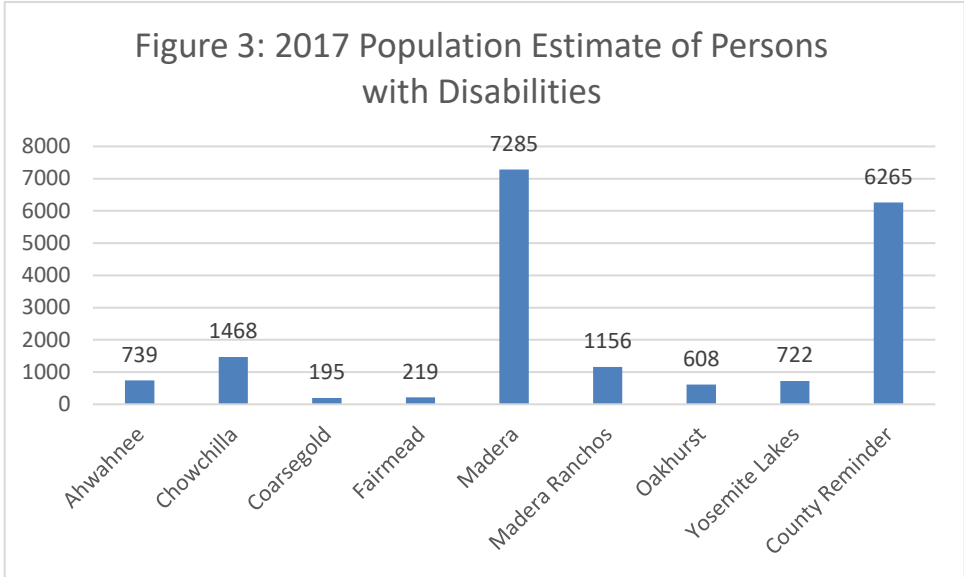
Source: U.S. Census Bureau, 2017 5-Year ACS (Table B01001)

As shown in Figure 2 above, based on overall population in each census tract, the most concentrated populations of people age 65 years or older are in the eastern part of Madera County.

ASSESSING TRANSIT DEPENDENCY BY DISABILITY

According to the U.S. Census Bureau, respondents who report anyone of having the following six disability types, are considered to have a disability: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, or independent living difficulty. In the 2013-2017 ACS 5-Year Estimates, it was determined that approximately 12% of the total civilian noninstitutionalized population within Madera had a disability. Figure 3, below, provides a population breakdown of persons with disabilities by jurisdiction in Madera County.

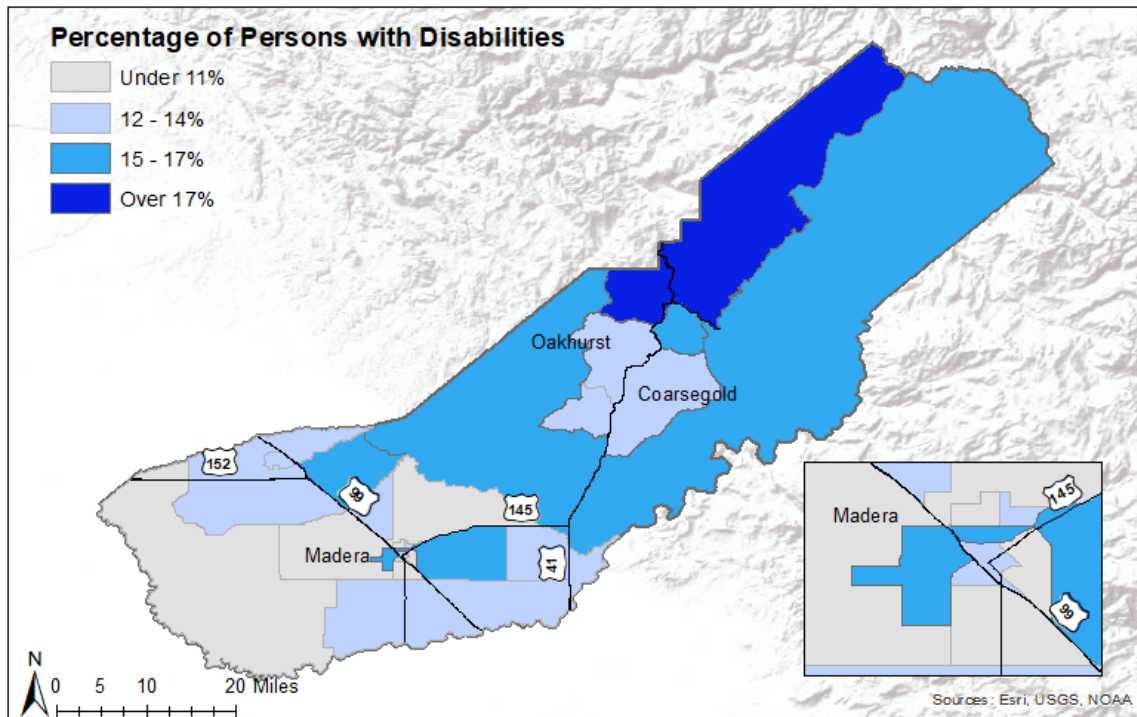
FIGURE 3: 2017 POPULATION ESTIMATE OF PERSONS WITH DISABILITIES



Source: U.S. Census Bureau, 2013-2017 5-Year ACS (Table S1810)

Using 2017 ACS data, Figure 4, on the following page, identifies the distribution of disabled populations over the age of 65 within Madera County by census tract. The lighter portions of the map designate a lower percentage of disabled people living in the census tract, while the darker portions of the map designate a higher percentage of disabled people living in the census tract.

FIGURE 4: POPULATION DISTRIBUTION OF PERSONS WITH DISABILITIES BY CENSUS TRACT

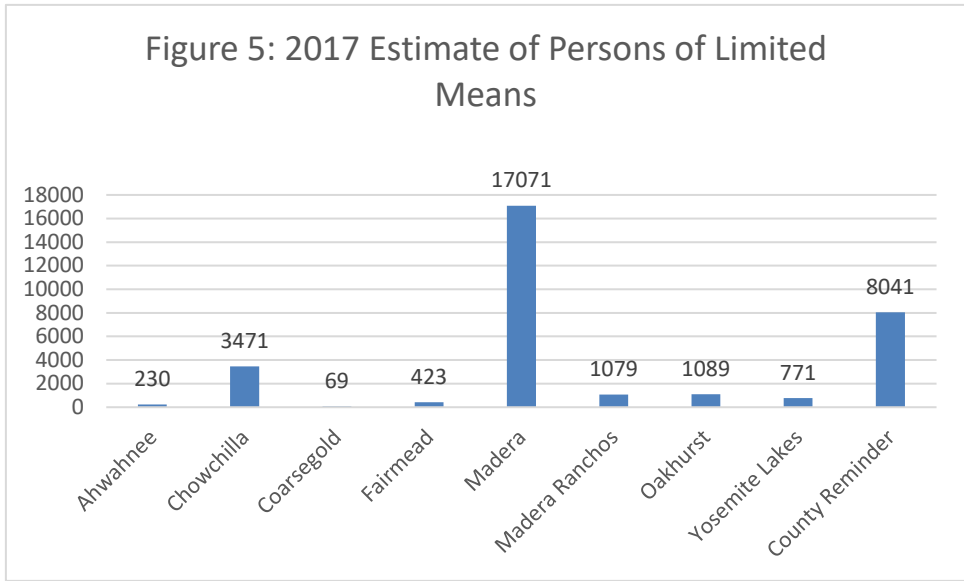


As illustrated in Figure 4 above, there are higher percentages of persons with a disability located near the City of Madera, City of Chowchilla, Fairmead, and a portion of Eastern Madera County with lower percentages in the western part of the county as well as a portion of Eastern Madera County.

ASSESSING TRANSIT DEPENDENCY BY INCOME (PERSONS OF LIMITED MEANS)

The 2017 ACS provides an estimated breakdown of individuals in Madera County whose income was determined to be 100% below the federal poverty level (FPL). The ACS data estimates that as of 2017, 21% (32,244) of Madera County’s population were identified as persons of limited means. Madera and Chowchilla are the cities that have the largest populations of persons of limited means, accounting for 53% and 11% respectively, of the County’s total population of this group. Figure 5, below, provides a further breakdown of the estimated population of persons of limited means living within Madera County.

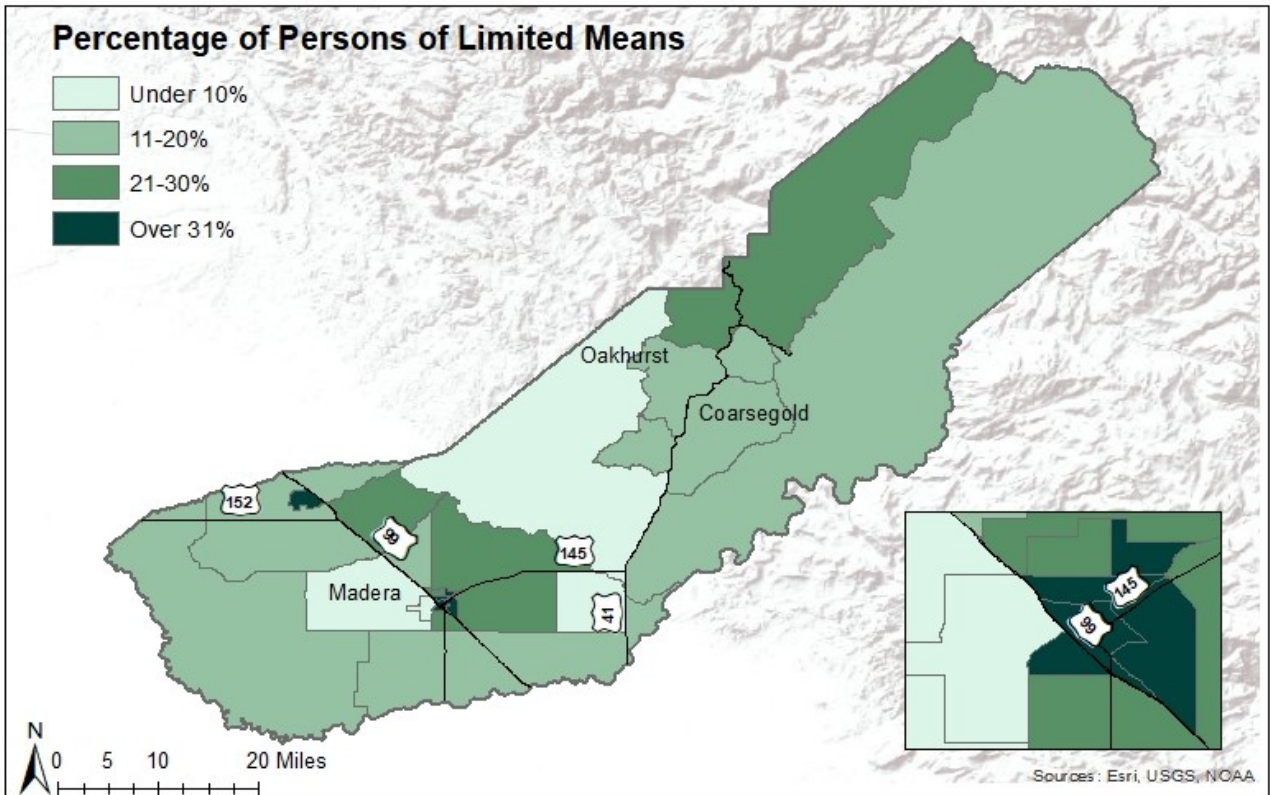
FIGURE 5: 2017 ESTIMATE OF PERSONS OF LIMITED MEANS



Source: U.S. Census Bureau, 2013-2017 5-Year ACS (Table S1701)

The following map shows the concentration of persons living below poverty level by census tract. Darker colors reflect a higher percentage of people living in poverty, while lighter colors reflect a lower percentage.

FIGURE 6: POPULATION DISTRIBUTION OF PERSONS OF LIMITED MEANS BY CENSUS TRACT



Source: U.S. Census Bureau, 2017 5-Year ACS (Table S1701)

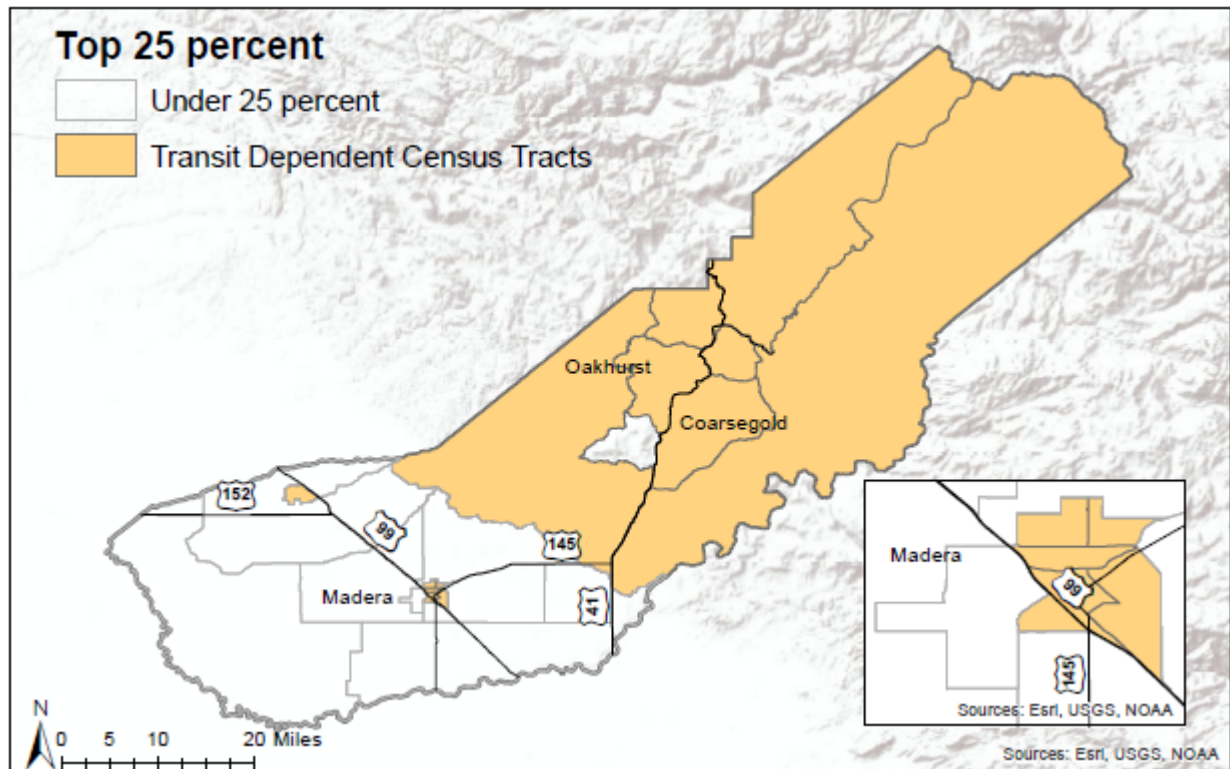
As shown on the map above, the highest percentages of people living below the FPL are in the areas of Madera

and Chowchilla. Public transit systems in these cities provide key transportation options to those who may not have an automobile due to their low income.

TRANSIT DEPENDENT CENSUS TRACTS

Figure 7 below identifies the census tracts that have a higher probability of having populations that are transit dependent. The census tracts with populations in the top 25 percent of each dataset (senior population, population of persons with a disability, and low-income population) were used to determine the areas that were more likely to have transit dependent populations.

FIGURE 7: DISTRIBUTION OF MOST TRANSIT DEPENDENT POPULATIONS BY CENSUS TRACT



The highest concentrations of potentially transit dependent persons are located within the urban areas of Madera and Chowchilla, and the rural Eastern Madera County.

MCTC will continue to update each year's assessment to include all current and relevant data pertaining to the size and location of transit dependent groups within Madera County.

Transportation Services in Madera County

CITY OF MADERA

The City of Madera and its environs are served by a number of public and private transportation providers. The City operates the Madera Area Express (MAX) fixed-route system and Dial-A-Ride, a general public demand-responsive system. Both services are operated under contract with First Transit. The fixed-route system is operated weekdays from 7:00 a.m. to 6:30 p.m. and Saturdays from 9:00 a.m. to 4:00 p.m. Service operated primarily within the City limits, as shown in Figure 8. The system transports over 111,000 riders annually.

Dial-A-Ride is a general public system primarily serving the elderly and disabled. The service operated weekdays from 7:00 a.m. to 6:30 p.m., Saturdays from 9:00 a.m. to 4:00 p.m. and Sundays from 8:30 a.m. to 2:30 p.m. The system operates within the Madera urban area covering a five-mile radius from the downtown area, as depicted in Figure 9, and transports 32,000 riders annually. The County of Madera contracts with the City of Madera to provide this transit service outside the Madera city limits.

FIGURE 8: MAX SERVICE AREA MAP

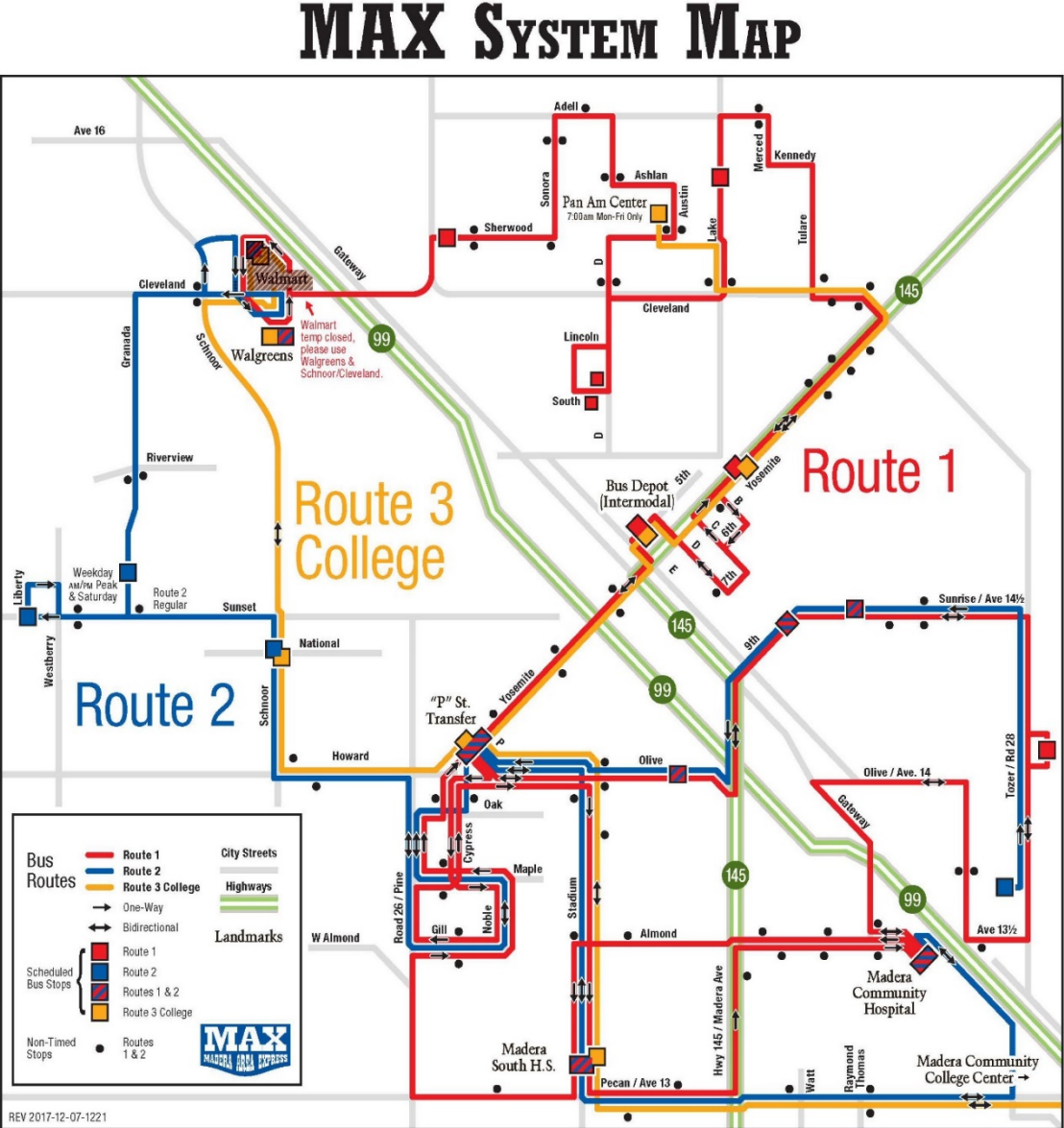
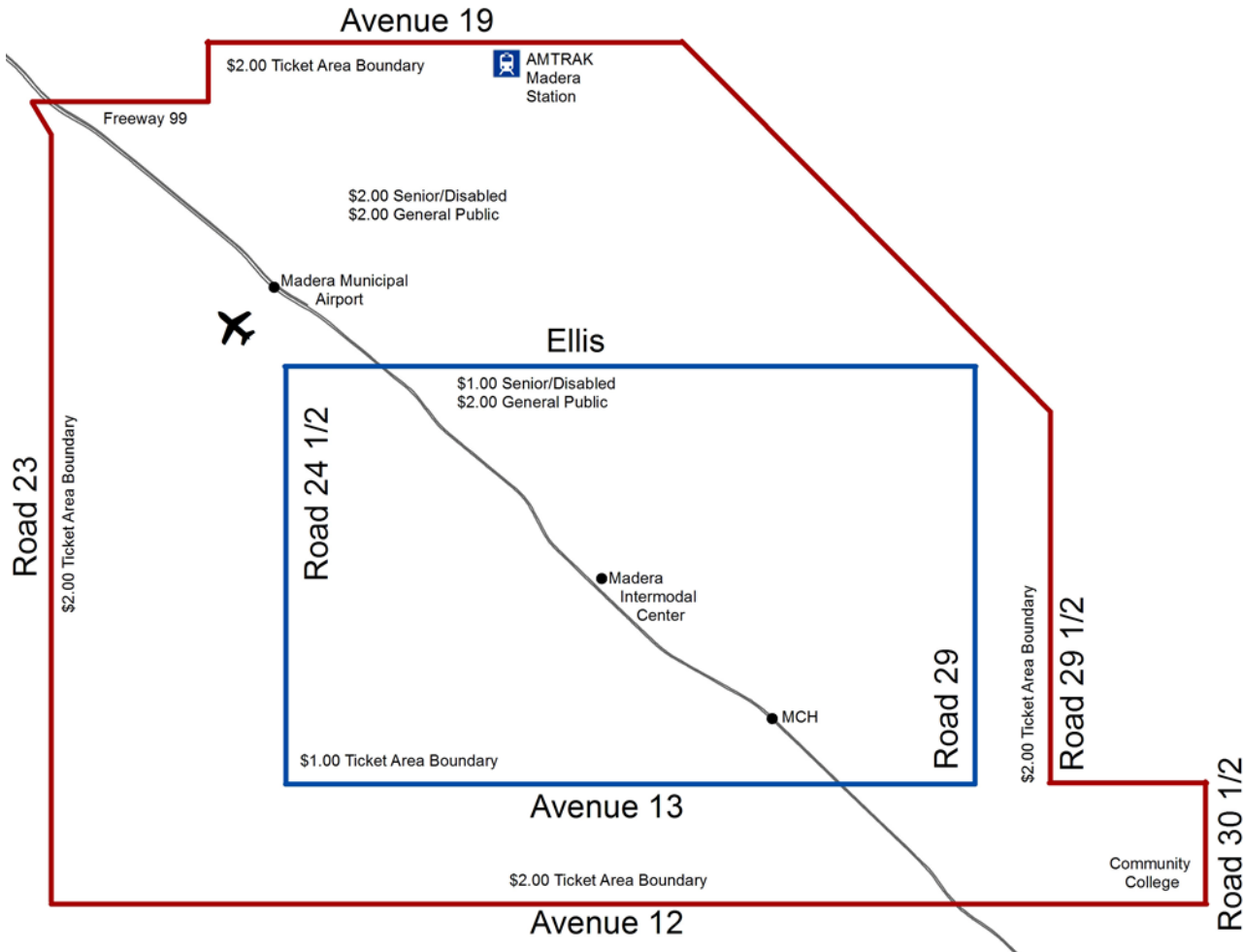


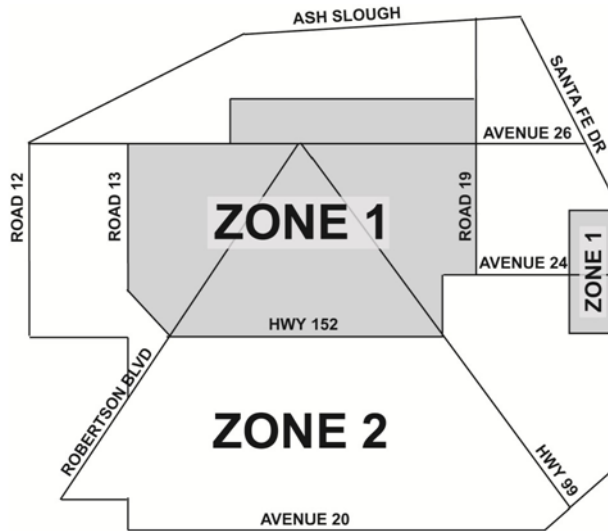
FIGURE 9: DAR SERVICE AREA MAP



CITY OF CHOWCHILLA

The City of Chowchilla operate Chowchilla Area Transit Express (CATX), a general public, demand-responsive service. CATX service was initiated in 1995 and incorporated the senior bus program. Service is offered weekdays from 7:30 a.m. to 5:00 p.m. The County of Madera funds CATX service for unincorporated portions of the service area. As shown in Figure 10, the CATX service area encompasses the City and contiguous unincorporated areas, including Fairmead.

FIGURE 10: CATX SERVICE AREA MAP



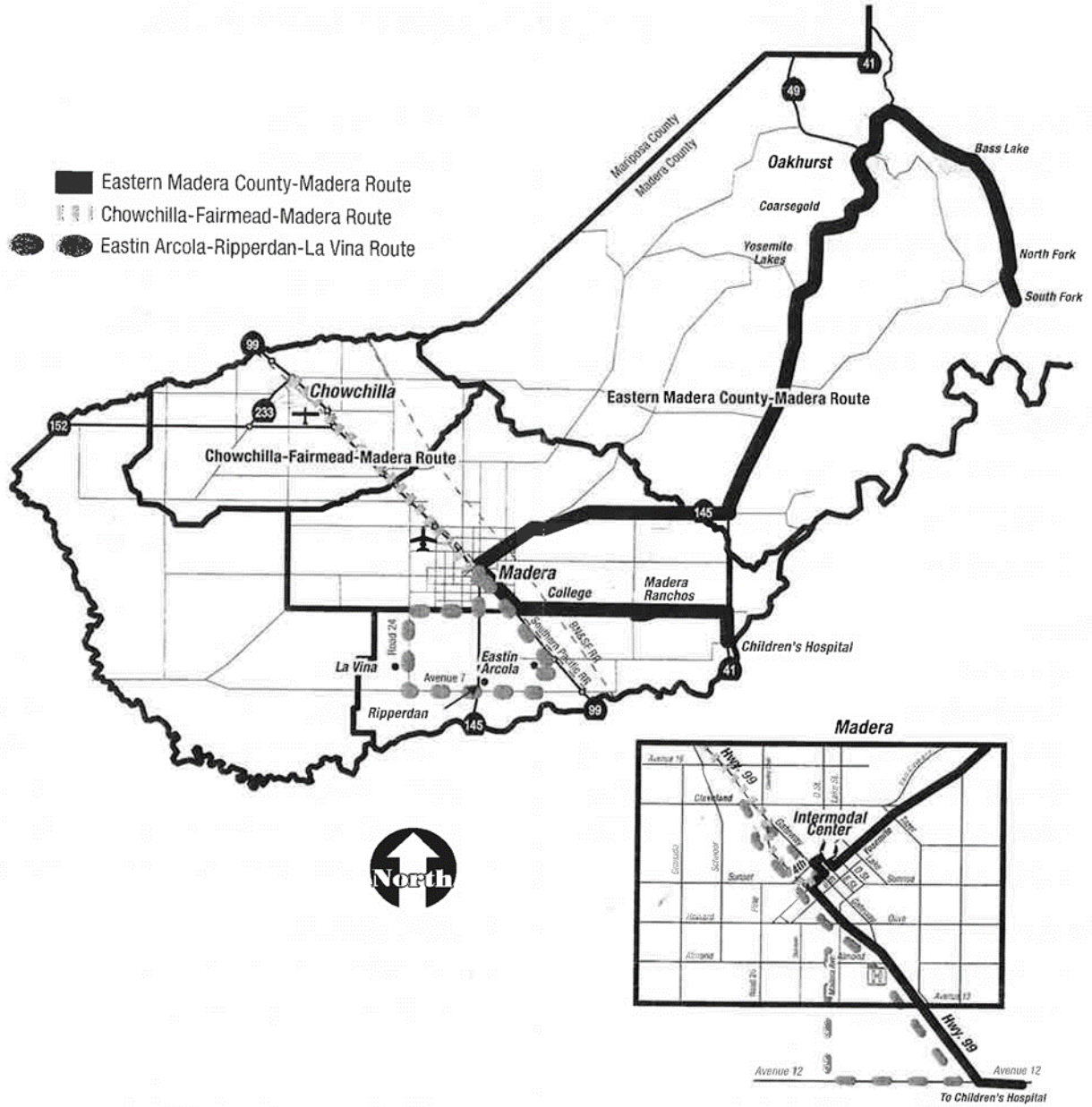
COUNTY OF MADERA

Madera County currently operates a general public, fixed-route system, a specialized senior transit service and a demand-response service. The Madera County Connection (MCC) is an inter-city fixed-route bus service. The Eastern Madera County Senior Bus Program, an intra-community demand-response bus service, serves seniors and disabled residents and the Eastern Madera County Escort Program is an inter-city demand-response bus service.

As shown in Figure 11, MCC operates three fixed-routes. The Eastern Madera route serves the communities of North Fork, Oakhurst, and Coarsegold, extending to the Madera Ranchos and the Children’s Hospital of Central California via the City of Madera. The Chowchilla/Fairmead route provides service between the City of Madera, Fairmead, and the City of Chowchilla. The Eastin Arcola/Ripperdan/LaVina route provides service from the City of Madera to the communities of La Vina, Ripperdan, and Eastin Arcola every Wednesday and Friday. MCC operates weekdays from about 6:00 a.m. to 9:00 p.m. on the Eastern Madera County route and from 7:00 a.m. to 7:00 p.m. on the Chowchilla/Fairmead route. The Eastin Arcola/Ripperdan/La Vina route is schedule on Wednesday and Friday from 8:45 a.m. to 2:00 p.m.

FIGURE 11: MCC SERVICE AREA

MADERA COUNTY CONNECTION SYSTEM MAP



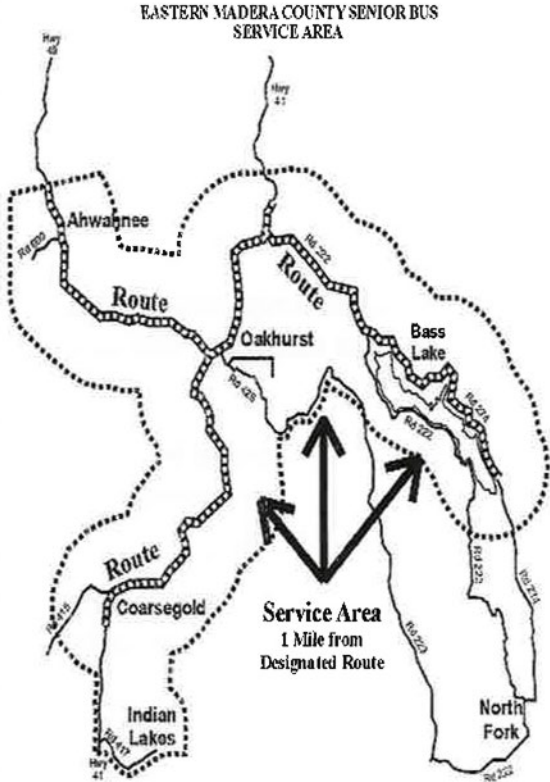
Madera County contracts with the Community Action Partnership of Madera County (CAPMC) to operate its Senior Bus and Escort Program services. CAPMC continues to monitor the quality of both services on a regular basis and

expeditiously addresses operational issues and passenger concerns.

The Eastern Madera County Senior Bus has been in operation since 1983. It is a demand-response service operating Monday through Friday (except holidays) from 9:00 a.m. to 4:00 p.m. This program serves Eastern Madera County seniors 60 years and older and disabled residents. As shown in Figure 12, the service area encompasses a large region, including Oakhurst, Bass Lake, Coarsegold, and Ahwahnee.

The Escort Program has been in operation since 1988 as a demand-response, general public transportation service. The system provides medical-related appointments in Madera and Fresno Counties. It serves Eastern Madera County general public residents with an emphasis on service senior residents 60 years and older and the disabled. Service is provided on Tuesdays and Thursdays from 8:30 a.m. to 4:30 p.m. A 24-hour advanced reservation is required, except for medical emergencies. Individuals requesting a ride are required to contact the Exchange to schedule their trip. The Escort Program serves the area covered by the Senior Bus, but also serves the community of North Fork and offers trips beyond the Eastern Madera County Region as far as the Cities of Madera, Fresno, and Clovis. Madera County contracts with the Community Action Partnership of Madera County to operate this service.

FIGURE 12: EASTERN MADERA COUNTY SENIOR BUS SERVICE AREA



Other Transportation Providers

CALVANS (CALIFORNIA VANPOOL AUTHORITY)

CalVans is a ridesharing program with safe, affordable vans that allow employees to drive themselves and others to work, while once agricultural farmworker vanpool program, the service has grown beyond the agricultural industry to include general labor and student vanpooling. CalVans is sponsored by the California Vanpool Authority and currently serves the Counties of Madera, Fresno, Imperial, Kern, Kings, Merced, Monterey, Riverside, Santa Barbara, San Joaquin, Tulare, and Ventura, Santa Cruz, San Benito, San Bernardino, Stanislaus, and San Luis Obispo.

YOSEMITE AREA REGIONAL TRANSPORTATION SYSTEM (YARTS)

YARTS provides public transit in the Yosemite region, with buses entering Yosemite Valley from Merced, Mammoth Lakes, Sonora, and Fresno – as well as many different towns along the way. YARTS began service in May 2000, and now provides an alternative to driving to nearly 100,000 riders per year. YARTS is managed by the Merced County Association of Governments, and offers rides to all visitors to Yosemite.

MADERA COUNTY TRANSIT SERVICES STATISTICS

Table 2: Madera County Transit Service FY 2017-2018

TRANSIT SERVICE	PASSENGERS	REVENUE MILES	REVENUE HOURS
Fixed Routes	138,951	420,436	22,928
Para-Transit	53,757	64,167	22,928
totals	192,708	484,603	45,856

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The Americans with Disabilities Act (ADA) requires that all public transit buses be accessible to individuals with disabilities. Currently, all buses used by each transit agency in Madera County meet this requirement. The front of every bus has priority seating for seniors and disabled riders. All buses have lift mechanisms to assist riders in wheelchairs or with other mobility impairments to board.

In addition, the City of Madera provides complementary paratransit services to individuals with disabilities who cannot use fixed-route bus service. This service is demand-response and curb-to-curb service provided within approximately a five-mile radius of the City's downtown Intermodal Center. All buses used for paratransit by the City of Madera are lift-equipped.

REDUCED FARES

Seniors, the disabled, and Medicare cardholders are eligible for half fare (\$0.50) Monday – Friday 10:00am-2:00pm and Saturday 9:00am-4:00pm. In addition, the following agencies purchase bus tickets or passes from MAX/DAR and distribute them (in some cases at no charge) to their clients or students.

- Madera Area Express
- City of Madera Parks Departments

- Madera County Health Department
- Madera County Schools
- Madera County Unified School District
- Camarena Health
- Central Valley Opportunity Center (CVOC)
- Crescent View South Charter School
- Madera Community Hospital
- North Fork Tribal
- Community Action Partners
- Madera Rehab
- Madera Community College

COORDINATED TRANSIT SERVICE PLAN

The Madera County Coordinated Public Transit Human Services Plan was updated and adopted by MCTC in July 2015 in response to requirements established by SAFETEA-LU and upheld by MAP-21. This document outlines existing public and private social service transportation systems within Madera County and offers strategies for improvement of transportation service through increased coordination and consolidation.

SOCIAL SERVICE TRANSPORTATION PROVIDERS

Various social service providers throughout Madera County offer specialized transportation service for their clients. These services tend to address the needs that public transit cannot reasonably meet, including evening service, non-emergency medical transport, and job training transport, to name a few. MCTC regularly inventories the various area transit providers to prevent duplication of services and thereby the waste of resources.

ADDITIONAL TRANSPORTATION SERVICES AND ASSISTANCE

- TRI-COUNTY MEDICAL TRANSPORT

Tri County Medical Transport operates out of Reedley CA, in Fresno County. The company works with many insurance companies. The services cover the following counties: Fresno, Tulare, Kings, Kern, Merced and Madera. They provide a non-emergency service for clients who require daily transportation to varying doctor's appointments as well as dialysis visits. Tri County carries a variety of vehicles which can range from wheelchair accessible vans and minivans to non-wheelchair accessible cars. The company started out with 5 vehicles in a 15,000-square foot facility, but is now operating with over 80 vehicles and an 86,000-square foot location. With over 100 current employees they have their own mechanic shop, call center, dispatch center, billing department.

- CENTRAL VALLEY REGIONAL CENTER

Central Valley Regional Center serves as an advocate for persons with developmental disabilities. It identifies specific client and family needs and establishes a person-centered plan and provides the most effective client services through utilization of community resources. It also assists the community in the prevention and early identification of developmental disabilities.

PRIVATE PROVIDERS

Several private carriers provide inter-city services, including Greyhound and Madera Cab Company. Greyhound

operates seven days a week from the City of Madera’s Downtown Intermodal Center on North “E” Street. Madera Cab Company provides service in Madera County seven days a week, 24 hours a day. In addition to those private transit services listed above, other private medical transit services are available within the County.

PASSENGER RAIL/SUPPORT FACILITIES

Madera County is served by the Burlington Northern Santa Fe (BNSF) and the Union Pacific (UP) Railroads. Amtrak operate seven days a week with fifteen (15) daily stops in Madera along the BNSF Railroad alignment. The station is located on Avenue 15 ½ and Road 29. The nearest stop to the north is Merced and to the south, Fresno. Amtrak services are provided on the BNSF tracks located east of Madera. The *San Joaquin* Amtrak route provides passenger rail service to Oakland five times a day, Bakersfield six times a day, and Sacramento three times a day. Amtrak also provides thruway bus service from various rail stations along the San Joaquin route to cities that are not accessible by rail, such as Los Angeles, San Francisco and San Jose.

ADEQUACY OF EXISTING SERVICE

Transportation is available in most areas of Madera County, including the remote unincorporated community of Raymond. Service is provided not only within each urbanized area, but also between urbanized areas. Passengers can easily get from most areas of the County to any other area using public transit. They can also travel into the neighboring counties of Merced by passenger rail and Fresno by bus service. Service is also available for those who are unable to ride traditional fixed-route transit.

Although adequate transit service is available for the residents of Madera County, there is always room for improvement. Service may not be available at all times or on all days. Travel between some areas may require the use of several different services. MCTC meets with the SSTAC on a quarterly basis to evaluate the adequacy of the region’s current transit operations and further identify any unmet transit needs that may or may not be reasonable to meet. The region’s public transit operators and social services agencies continue to cooperatively adjust their services to feasibly meet any identified unmet transit need throughout the year.

FARMWORKER VANPOOL ANALYSIS

CalVans is a ridesharing program with safe, affordable vans that allow employees to drive themselves and others to work, while once agricultural farmworker vanpool program, the service has grown beyond the agricultural industry to include general labor and student vanpooling. CalVans is sponsored by the California Vanpool Authority and currently serves the Counties of Madera, Fresno, Imperial, Kern, Kings, Merced, Monterey, Riverside, Santa Barbara, San Joaquin, Tulare, and Ventura, Santa Cruz, San Benito, San Bernardino, Stanislaus, and San Luis Obispo. Currently, there is one van that operates in the County of Madera.

MCTC has not received any request from an interested party identifying a direct need for vans or equipment needed for a farmworker vanpool program. As part of the unmet transit needs assessment process, no further analysis is required. However, MCTC will continue to coordinate with CalVans, and social service providers to identify if any future needs in this area are present, and determine feasible means to address those needs.

Unmet Transit Needs Assessment

During this year’s unmet transit needs assessment, staff received a total of 86 public comments regarding potential unmet transit needs and service improvement requests in the region. Based on the Madera County Transportation Commission’s adopted definitions of “unmet transit need” and “reasonable to meet”, **unmet transit needs, including those that are not reasonable to meet**, were identified.

PUBLIC OUTREACH

Pursuant to TDA regulations, MCTC is required to conduct at least one public hearing to receive potential unmet transit needs from the public. To provide more opportunities for potential transit-dependent populations to discuss their transit needs, MCTC staff conducted one public workshop at the following location and times:

UNMET TRANSIT NEEDS HEARINGS LOCATIONS FOR FY 2019-2020

Table 3: Unmet Transit Needs Public Workshops and Hearing Location and Time

LOCATION AND TIME	NUMBER IN ATTENDANCE*
Frank Bergon Senior Center, 3/12/19, 8:30 AM	37

* Number in Attendance does not include MCTC staff or SSTAC members

Below is a list of places where the public workshops and hearing were publicized:

- Notice of the public hearing was circulated in the Madera Tribune on March 6, 2019 (Figure 13, below).
- Notice of the public hearing was circulated in the Merced Sun-Star on March 6, 2019 (Figure 14, below).
- Special fliers (in English and Spanish) were posted at the following locations and more:
 - a. Madera County Library
 - b. Downtown Madera Intermodal Center
 - c. First 5 Madera County
 - d. Frank Bergon Senior Center
 - e. Chowchilla Civic Center
 - f. Madera County Transportation Commission
 - g. Oakhurst Community Center
 - h. Madera County Behavioral Services
 - i. Coarsegold Market
 - j. Bass Lake Government Center – Courthouse
- Notice and information regarding the hearing and workshops was posted on maderactc.org and MCTC’s Facebook page
- Visual announcements (in English and Spanish) regarding the hearing were placed on all buses
- Information, schedules and fliers regarding the hearings were included in the meeting agendas for the Technical Advisory Committee, Social Services Transportation Advisory Council and the Madera County Transportation Commission’s Policy Board in March 2018. The flier (in English and Spanish) contained information about the hearing dates and locations, background information regarding the purpose of the hearings and unmet transit needs, and how residents could personally participate in the unmet

transit needs process. See Figure 15.

- Information regarding the hearing were either mailed or emailed to a list of interested individuals and organizations (Figure 16 below).

Bus service was provided to and from the hearings at no charge. However, Madera County residents did not have to attend a hearing to submit a comment. In addition to attending the public hearing, Madera County residents could submit their comments by email or phone until Wednesday, April 17, 2019. A Spanish language interpreter was available at the workshop and hearing.

FIGURE 13: PROOF OF PUBLICATION

Proof of Publication

(2015.5 C.C.P.)

PUBLIC NOTICE

MADERA COUNTY TRANSPORTATION COMMISSION

REF. NO. 2215

STATE OF CALIFORNIA)

) ss.

County of Madera)

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the printer of the Madera Tribune, a newspaper of general circulation, published in the City of Madera, County of Madera, and which newspaper has been adjudged a newspaper of General circulation by the Superior Court of the County of Madera, State of California, under the date of November 9, 1966, Case Number 4875 that the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

MARCH 6, 2019

I certify or declare under penalty of perjury that the foregoing is true and correct.


Signature

DATED: _____ MARCH 6, 2019 _____

Proof of Publication- The Madera Tribune, P.O. BOX 269, Madera CA 936 Adjudged a newspaper of general circulation by court decree No. 4875 of The Madera Tribune

PUBLIC NOTICE MADERA COUNTY TRANSPORTATION COMMISSION GIVING NOTICE OF HEARING

The Madera County Transportation Commission (MCTC) will hold a Public Hearing to take testimony regarding transportation needs within Madera County. The hearing will be held on Wednesday, April 17, 2019 at 3:00 p.m. in the Madera County Transportation Commission offices, 2001 Howard Road, Suite 201, Madera, CA 93637.

The Madera Area Express will provide fixed-route rides at no cost for the Unmet Transit Needs hearing. If passengers are unable to ride the fixed route because of disability, free Dial-A-Ride service to the hearing will be provided to the Madera County Transportation Commission offices. Call Annie Self at 559-661-7435 before 5:00 pm, April 16, 2019 to make a reservation. A Spanish language interpreter will be available during the public hearing for those who wish to testify before the Commission in Spanish. If you would like to testify in a language other than Spanish and English or require other special accommodations in order to testify, please contact the Commission by April 12, 2019, by 3 pm.

Under the California Transportation Development Act (TDA), this hearing opportunity is provided annually to take testimony on potential unmet transit needs within the region. The Commission must, subsequent to the hearing, make a determination whether the needs presented are "reasonable" to meet. After all "reasonable" needs have been met through the expansion of existing services, or the creation of new transit systems, the Commission may release remaining TDA funds for street and road purposes (repair, reconstruction, etc.).

Members of the public, interested agencies, and civic groups are encouraged to appear and testify to any transportation needs not being met by the current system. Testimony should be as specific as possible with regard to those citizens, or groups of citizens, not currently served by transit, the requested type and amount of transit service, the geographic area in which service is needed, and any other supporting evidence of information, which will help in the evaluation of the "reasonableness" of the requested service.

Those wishing to speak are encouraged to contact Evelyn Espinosa, MCTC Associate Regional Planner, at 2001 Howard Road, Suite 201, Madera, California, 93637. The MCTC telephone number is (559) 675-0721. A request to speak need not be scheduled, individuals may simply appear at the hearing and request to be recognized, however a scheduled appearance is encouraged to help organize the testimony. Those that are unable to attend the public hearing are encouraged to submit their comments in writing prior to April 17, 2019 for inclusion in the public record.

NOTIFICACIÓN PÚBLICA LA COMISIÓN DE TRANSPORTE DEL CONDADO DE MADERA DA AVISO DE AUDIENCIA

La Comisión de Transporte del Condado de Madera (MCTC, por sus siglas en inglés) celebrará una Audiencia Pública para tomar testimonio en cuanto a las necesidades de transporte dentro del Condado de Madera. La audiencia tomará lugar el miércoles, 17 de abril, 2019 a las 3:00 p.m. en las oficinas de la Comisión de Transporte del Condado de Madera, en el 2001 Howard Road, Sala 201, Madera, CA 93637.

Madera Area Express (MAX) proporcionará transporte público gratis a la audiencia. Si algún pasajero no puede utilizar MAX a causa de discapacidad, Dial-A-Ride, será gratis a las oficinas de la Comisión de Transporte del Condado de Madera. Llame a Annie Self al 559-661-7435 antes de las 5:00 p.m. del 16 de abril, 2018, para reservar su espacio. Un intérprete del idioma español estará disponible durante la audiencia pública para aquellos que deseen atestiguar ante la Comisión en español. Si usted desearía atestiguar en un idioma que no sea ni inglés ni español, o si requiere otros arreglos especiales para poder atestiguar, haga el favor de ponerse en contacto con la Comisión antes del 12 de abril, 2019, antes de las 3 pm.

Bajo el Acta del Desarrollo de Transportación de California (TDA, por sus siglas en inglés), esta oportunidad de audiencia se proporciona anualmente para tomar testimonio sobre las posibles necesidades no cumplidas dentro de la región. La Comisión tiene que, posteriormente de la audiencia, hacer una determinación de si las necesidades presentadas son "razonables" como para cumplirlas. Después que todas las necesidades "razonables" han sido cumplidas por medio de la ampliación de servicios ya existentes, o por la creación de nuevos sistemas de tránsito, La Comisión podrá soltar fondos restantes del TDA para propósitos de calles y caminos (reparación, reconstrucción, etc.).

A los miembros del público, agencias interesadas, y grupos cívicos se les anima a comparecer y dar testimonio sobre cualquier necesidad de transporte que no se esté cumpliendo por el sistema actual. El testimonio ha de ser tan específico como sea posible en lo que toca a aquellos ciudadanos, o grupos de ciudadanos, que actualmente no sean servidos por el tránsito, el tipo y cantidad de servicio de tránsito que se esté pidiendo, el área geográfica en el cual se necesite el servicio, y cualquier otra evidencia de datos en apoyo, que ayudarán en la evaluación de lo "razonable" del servicio pedido.

A aquellos que desean hablar se les anima a comunicarse con Evelyn Espinosa, Planificador de Transportación de la MCTC, en el 2001 Howard Road, Sala 201, Madera, CA 93637. El número telefónico de la MCTC es (559) 675-0721. No se tiene que programar una petición para hablar, los individuos pueden sencillamente comparecer a la audiencia y pedir ser reconocidos, sin embargo, se le anima programar una comparecencia para ayudar a organizar el testimonio. A aquellos que no podrán asistir a la audiencia pública se les anima someter sus comentarios por escrito antes del 17 de abril, 2019 para ser incluidos en el registro público.

No. 2215 - March 6, 2019

FIGURE 14: PROOF OF PUBLICATION



Received

MAR 15 2019

AFFIDAVIT OF PUBLICATION

Account #	Ad Number	Identification	PO	Colo	Lines
718842	0004112344	HEARING UNMET TRANSIT NEEDS SANDY EBERSOLE	VG UNMET TRANS NEEDS SANI	Madera Cto 2	89

Attention:

MADERA COUNTY TRANSPORTATION COMMISSION
2001 HOWARD ROAD, SUITE 201
MADERA, CA 93637

**Declaration of Publication
2015.5 C.C.P.**

STATE OF CALIFORNIA)
) ss.
County of Madera)

I am a citizen of the United States; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the printer of the Chowchilla News, a newspaper of general circulation, printed and published in the city of Chowchilla, County of Madera, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Madera, State of California, under the date of June 10, 1918 Case Number 1943 that the notice, of which the annexed is a printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

March 06, 2019

I certify (or declare) under penalty of perjury that the foregoing is true and correct and that this declaration was executed at Chowchilla, California on:

Date: 6th, day of March, 2019

Cynthia A. Maramba

Signature

PUBLIC NOTICE MADERA COUNTY TRANSPORTATION COMMISSION GIVING NOTICE OF HEARING
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Under the California Transportation Development Act (TDA), this hearing opportunity is provided annually to take testimony on potential unmet transit needs within the region. The Commission must, subsequent to the hearing, make a determination whether the needs presented are "reasonable" to meet. After all "reasonable" needs have been met through the expansion of existing services, or the creation of new transit systems, the Commission may release remaining TDA funds for street and road purposes (repair, reconstruction, etc.).
Members of the public, interested agencies, and civic groups are encouraged to appear and testify to any transportation needs not being met by the current system. Testimony should be as specific as possible with regard to those citizens, or groups of citizens, not currently served by transit, the requested type and amount of transit service, the geographic area in which service is needed, and any other supporting evidence of information, which will help in the evaluation of the "reasonableness" of the requested service. Those wishing to speak are encouraged to contact Evelyn Espinosa, MCTC Associate Regional Planner, at 2001 Howard Road, Suite 201, Madera, California, 93637. The MCTC telephone number is (559) 675-0721. A request to speak need not be scheduled, individuals may simply appear at the hearing and request to be recognized, however a scheduled appearance is encouraged to help organize the testimony. Those that are unable to attend the public hearing are encouraged to submit their comments in writing prior to April 17, 2019 for inclusion in the public record.

NOTIFICACIÓN PÚBLICA LA COMISIÓN DE TRANSPORTE DEL CONDADO DE MADERA DA AVISO DE AUDIENCIA
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Madera Area Express (MAX) proporcionará transporte público gratis a la audiencia. Si algún pasajero no puede utilizar MAX a causa de discapacidad, Dial-A-Ride, será gratis a las oficinas de la Comisión de Transporte del Condado de Madera. Llame a Annie Self al 559-661-7435 antes de las 5:00 p.m., el 16 de abril, 2019, para reservar su espacio. Un intérprete del idioma español estará disponible durante la audiencia pública para aquellos que desean atestiguar ante la Comisión en español. Si usted desearía atestiguar en un idioma que no sea ni inglés ni español, o si requiere otros arreglos especiales para poder atestiguar, haga el favor de ponerse en contacto con la Comisión antes del 12 de abril, 2019, antes de las 3 pm.
Bajo el Acta del Desarrollo de Transportación de California (TDA, por sus siglas en inglés), esta oportunidad de audiencia se proporciona anualmente para tomar testimonio sobre las posibles necesidades no cumplidas dentro de la región. La Comisión tiene que, posteriormente de la audiencia, hacer una determinación de si las necesidades presentadas son "razonables," como para cumplirlas. Después que todas la necesidades "razonables" han sido cumplidas por medio de la ampliación de servicios ya existentes, o por la creación de nuevos sistemas de tránsito, La Comisión podrá soltar fondos restantes del TDA para propósitos de calles y caminos (reparación, reconstrucción, etc.).
A los miembros del público, agencias interesadas, y grupos cívicos se les anima a comparecer y dar testimonio sobre cualquier necesidad de transporte que no esté cumpliendo por el sistema actual. El testimonio ha de ser tan específica como sea posible en lo que toca a aquellos ciudadanos, o grupos de ciudadanos, que actualmente no sean servidos por el tránsito, el tipo y cantidad de servicio de tránsito que se esté pidiendo, el área geográfica en el cual se necesita el servicio, y cualquier otra evidencia de datos en apoyo, que ayudarán en la evaluación de lo "razonable" del servicio pedido.
A aquellos que desean hablar se les anima a comunicarse con Evelyn Espinosa, Planificadora de Transporte de la MCTC, en el 2001 Howard Road, Sala 201, Madera, CA 93637. El número telefónico de la MCTC es (559) 675-0721. No se tiene que programar una petición para hablar, los individuos pueden sencillamente comparecer a la audiencia y pedir ser reconocidos, sin embargo, se le anima programar una comparecencia para ayudar a organizar el testimonio. A aquellos que no podrán asistir a la audiencia pública se les anima someter sus comentarios por escrito antes del 17 de abril, 2019 para ser incluidos en el registro público.
MERC/N-4112344 3/6

Proof of Publication - The Chowchilla News, 340 W Robertson Blvd, Chowchilla, CA 93610 - Telephone (559)665-5751 Adjudged a newspaper of general circulation by court decree No. 1943 dated June 10, 1918

FIGURE 15: UNMET TRANSIT NEEDS HEARINGS FLIER 2019 – ENGLISH AND SPANISH

Unmet Transit Needs Public Hearing

Do you have questions or concerns about public transportation in Madera County? Tell us how we can make public transportation work for you.

¿Tiene preguntas o inquietudes sobre el transporte público en el Condado de Madera? Díganos que podemos hacer para que el transporte público trabaje para usted.

Unmet Needs Hearing, Wednesday, April 17, 2019 at 3:00 PM

La Audiencia de Necesidades No Cumplidas, miércoles, 17 de Abril, 2019- 3:00 PM.

Madera County Transportation Commission (MCTC)
2001 Howard Rd., Suite 201, Madera, CA 93637

Or send comments to / O comuníquese con nosotros:
Evelyn Espinosa - 559-675-0721 ext. 15- evelyn@maderactc.org

Free Transportation Provided by the Madera Area Express (MAX).

Fixed route to the stop on Howard near Schnoor and Dial-A-Ride for people with disabilities. *Ruta fija a la parada de Howard cerca de Schnoor y Dial-A-Ride para personas con discapacidades.*

Call (llame) MAX/Dial-A-Ride at 559-661-7433

Your input is important! *¡La información presentada por usted es importante!*

All comments must be received by **April 17, 2019**. *Todos los comentarios tienen que ser recibidos antes del 17 de Abril, 2019.*

Attendance is not mandatory for participation. If you are unable to attend the hearing in person, please send your written comments to MCTC's address or email them to: evelyn@maderactc.org

Si quiere participar pero no puede atender en persona, por favor envíe sus comentarios a la dirección de MCTC o mande un correo a la dirección de arriba.



Please consider taking our online survey by scanning one of the QR codes below.*

*Por favor, consideren la posibilidad de tomar nuestra encuesta en internet escaneando el código QR a continuación.**



*Must be scanned with QR scanner app available on the App Store or Google Play Store. *Deben escanearse con escáner QR app disponible en la App Store o Google Play Store.*



In partnership with:

Madera Area Express (MAX), Dial-A-Ride, Chowchilla Area Transit Express (CATX), Madera County Connection (MCC), Eastern Madera County Senior Bus & Escort Van, Yosemite Area Regional Transportation System (YARTS)

www.maderactc.org

FIGURE 16: LIST OF INTERESTED INDIVIDUALS AND ORGANIZATIONS

AGENCY	ADDRESS
City of Chowchilla	145 Robertson Boulevard, Chowchilla, CA 93610
First Transit – Dial-A-Ride	123 North E Street #102, Madera, CA 93638
Madera County Health Department	14215 Road 28, Madera, CA 93637
City of Madera	205 West 4 th Street, Madera, CA 93637
Department of Social Services	P.O. Box 569, Madera, CA 93639
Community Action Partnership of Madera County	1225 Gill Avenue, Madera, CA 93637
Heartland Opportunity Center	323 North E Street, Madera, CA 93638
Center for Independent Living	1225 Gill Avenue, Madera, CA 93637
Madera Parks and Community Services	1030 South Gateway Drive, Madera, CA 93637
Madera County Health Department – Comprehensive Prenatal Outreach	14215 Road 28, Madera, CA 93638
Moy and Associates	6082 Millerton Road, Friant, CA 93626
Camarena Health Centers, INC.	201 South B Street, Madera, CA 93638
Madera Coalition for Community Justice	P.O. Box 817, Madera, CA 93639
Fresno-Madera Area Agency on Aging	3845 North Clark Street #103, Fresno, CA 93726
Community Integrated Work Program	980 Emily Way, Madera, CA 93637
Kings View	P.O. Box 1288, Madera, CA 93639
Madera County Welfare Dept – Child Protective Services	P.O. Box 569, Madera, CA 93639
Picayune Rancheria of the Chukchansi Indians	46575 Road 417, Coarsegold, CA 93614
Madera Community Hospital	1250 East Almond Avenue, Madera, CA 93638
Madera County Social Services Department	629 East Yosemite Avenue, Madera, CA 93637
Oakhurst Sierra Senior Care	P.O. Box 122, Oakhurst, CA 93644
Oakhurst Area Chamber of Commerce	40343 Highway 41, Oakhurst, CA 93644
Madera County Mental Health Department	P.O. Box 1288, Madera, CA 93637
Madera Community College Center	30277 Avenue 12, Madera, CA 93638
Heartland Opportunity Center	323 North E Street, Madera, CA 93638
Oakhurst Counseling Center	49774 Road 426, Suite D, Oakhurst, CA 93644
Oakhurst Center	P.O. Box 1910, Oakhurst, CA 93644
Table Mountain Rancheria	P.O. Box 410, Friant, CA 93626
North Fork Rancheria	P.O. Box 929, North Fork, CA 93643
Sierra Mono Indian Museum	33103 Road 228, North Fork, CA 93643
American Association of Retired Persons	2713 Monocott Drive, Madera, CA 93637
Pacific Family Health Madera Dialysis	266 North Grove Industrial Drive, Fresno, CA 93727
Bass Lake Chamber of Commerce	P.O. Box 126, Bass Lake, CA 93604
Frank A. Bergon Senior Center	238 South D Street, Madera, CA 93637
Madera Adult Day Care & Respite Center	322 West 6 th Street, Madera, CA 93637
Golden Valley Chamber of Commerce	37167 Avenue 12, Suit 2C, Madera, CA 93638
Madera County Council on Aging	1030 South Gateway Drive, Madera, CA 93637
North Fork Chamber of Commerce	P.O. Box 426, North Fork, CA 93643
Chowchilla District Chamber of Commerce	P.O. Box 638, Chowchilla, CA 93610
Ranchos/Hills Senior Center	37330 Berkshire Drive, Madera, CA 93638
Madera Coalition for Community Justice	117 South Lake Street, Madera, CA 93638
Madera Chamber of Commerce	120 North E Street, Madera, CA 93638
Ranchos Hills Seniors	37300 Berkshire Drive, Madera, CA 93638
Rolling Hills Citizens Association	10293 Rolling Hills Drive, Madera, CA 93638
Coarsegold Chamber of Commerce	P.O. Box 815, Coarsegold, CA 93614
Madera Hispanic Chamber of Commerce	11110 El Capitan Drive, Madera, CA 93638
Leadership Counsel for Justice and Accountability	764 P Street, Suite 012, Fresno, CA 93721
INDIVIDUALS	
Mike Fuller	Modesta Avila
Loretta Castro	Jeannie Turpenen
Gloria T Medina	Sal Lopez
Barry Crow	Jon Basila
Cynthia Ortegon	Jose Munera
Ray Luna	Thomas N Swire
Cathie Bustos	Nancy Fitzgerald
Gwendolyn Palmer	Sandra Martin
Daniel Rivera	Linda Clark
Dennis Holschlag	Doris Harley
Russell Shaw	Marti Marx

ANALYSIS OF THE COMMENTS RECEIVED AT THE PUBLIC HEARINGS

The following tables provide a summary of the public comments that were received. Thirty-one of the public comments were considered by the SSTAC to be a potential unmet need. The SSTAC applied the MCTC Policy Board adopted definition of “unmet transit need” and “reasonable to meet” to those thirty-one comments and determined that for Fiscal Year 2019-2020 there are no **unmet transit needs, including transit needs that are reasonable to meet**. MCTC staff concur with the SSTAC’s finding. See Table 4.

Table 4: SSTAC Analysis of Potential Unmet Transit Needs FY 2019 – 2020

Analysis of Comments Received During the FY 19/20 Unmet Transit Needs Process						
Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need"	If identified as an "Unmet Transit Need", is it "Reasonable to Meet"	Notes
2	City of Madera	MAX	Bus service from Home depot to the Madera Hospital.	YES	NO. This need is not reasonable to meet without further analysis.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
6	All	MAX, DAR, MCC, Eastern Madera County Senior Bus, CATX	Another bus stop needs to be added around Adanac Way by Kennedy St, Jessie Dr, and Lacrete Ave and that comm unity because the bus stop on Merced Ave is very far from this area.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Transit needed around Clinton area, by Sierra Vista elementary School.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Transit needed by Rd 28 - 28 1/2.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	Ridership will continue to be monitored as well as routes.
7	City of Madera	MAX	I need MAX Sundays	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
			Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays, so a fixed-route service is not currently feasible.	

8	City of Madera	MAX	More destination stops.	YES	No, this would not currently be "reasonable to meet" because it is not feasible.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
10	City of Madera	MAX	More stops	YES	No, this would not currently be "reasonable to meet" because it is not feasible.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
12	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays, so a fixed-route service is not currently feasible.	
			Bus stop at Sierra Vista Elementary	YES	No, the City is in the process of assessing their stop location policy and this need is not feasible to meet.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
13	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
14	All	MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service	Sunday service would be good.	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	

15	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
17	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
18	City of Madera	MAX	Sunday Service	yes	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
19	All	MAX, MCC, Eastern Madera County Senior Bus, CATX, Eastern Madera County Escort Service	Sunday service for church service, swap meet (Madera Flea Market)	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
22	Chowchilla	Chowchilla Area Transit	Longer operating hours	YES	No, this comment is not "reasonable to meet" due to it not being economical.	
		CAT-LINX	Chowchilla to Merced route	YES	No, this comment is not "reasonable to meet" due to it not being economical.	Operator will continue monitoring ridership.
23	County	Madera County Connection	Longer operating hours	YES	No, this comment is not "reasonable to meet" due to it not being economical.	The operator will continue monitoring ridership.
24	County	MCC	Route and Schedule improvement for the Chowchilla-Fairmead-Madera Connection to ensure a dependable and user-friendly service	YES	This comment is not "reasonable to meet" due to it not being economical.	The County will continue monitoring ridership and will be conducting an assessment of their routes.
	County	MCC	Increased frequency of routes for Eastlin Arcola-Ripperdan-La Vina Transit	YES	This comment is not "reasonable to meet" due to it not being economical.	The County will continue monitoring ridership and will be conducting an assessment of their routes.
	City of Madera	MAX, DAR	Improvements to the MAX and "Dial-a-Ride" Systems in the City of Madera aimed at creating more equitable and user-friendly transit services: Re-opening of the Walmart stop;	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.

			Thirty-minute incremented bus service on all MAX routes;	YES	This comment is not "reasonable to meet" due to it not being economical.	City will take this idea into consideration as part of on-going transit planning.
			Extended MAX service operation on weekends;	YES	This comment is not "reasonable to meet" due to it not being economical.	City will take this idea into consideration as part of on-going transit planning.
25	City of Madera, County	MAX, MCC	Walmart Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			MCC to Valley Children's Hospital scheduling disconnect with Fresno Area Express, so MCC route directly to Fresno instead of Valley Children's Hospital	YES	This comment is not "reasonable to meet" due to it not being economical.	The transit operator will continue monitoring ridership and assessing routes.
28	City of Madera, County, City of Chowchilla	MAX, MCC, CATX	Walmart Bus Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Improved Service to Chowchilla	YES	This comment is not "reasonable to meet" due to it not being economical.	
			Service to Valley State Prison and Central California Women's Facility	YES	This comment is not "reasonable to meet" due to it not being economical.	Service to the prison is provided for free by a service called "Friends Outside" a Non-Profit Organization. They help find accommodations for visitors as well.
29	City of Madera	MAX, DAR	Walmart Bus Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Walmart needs a fixed route stop to free up Dial-A-Ride	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.

The rest of the comments received were determined to be operational issues. While not identified as unmet transit needs, these comments are noted and have been provided to the transit operator to address as part of evaluating and improving the transit system. In the following table, the comments relating to operational issues are listed. See Table 5.

TABLE 5: UNMET TRANSIT NEEDS HEARINGS PUBLIC COMMENTS SUMMARY – OPERATIONAL ISSUES

Analysis of Comments Received During the FY 19/20 Unmet Transit Needs Process						
Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need"	If identified as an "Unmet Transit Need", is it "Reasonable to Meet"	Notes
1	City of Madera	DAR	Rude service while making appointments on the phone and intermodal.	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Miscommunication while making a reservation caused her to miss an appointment.	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
3	City of Madera	MAX	On-time performance improvements.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Destination boards should be working. Drivers are not willing to keep board updated.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			The senior driver is rude, short, unwilling to accommodate	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Robert blares talk radio and makes rider feel uncomfortable. He requested rider wear seatbelt and when she denied he began driving erratically.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			An app for smartphone that shows current bus schedule would be convenient for riders so they can plan their day.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	City appreciates the feedback and take the idea into consideration as part of short-range transportation plan development.
			Dispatchers still need training. They always take the wrong information and riders can miss their ride because of mishap.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Drivers skipping stops when riders are sitting at stops. Rider would like the current policy to be amended.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
4	City of Madera	DAR	Not enough understanding of how DAR works and how to schedule a pick up.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	The City is in a re-branding process of MAX and Dial A-Ride. In addition, a draft marketing plan has been developed and staff are looking at developing materials like a Riders Guide.

5	City of Madera	DAR	South P. Street and 6th Street, Madera, CA. Hospital, Tuesday or Thursdays - 2:00 pm or 3 pm	No, this comment pertains to a demand-response service, which is already provided by Dial-A-Ride, and does not meet the "unmet transit need" definition.	N/A	Dial-A-Ride service can be scheduled on a recurring basis that would service this request.
6	All	MAX, DAR, MCC, Eastern Madera County Senior Bus, CATX	On-time performance improvement.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			We need crosswalk between High St. and 700 E Yosemite Ave. There is a MAX bus stop by the National Guard Armory and no crosswalk.	No, this comment pertains to a crosswalk installation and does not meet the defined criteria of an "unmet transit need".	N/A	This segment of Yosemite Avenue is under Caltrans' jurisdiction. A pedestrian study is underway addressing similar requests.
			We need a crosswalk in front of the welfare office.	No, this comment pertains to a crosswalk installation and does not meet the defined criteria of an "unmet transit need".	N/A	This segment of Yosemite Avenue is under Caltrans' jurisdiction. A pedestrian study is underway addressing similar requests.
			I use MAX everyday around Madera; I work as a volunteer for the community since 1992. I am recruiting more people to join the community.	No, this comment does not meet the defined criteria of an "unmet transit need".	N/A	Thank you and the City appreciates your volunteerism and outreach efforts.
			It is important to fix roadways for the MAX routes.	NO, this comment pertains to road infrastructure does not meet the defined criteria of an "unmet transit need".	N/A	
			The office system needs improvement. The person at the phone does not have good service. The dispatch at the office need to be nicer to clients, drivers and other workers.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			These surveys are very important to see transit need, not only that, other needs which are not seen through the MAX meetings. In this case MAX meetings need to be broadcast through channel 21, Univision news at 6 pm. also in the Madera Tribune.	No, this comment pertains to a public outreach improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The City will take this idea into consideration as plan for future transit services.
			Bus shelter and benches, not only the bus stop sign. Bus shelters and benches are very important.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City completed adding/replacing 21 bus shelters with benches in 2018 and will identify additional shelters and benches as part of short range plan development
			Improvement for the fare collecting system. It needs to be the type of machine that counts the money when passengers use cash (like in big cities) otherwise every person that pays in cash needs to count the money they are depositing.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The City is in the process of renovating their system

			Fare increase for ADA riders due to the extra work it takes for the driver to accommodate and remove two seats for them.	No, this comment pertains to fare-adjustment and does not meet the defined criteria of an "unmet transit need".	N/A	The City did a fare analysis study. This study can be found via this link: https://www.madera.gov/wp-content/uploads/2018/01/MAX-Fare-Equity-Analysis-003.pdf ADA Discount fares were increased from \$.35 to \$.50. Fares will be evaluated again in 2020.
			The bus drivers need to be more alert about the fare families are paying for their children. The company knows the ages that each child should pay per ride; if child is in baby carries a regular adult seat is occupied.	No, this comment pertains to fare-adjustment and does not meet the defined criteria of an "unmet transit need".	N/A	The City did a fare analysis study. This study can be found via this link: https://www.madera.gov/wp-content/uploads/2018/01/MAX-Fare-Equity-Analysis-003.pdf ADA Discount fares were increased from \$.35 to \$.50. Fares will be evaluated again in 2020.
			Include the rules and regulations in the MAX bus like: Don't leave trash behind; no beverages allowed because the seats get wet and dirty; and to fasten your seatbelt.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The buses have signs that portray rules on the bus. City will evaluate their effectiveness and need for updating.
8	City of Madera	MAX	I need MAX everyday for Rancho San Miguel [market]	No, this comment pertains to a stop already provided and does not meet the "unmet transit need" definition.	N/A	There is also a service provided by Rancho San Miguel Market that drops customers back home once their shopping is done. Information can be obtained at the register and the only pre-requisite is to spend \$20.
			On-time performance	No, this comment pertains to a public relations improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
9	City of Madera	MAX	Appreciative for the service	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	
10	City of Madera	MAX	On-time performance	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			More buses	NO. This comment pertains bus acquisition and does not meet the definition of an "unmet transit need"	N/A	City's bus replacement plan has scheduled 11 new buses by 2021.
			Dispatch service improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Hire me, phone number provided	No, this comment does not meet the definition of an "unmet transit need".	N/A	This comment has been forwarded to the City of Madera.

11	All	MCC; Eastern Madera County Senior Bus; Eastern Madera County	I would suggest, if at all possible, that the bus service had a flexible schedule, in particular for Sundays.	No, this comment pertains to a demand-response service, which is already provided by Dial-A-Ride, and does not meet the "unmet transit need" definition.	This comment does not meet the "reasonable to meet" criteria. This service is provided by Dial-A-Ride.	Upon following up on this comment, rider wanted information for Dial-A-Ride. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. and DAR is not overflowing with appointments and riders on Sundays.
12	City of Madera	MAX	Verify that reservations are logged in to	No, this comment pertains to public	N/A	The City has instituted a computer system for
13	City of Madera	MAX	On time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
14	All	MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service	MAX service is very important for everyone to go to the stores, hospital, clinic.	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"		Thank you for your comment and support of public transportation. You Rock!
16	City of Madera	MAX	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Benches at bus stops	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City completed adding/replacing 21 bus shelters with benches in 2018 and will identify additional shelters and benches as part of short range plan development
			Road-repair	Not an unmet transit need. This comment pertains to road infrastructure and does not meet the defined criteria of an "unmet transit need".	N/A	
17	City of Madera	MAX	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Buffer time between arrival and departure (3 min)	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
18	City of Madera	MAX	On-time performance	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Bus stops at some schools without Bus stop location	No, this comment pertains exclusive service to schools which does not meet the criteria of an "unmet transit need".	N/A	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.

			Dispatch service improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
19	All	MAX, MCC, Eastern Madera County Senior Bus, CATX, Eastern Madera County Escort Service	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Driver to passenger service improvement	Not an unmet transit need. This comment pertains to public relations and does not meet the defined criteria of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
20	County		A stop sign or intermittent lights need to be placed at the corner of Ave 24 and 22 St. Accidents happen regularly in this area.	No, this comment pertains to infrastructure installations and does not meet the defined criteria of an "unmet transit need".	N/A	
21	City of Madera	MAX	Appreciative of new stop at Rancho San Miguel	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	Thank you for your comment and support of public transportation. Awesomesauce!
23	County	Madera County Connection	To "have buses hitting spots on the routes more often."	No, this comment does not meet the definition of an "unmet transit need"	N/A	
24	City of Madera	MAX, DAR	Installation of trash cans on MAX buses;	No, this comment does not meet the definition of an "unmet transit need"	N/A	Some buses already have trash cans. There are trash cans at the bus stops.
			Improvements to the "Dial-a-Ride" Dispatch System;	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
			Mandated discrimination prevention and accessibility training for all Madera County Transit Staff;	No, this comment does not meet the definition of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Equip bus stops and buses with route-related signage;	No, this comment does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
			Apply for grant funding to secure free rides for students.	No, this comment does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
25	County	All	Pursuit of regional funding for an electric rural rideshare program	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
26	City of Madera	DAR	Appreciative of Dial a ride service	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	Comment has been forwarded to City of Madera.
[27]	City of Madera, County	MAX, MCC	Refer to submitted letter	See number 24		

All comments in their original form will be included in the Appendix of this document. Agenda items of the meetings held by the SSTAC this fiscal year will also be included in the Appendix.

Appendix

- SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 3, 2019
 - A. SSTAC Roles and Responsibilities
- SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 24, 2019
 - B. Unmet Transit Needs Comment Form– Rosa Martha Moreno
 - C. Unmet Transit Needs Comment Form – Raiel Avila Sierra
 - D. Unmet Transit Needs Comment Form – Jonathan Mejia
 - E. Unmet Transit Needs Comment Form – Valentino McCrae
 - F. Unmet Transit Needs Comment Form – Candida McCrae
 - G. Unmet Transit Needs Comment Form – Zoila Romero
 - H. Unmet Transit Needs Comment Form – Gloria Zepeda
 - I. Unmet Transit Needs Comment Form – Juan Herrera
 - J. Unmet Transit Needs Comment Form – Juliana Santos
 - K. Unmet Transit Needs Comment Form – Flora Mendoza
 - L. Unmet Transit Needs Comment Form – Juana Gonzalez
 - M. Unmet Transit Needs Comment Form – Antonia Castillo
 - N. Unmet Transit Needs Comment Form – Socorro Pimental C.
 - O. Unmet Transit Needs Comment Form – Olivia Feliz
 - P. Unmet Transit Needs Comment Form – Translation of all Spanish comments
 - Q. Unmet Transit Needs Comment Letter – Leadership Counsel for Justice and Accountability
 - R. Recommendation to MCTC Board from SSTAC

- SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 3, 2019



MEETING NOTICE

Madera County Transportation Commission SSTAC Meeting

LOCATION

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

DATE

Wednesday, April 3, 2019

TIME

10:30 AM

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

AGENDA

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

INTERPRETING SERVICES

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

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

MEETING CONDUCT

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

RECORD OF THE MEETING

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

Social Service Transportation Advisory Council Agenda

Item	Description	Enclosure	Action
MCTC Sitting as the Madera County Transportation Commission			

- I. **Introductions**
- II. **Public Comments**
- III. **SSTAC Role and Responsibilities**
 - Discuss SSTAC Role (*Espinosa*)
- IV. **Discuss Anticipated Comments – Unmet Transit Needs Hearing (*All*)**
- V. **Discuss Any Other Transit Items (*All*)**
 - Transit Plans
 - Other Planning Documents
- VI. **Discuss Future Meetings (*Espinosa*)**
 - Unmet Needs Public Hearing - April 17, 2019
 - SSTAC meeting – April 24, 2019, 10:30 am

A. SSTAC Role and Responsibilities

“UNMET TRANSIT NEEDS”

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

Social Service Transportation Advisory Council (SSTAC):

Role:

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

Responsibilities:

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



MEETING NOTICE

Madera County Transportation Commission SSTAC Meeting

LOCATION

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

DATE

Wednesday, April 24, 2019

TIME

10:30 AM

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RECORD OF THE MEETING

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Social Service Transportation Advisory Council Agenda

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

Analysis of Comments Received During the FY 18/19 Unmet Transit Needs Process						
Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need"	If identified as an "Unmet Transit Need", is it "Reasonable to Meet"	Notes
Comments submitted via Telephone						
1	City of Madera	DAR	Rude service while making appointments on the phone and intermodal.	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Miscommunication while making a reservation caused her to miss an appointment.	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
2	City of Madera	MAX	Bus service from Home depot to the Madera Hospital.	YES	NO. This need is not reasonable to meet without further analysis.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
3	City of Madera	MAX	On-time performance improvements.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Destination boards should be working. Drivers are not willing to keep board updated.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			The senior driver is rude, short, unwilling to accommodate	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Robert blares talk radio and makes rider feel uncomfortable. He requested rider wear seatbelt and when she denied he began driving erratically.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			An app for smartphone that shows current bus schedule would be convenient for riders so they can plan their day.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	City appreciates the feedback and take the idea into consideration as part of short-range transportation plan development.
			Dispatchers still need training. They always take the wrong information and riders can miss their ride because of mishap.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.

			Drivers skipping stops when riders are sitting at stops. Rider would like the current policy to be amended.	No, this comment pertains to public relations of MAX and Dial-A-Ride and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
Comments submitted via Unmet Transit Needs Workshop						
4	City of Madera	DAR	Not enough understanding of how DAR works and how to schedule a pick up.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	The City is in a re-branding process of MAX and Dial-A-Ride. In addition, a draft marketing plan has been developed and staff are looking at developing materials like a Riders Guide.
Comments submitted via Unmet Transit Needs Form						
5	City of Madera	DAR	South P. Street and 6th Street, Madera, CA. Hospital, Tuesday or Thursdays - 2:00 pm or 3 pm	No, this comment pertains to a demand-response service, which is already provided by Dial-A-Ride, and does not meet the "unmet transit need" definition.	N/A	Dial-A-Ride service can be scheduled on a recurring basis that would service this request.
			On-time performance improvement.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			We need crosswalk between High St. and 700 E Yosemite Ave. There is a MAX bus stop by the National Guard Armory and no crosswalk.	No, this comment pertains to a crosswalk installation and does not meet the defined criteria of an "unmet transit need".	N/A	This segment of Yosemite Avenue is under Caltrans' jurisdiction. A pedestrian study is underway addressing similar requests.
			We need a crosswalk in front of the welfare office.	No, this comment pertains to a crosswalk installation and does not meet the defined criteria of an "unmet transit need".	N/A	This segment of Yosemite Avenue is under Caltrans' jurisdiction. A pedestrian study is underway addressing similar requests.
			I use MAX everyday around Madera; I work as a volunteer for the community since 1992. I am recruiting more people to join the community.	No, this comment does not meet the defined criteria of an "unmet transit need".	N/A	Thank you and the City appreciates your volunteerism and outreach efforts.
			It is important to fix roadways for the MAX routes.	NO, this comment pertains to road infrastructure and does not meet the defined criteria of an "unmet transit need".	N/A	
			The office system needs improvement. The person at the phone does not have good service. The dispatch at the office need to be nicer to clients, drivers and other workers.	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			These surveys are very important to see transit need, not only that, other needs which are not seen through the MAX meetings. In this case MAX meetings need to be broadcast through channel 21, Univision news at 6 pm, also in the Madera Tribune.	No, this comment pertains to a public outreach improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The City will take this idea into consideration as plan for future transit services.

6	All	MAX, DAR, MCC, Eastern Madera County Senior Bus, CATX	Another bus stop needs to be added around Adana: Way by Kennedy St, Jessie Dr. and Laqueta Ave and that community because the bus stop on Merced Ave is very far from this area.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Transit needed around Clinton area, by Sierra Vista elementary School.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Transit needed by Rd 28 - 28 1/2.	YES	No, this comment is not "reasonable to meet" due to it not being feasible.	Ridership will continue to be monitored as well as routes.
			Bus shelter and benches, not only the bus stop sign. Bus shelters and benches are very important.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City completed adding/replacing 21 bus shelters with benches in 2018 and will identify additional shelters and benches as part of short range plan development
			Improvement for the fare collecting system. It needs to be the type of machine that counts the money when passengers use cash (like in big cities) otherwise every person that pays in cash needs to count the money they are depositing.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The City is in the process of renovating their system
			Fare increase for ADA riders due to the extra work it takes for the driver to accommodate and remove two seats for them.	No, this comment pertains to fare-adjustment and does not meet the defined criteria of an "unmet transit need".	N/A	The City did a fare analysis study. This study can be found via this link: https://www.madera.gov/wp-content/uploads/2018/01/MAX-Fare-Equity-Analysis-003.pdf ADA Discount fares were increased from \$.35 to \$.50. Fares will be evaluated again in 2020.
			The bus drivers need to be more alert about the fare families are paying for their children. The company knows the ages that each child should pay per ride; if child is in baby carries a regular adult seat is occupied.	No, this comment pertains to fare-adjustment and does not meet the defined criteria of an "unmet transit need".	N/A	The City did a fare analysis study. This study can be found via this link: https://www.madera.gov/wp-content/uploads/2018/01/MAX-Fare-Equity-Analysis-003.pdf ADA Discount fares were increased from \$.35 to \$.50. Fares will be evaluated again in 2020.
Include the rules and regulations in the MAX bus like: Don't leave trash behind; no beverages allowed because the seats get wet and dirty; and to fasten your seatbelt.	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	The buses have signs that portray rules on the bus. City will evaluate their effectiveness and need for updating.			

7	City of Madera	MAX	I need MAX Sundays	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
8	City of Madera	MAX	I need MAX everyday for Rancho San Miguel [market]	No, this comment pertains to a stop already provided and does not meet the "unmet transit need" definition.	N/A	There is also a service provided by Rancho San Miguel Market that drops customers back home once their shopping is done. Information can be obtained at the register and the only pre-requisite is to spend \$20.
			On-time performance	No, this comment pertains to a public relations improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays, so a fixed-route service is not currently feasible.	
			More destination stops.	YES	No, this would not currently be "reasonable to meet" because it is not feasible.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
9	City of Madera	MAX	Appreciative for the service	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	
10	City of Madera	MAX	More stops	YES	No, this would not currently be "reasonable to meet" because it is not feasible.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			On-time performance	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			More buses	NO. This comment pertains bus acquisition and does not meet the definition of an "unmet transit need"	N/A	City's bus replacement plan has scheduled 11 new buses by 2021.

			Dispatch service improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Hire me, phone number provided	No, this comment does not meet the definition of an "unmet transit need".	N/A	This comment has been forwarded to the City of Madera.
11	All	MCC; Eastern Madera County Senior Bus; Eastern Madera County	I would suggest, if at all possible, that the bus service had a flexible schedule, in particular for Sundays.	No, this comment pertains to a demand-response service, which is already provided by Dial-A-Ride, and does not meet the "unmet transit need" definition.	This comment does not meet the "reasonable to meet" criteria. This service is provided by Dial-A-Ride.	Upon following up on this comment, rider wanted information for Dial-A-Ride. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm, and DAR is not overflowing with appointments and riders on Sundays.
12	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays, so a fixed-route service is not currently feasible.	
			Bus stop at Sierra Vista Elementary	YES	No, the City is in the process of assessing their stop location policy and this need is not feasible to meet.	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Verify that reservations are logged in to the system	No, this comment pertains to public relations of MAX and DAR and does not meet the defined criteria of an "unmet transit need".	N/A	The City has instituted a computer system for their dispatch operations.
13	City of Madera	MAX	On time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	

14	All	MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service	MAX service is very important for everyone to go to the stores, hospital, clinic.	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"		Thank you for your comment and support of public transportation. You Rock!
			Sunday service would be good.	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
15	City of Madera	MAX	Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
16	City of Madera	MAX	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Benches at bus stops	No, this comment pertains to a facility improvement and does not meet the defined criteria of an "unmet transit need".	N/A	City completed adding/replacing 21 bus shelters with benches in 2018 and will identify additional shelters and benches as part of short range plan development
			Road-repair	Not an unmet transit need. This comment pertains to road infrastructure and does not meet the defined criteria of an "unmet transit need".	N/A	
17	City of Madera	MAX	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Sunday service	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
			Buffer time between arrival and departure (3 min)	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.

18	City of Madera	MAX	On-time performance	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Sunday Service	yes	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
			Bus stops at some schools without Bus stop location	No, this comment pertains exclusive service to schools which does not meet the criteria of an "unmet transit need".	N/A	The City applied for transit planning grant. If successful, work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Dispatch service improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
19	All	MAX, MCC, Eastern Madera County Senior Bus, CATX, Eastern Madera County Escort Service	On-time performance improvement	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City regularly evaluates on-time performance and will continue to look at how to improve.
			Sunday service for church service, swap meet [Madera Flea Market]	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	
			Driver to passenger service improvement	Not an unmet transit need. This comment pertains to public relations and does not meet the defined criteria of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
20	County		A stop sign or intermittent lights need to be placed at the corner of Ave 24 and 22 St. Accidents happen regularly in this area.	No, this comment pertains to infrastructure installations and does not meet the defined criteria of an "unmet transit need".	N/A	
21	City of Madera	MAX	Appreciative of new stop at Rancho San Miguel	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	Thank you for your comment and support of public transportation. Awomesauce!
Comments submitted via Survey Monkey						
77	Chowchilla	Chowchilla Area Transit	Longer operating hours	YES	No, this comment is not "reasonable to meet" due to it not being economical.	

25	City of Madera, County	MAX, MCC	Walmart Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			MCC to Valley Children's Hospital scheduling disconnect with Fresno Area Express, so MCC route directly to Fresno instead of Valley Children's Hospital	YES	This comment is not "reasonable to meet" due to it not being economical.	The transit operator will continue monitoring ridership and assessing routes.
26	City of Madera	DAR	Appreciative of Dial a ride service	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	Comment has been forwarded to City of Madera.
[27]	City of Madera, County	MAX, MCC	Refer to submitted letter	See number 24		
28	City of Madera, County, City of Chowchilla	MAX, MCC, CATX	Walmart Bus Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Improved Service to Chowchilla	YES	This comment is not "reasonable to meet" due to it not being economical.	
			Service to Valley State Prison and Central California Women's Facility	YES	This comment is not "reasonable to meet" due to it not being economical.	Service to the prison is provided for free by a service called "Friends Outside" a Non-Profit Organization. They help find accommodations for visitors as well.
29	City of Madera	MAX, DAR	Walmart Bus Stop	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Walmart needs a fixed route stop to free up Dial-A-Ride	YES	NO. Dial-A-Ride runs on Sundays from 8:30am to 2:30pm. It has been determined that DAR is not overflowing with appointments and riders on Sundays so a fixed-route service is not currently feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.

		CAT-LINX	Chowchilla to Merced route	YES	No, this comment is not "reasonable to meet" due to it not being economical.	Operator will continue monitoring ridership.
23	County	Madera County Connection	Longer operating hours	YES	No, this comment is not "reasonable to meet" due to it not being economical.	The operator will continue monitoring ridership.
			To "have buses hitting spots on the routes more often."	No, this comment does not meet the definition of an "unmet transit need"	N/A	
Comments submitted by Leadership Council for Justice and Accountability						
24	County	MCC	Route and Schedule improvement for the Chowchilla-Fairmead-Madera Connection to ensure a dependable and user-friendly service	YES	This comment is not "reasonable to meet" due to it not being economical.	The County will continue monitoring ridership and will be conducting an assessment of their routes.
	County	MCC	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit	YES	This comment is not "reasonable to meet" due to it not being economical.	The County will continue monitoring ridership and will be conducting an assessment of their routes.
	City of Madera	MAX, DAR	Improvements to the MAX and "Dial-a-Ride" Systems in the City of Madera aimed at creating more equitable and user-friendly transit services: Re-opening of the Walmart stop;	YES	This comment is not "reasonable to meet" due to it not being feasible.	The City applied for transit planning grant. If successful work will begin this summer. This grant application is specific to being able to evaluate stops and schedules and to develop policies and procedures for how new stops get determined. If not successful, the City will use the grant application as a guide for the same activities using in-house support.
			Installation of trash cans on MAX buses;	No, this comment does not meet the definition of an "unmet transit need"	N/A	Some buses already have trash cans. There are trash cans at the bus stops.
			Thirty-minute incremented bus service on all MAX routes;	YES	This comment is not "reasonable to meet" due to it not being economical.	City will take this idea into consideration as part of on-going transit planning.
			Improvements to the "Dial-a-Ride" Dispatch System;	No, this comment pertains to public relations and does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
			Extended MAX service operation on weekends;	YES	This comment is not "reasonable to meet" due to it not being economical.	City will take this idea into consideration as part of on-going transit planning.
			Mandated discrimination prevention and accessibility training for all Madera County Transit Staff;	No, this comment does not meet the definition of an "unmet transit need"	N/A	The City receives and reviews monthly reports regarding training for transit dispatchers, drivers, and management including how many hours, and any re-training happening following up complaints.
			Equip bus stops and buses with route-related signage;	No, this comment does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.
	Apply for grant funding to secure free rides for students.	No, this comment does not meet the definition of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.		
County	All	Pursuit of regional funding for an electric rural rideshare program	Not an unmet transit need. This comment pertains to public relations of MAX and does not meet the defined criteria of an "unmet transit need"	N/A	City will take this idea into consideration as part of on-going transit planning.	
Comments submitted during Unmet Transit Needs Hearing - April 17, 2019						

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Rosa Martha Moreno
Correo electrónico: [Redacted]
Ciudad*: Madera CA 93638 Número de Teléfono: [Redacted]

1. ¿A qué sistema de transporte está solicitando mejoras?*
- | | |
|--|--|
| <input checked="" type="checkbox"/> Madera Area Express (MAX) | <input type="checkbox"/> Dial-A-Ride (DAR) |
| <input type="checkbox"/> Madera County Connection (MCC) | <input checked="" type="checkbox"/> Chowchilla Area Transit Express (CATX) |
| <input checked="" type="checkbox"/> Eastern Madera County Senior Bus | <input type="checkbox"/> Eastern Madera County Escort Service |
| <input type="checkbox"/> Otro (por favor especifique) | |

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

hay mucho desacuerdo contra el horario de llegada a la Parada

725 E. 6th St Apt M Madera CA 93638
necesitamos cru Calle HIGH St. y Yosemite AVE 700E. en Parada de Bus MAX NaTL
Guard Armory, se necesita la raya blanca para el cruce frente al welfare
yo uso el max todos los días en todo madera
trabajo voluntaria para la comunidad desde 1992. La Ruta del max es muy importante

*Respuesta es requerida

yo Martha Moreno estoy Reclutando a las más a unirse a la Comunidad
Reparar Carreteras quebradas. Madera nueva Madera

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

Rosa Martha
Moreno

4.17.2019

Transporte Max F de madera
Estas encuestas son muy importantes se ve la necesidad del transporte, y no sólo de estas, de muchas más que no se dan cuenta de las Reuniones del Bas max.

En este caso deben de publicarlo en Canal 21 unificación noticias de las (6) de la tarde de esa manera se publica las Reuniones del Bas max.

También en el periódico de madera

También otra petición de otra parada nueva - que las personas están pidiendo en Adanae way sobre la Kennedy st Jessy, en la Creta Av y más adentro de esa misma Colonia muchas personas están aclamando el transporte, porque les queda lejos la parada ~~de la~~ que está en calle merced Av

Otras personas están necesitando el transporte en la Zona Clinton, por la escuela Cierra Vista. otra, es por la 28 Rd está adentro, de la 28 1/2 están necesitando el transporte.

También poner las Sombras y bancas, que sólo las paradas están. Las Sombras y Las bancas son muy importantes

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Raiel Avila Sierra
Correo electrónico: [REDACTED]
Ciudad*: Madera CA Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

Me gustaría tener el MAX A domingo
y todos días de la tarde
por favor en poro henel
Rancho San Miguel
Todo tiempo nosotras al MAX

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Jonathan Mejia
Correo electrónico: _____
Ciudad*: Madera Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

Es importante para ir al doctor y de compras se lo agradezco todo lo que hacen por la ciudad.

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

E. Unmet Transit Needs Comment Form- Valentino McCrae

2019 Unmet Transit Needs Comment Form



Name*: Valentino McCrae
Email: _____
City*: Madera Phone Number: [REDACTED]

1. Which transit system(s) are you requesting improvements to?*

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

2. Describe the transit improvement(s) you are requesting. To effectively evaluate your comment, please provide the nearest cross street (or area of town where you live), your destination, day of the week, and approximate time of day that you are interest in making your trip.*

more stops
- Punctual at stops
• more buses
• better telephone service people (respectful answer)
• need to hire me
• phone number provided

*Response Required

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 Amelia Davies via email at evelyn@maderactc.org or mail 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Unmet Transit Needs Comment Form



Name*: Candida McCrae
Email: _____
City*: Madera Phone Number: (559) _____

1. Which transit system(s) are you requesting improvements to?*

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

2. Describe the transit improvement(s) you are requesting. To effectively evaluate your comment, please provide the nearest cross street (or area of town where you live), your destination, day of the week, and approximate time of day that you are interest in making your trip.*

*Punctual at arrival.
• Need rides Sunday.
• More destination stops.*

*Response Required

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 Amelia Davies via email at evelyn@maderactc.org or mail 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Zoila Romero

Correo electrónico: _____

Ciudad*: madera Número de Teléfono: _____

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

Sugiero si es posible que el servicio de el autobus, tuviera un horario flexible en especial los dias Domingos.

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Unmet Transit Needs Comment Form



Name*: Gloria Zepeda
Email: _____
City*: Madera, ca. Phone Number: [REDACTED]

1. Which transit system(s) are you requesting improvements to?*
- | | |
|---|---|
| <input type="checkbox"/> Madera Area Express (MAX) | <input type="checkbox"/> Dial-A-Ride (DAR) |
| <input type="checkbox"/> Madera County Connection (MCC) | <input type="checkbox"/> Chowchilla Area Transit Express (CATX) |
| <input type="checkbox"/> Eastern Madera County Senior Bus | <input type="checkbox"/> Eastern Madera County Escort Service |
- Other (please specify)

2. Describe the transit improvement(s) you are requesting. To effectively evaluate your comment, please provide the nearest cross street (or area of town where you live), your destination, day of the week, and approximate time of day that you are interest in making your trip.*

Por favor necesitamos transportación para los Domingos, si por favor pueden ayudarnos a poner un Bus stop en La Sierra Vista Elementary school, y por favor cuando reservamos asegurar que nos pongan dicha reservación en el Sistema Computacional.

*Response Required

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 Amelia Davies via email at evelyn@maderactc.org or mail 2001 Howard Road, Suite 201, Madera, CA 93637.

I. Unmet Transit Needs Comment Form- Juana Herrera

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Juana Herrera

Correo electrónico: _____

Ciudad*: Madera Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

te pido transporte que pase la hora puntuales quevmo en el domingo

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Unmet Transit Needs Comment Form



Name*: Juliana Santos
Email: [REDACTED]
City*: Madera CA 93638 Phone Number: [REDACTED]

1. Which transit system(s) are you requesting improvements to?*
- | | |
|--|--|
| <input checked="" type="checkbox"/> Madera Area Express (MAX) | <input type="checkbox"/> Dial-A-Ride (DAR) |
| <input checked="" type="checkbox"/> Madera County Connection (MCC) | <input type="checkbox"/> Chowchilla Area Transit Express (CATX) |
| <input checked="" type="checkbox"/> Eastern Madera County Senior Bus | <input checked="" type="checkbox"/> Eastern Madera County Escort Service |
- Other (please specify)

2. Describe the transit improvement(s) you are requesting. To effectively evaluate your comment, please provide the nearest cross street (or area of town where you live), your destination, day of the week, and approximate time of day that you are interest in making your trip.*

Este bus Max es muy importante para mi y para todos, para ir a las tiendas, Hospital, Clinicas. Tambien es bueno para que corra los Domingos. Cuando yo pido el Dial A Ride esta ordinaria.

*Response Required

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 Amelia Davies via email at evelyn@maderactc.org or mail 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Flora Mendoza
Correo electrónico: _____
Ciudad*: Madera Número de Teléfono: _____

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

por si puede pasar los domingos!

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Juana Gonzalez

Correo electrónico: _____

Ciudad*: Madera Co Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

*Me sentiríamos que pase a tiempo y
Bancas por que en algunas paradas
no hay
Y tambien Reparar Carreteras*

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Antonia castillo

Correo electrónico: _____

Ciudad*: Madera Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

esperamos que puedan trabajar los domingos y llegar a tiempo y esperar aunque sea 3 minutos a las personas POP que lla va llegando y mas Rapido le dan al bus

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Necesidades Insatisfechas de Transporte Público Formulario para Comentarios



Nombre*: Socorro Pimental C

Correo electrónico: _____

Ciudad*: Madera CA Número de Teléfono: [REDACTED]

1. ¿A qué sistema de transporte está solicitando mejoras?*

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

2. Describa las mejoras de transporte público que necesita. Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a donde se dirige, día de la semana, y aproximadamente a que hora desea hacer su viaje.*

por favor necesitamos que tomen control en el tiempo para no esperar largo tiempo en las paradas de BUS y por favor nos ayuden con que pasen los buses los Domingos. También por favor necesitamos transportación para algunas escuelas que no tienen Bus Stop. que contesten amablemente las llamadas en la oficina

*Respuesta es requerida

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@maderactc.org o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637.

2019 Unmet Transit Needs Comment Form



Name*: Olivia Feliz [Redacted]
Email: [Redacted]
City*: [Redacted] Phone Number: [Redacted]

1. Which transit system(s) are you requesting improvements to?*

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

2. Describe the transit improvement(s) you are requesting. To effectively evaluate your comment, please provide the nearest cross street (or area of town where you live), your destination, day of the week, and approximate time of day that you are interest in making your trip.*

*Esperamos que sea más puntal el horario a la Parada.
También necesitamos los Domingos para ir a la Iglesia, al supermercado.
Los conductores son más amables con los pasajeros.*

*Response Required

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 Amelia Davies via email at evelyn@maderactc.org or mail 2001 Howard Road, Suite 201, Madera, CA 93637.

P. Translation of comments to English

Comments have been translated from comment forms received April 15, 2019.

Comment # 6

Rosa Martha Moreno

Madera, CA 93638

1. MAX; Eastern Madera County Senior Bus; CATX
2. Transit improvements comments:
 - a. On-time performance improvement. There is too much discrepancy between the schedule and actual arrival time.
 - b. We need crosswalk between High St. and 700 E Yosemite Ave. There is a MAX bus stop by the National Guard Armory and no crosswalk.
 - c. We need a crosswalk in front of the welfare office.
 - d. I use MAX everyday around Madera; I work as a volunteer for the community since 1992. I am recruiting more people to join the community.
 - e. It is important to fix roadways for the MAX routes.
 - f. The office system needs improvement. The person at the phone does not have good service. The dispatch at the office need to be nicer to clients, drivers and other workers.
 - g. These surveys are very important to see transit need, not only that, other needs which are not seen through the MAX meetings. In this case Max meetings need to be broadcast through channel 21, Univision news at 6 pm. also in the Madera Tribune.
 - h. Another bus stop needs to be added around Adanac Way by Kennedy St, Jessie Dr. and Lacreata Ave and that community because the bus stop on Merced Ave is very far from this area.
 - i. Transit needed around Clinton area, by Sierra Vista elementary School.
 - j. Transit needed by Rd 28 - 28 ½.
 - k. Bus shelter and benches, not only the bus stop sign. Bus shelters and benches are very important.
 - l. Improvement for the fare collecting system. It needs to be the type of machine that counts the money when passengers use cash (like in big cities) otherwise every person that pays in cash needs to count the money they are depositing.
 - m. Fare increase for ADA riders due to the extra work it takes for the driver to accommodate and remove two seats for them.
 - n. The bus drivers need to be more alert about the fare families are paying for their children. The company knows the ages that each child should pay per ride; if child is in baby carries a regular adult seat is occupied.
 - o. Include the rules and regulations in the MAX bus like: Don't leave trash behind; no beverages allowed because the seats get wet and dirty; and to fasten your seatbelt.

Comment # 7

Raiel Avila Sierra

[REDACTED]
Madera, CA 93638
[REDACTED]

1. All
2. Transit improvements comments:
 - a. I need MAX Sundays
 - b. I need MAX everyday for Rancho San Miguel [market]

Comment # 8

Candida McCrae

Madera

1. MAX, MCC, Eastern Madera County Senior Bus, DAR, CATX, Eastern Madera County Escort Service
2. Transit improvements comments:
 - a. On-time performance
 - b. Sunday service
 - c. More destination stops.

Comment # 9

Jonathan Melia

Madera
[REDACTED]

1. MAX
2. [MAX] is important to go to the doctor and shopping; thank you for all you do for the city.

Comment # 10

Valentino McCrae

Madera
[REDACTED]

1. MAX, MCC, Eastern Madera County Senior Bus, DAR, CATX, Eastern Madera County Escort Service
2. Transit improvements comments:
 - a. More stops
 - b. On-time performance
 - c. More buses
 - d. Dispatch service improvement
 - e. Hire me, phone number provided

Comment # 11

Zoila Romero
Madera
[REDACTED]

1. MAX; MCC; Eastern Madera County Senior Bus; Eastern Madera County Escort Service
2. I would suggest, if at all possible, that the bus service had a flexible schedule, in particular for Sundays.

Comment # 12

Gloria Zepeda
Madera
[REDACTED]

1. Blank
2. Transit improvements comments:
 - a. Sunday service
 - b. Bus stop at Sierra Vista Elementary
 - c. Verify that reservations are logged in to the system

Comment # 13

Juan Herrera
Madera
[REDACTED]

1. Blank
2. Transit improvements comments:
 - a. On time performance improvement
 - b. Sunday service

Comment # 14

Juliana Santos
[REDACTED]

Madera, CA 93638
[REDACTED]

1. MAX, MCC, EASTERN MADERA COUNTY SENIOR BUS, EASTERN MADERA COUNTY ESCORT SERVICE
2. Transit improvements comments:
 - a. MAX service is very important for everyone to go to the stores, hospital, clinic.
 - b. Sunday service would be good.

Comment # 15

Flora Mendoza
Madera

1. MAX

2. Transit improvements comments:
 - a. Sunday service

Comment # 16

Juana Gonzalez
Madera



1. MAX
2. Transit improvements comments:
 - a. On-time performance improvement
 - b. Benches at bus stops
 - c. Road-repair

Comment # 17

Antonia Castillo
Madera



1. MAX
2. Transit improvements comments:
 - a. On-time performance improvement
 - b. Sunday service
 - c. Buffer time between arrival and departure (3 min)

Comment # 18

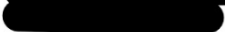
Socorro Pimentel C.
Madera




1. MAX
2. Transit improvements comments:
 - a. On-time performance
 - b. Sunday Service
 - c. Bus stops at some schools without Bus stop location
 - d. Dispatch service improvement

Comment # 19

Olivia Feliz



1. MAX, MCC, Eastern Madera County Senior Bus, CATX, Eastern Madera County Escort Service
2. Transit improvements comments:
 - a. On-time performance improvement
 - b. Sunday service for church service, swap meet [Madera Flea Market]
 - c. Driver to passenger service improvement

Comment # 20
Jaquelin Rendon
Chowchilla


1. Other
2. Transit improvements comments:
 - a. A stop sign or intermittent lights need to be placed at the corner of Ave 24 and 22 St. Accidents happen regularly in this area.

Comments received April 16, 2019, via email.

Hi Wendy,

Thanks for sending the new Transit Survey.

However, I would like to renew my personal objections to any bus stop or route that does not safely and conveniently allow riders - our seniors and the disabled to more direct access to Walmart, our major retail destination. If the goal is to increase ridership, reduce traffic and meet the needs of the public having a more adjacent bus stop would be the way to do that.

The new proposed bus stop site near Pac N Save does finally get riders back to the appropriate side of west Cleveland Avenue but then forces them to circumnavigate a very considerable distance and all the erratic, and uncontrolled traffic in the massive shopping center parking lot.

How is anyone with a walker, wheel chair or age related vision, hearing or other disability supposed to safely traverse the parking lot and then all the way back with their purchases?

In my observations in recent years this parking lot is often frequented by aggressive panhandlers and the homeless, which could be intimidating or even dangerous for some of our senior, frail or disabled bus riders.

Has anyone reached out to district management at Walmart to involve them in this situation?

As proactive as they are I can't imagine they would not be on board with allowing and helping maintain a better bus stop to the immediate north or left of their entrance for the direct benefit of their customers.

I will happily undertake this project to reach out to district management at Walmart, if no one else wishes to. That way the shopping center owner would not have the maintenance issue he has reportedly objected to.

Obviously I feel this is much more than a just a convenience issue. It is a serious public safety situation for the Madera residents who depend on or must rely on public transportation for their basic shopping needs.

Thank you,
DJ Becker

Over the phone comment:

Anne Padron-O'Rourke

[REDACTED]
Madera, CA 93637

-Comments in the matrix

Q. Unmet Transit Needs Comment Letter- 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;

764 P Street, Suite 012, Fresno, California 93721
Telephone: (559) 369-2790

- (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

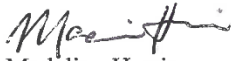
MCTC can also utilize Low Carbon Operations Transportation Program funding in addition to Congestion Mitigation and Air Quality Improvement Program (CMAQ) funds for the purpose of launching a rural rideshare pilot program with an electric fleet of vehicles. Unincorporated communities in Fresno and Merced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

Social Service Transportation Advisory Council

Commission Members

•

Chairman
Andrew
Medellin
City of Madera

•

Vice Chairman
Max Rodriguez
Madera County

•

Jose Rodriguez
City of Madera

•

Waseem Ahmed
City of Chowchilla

•

Tom Wheeler
Madera County

•

Brett Frazier
Madera County

May 22, 2019

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

SUBJECT: SSTAC FY 2019/20 “Unmet Transit Needs” Recommendation

Dear Chairman Medellin:

It is with great pleasure that the Social Service Transportation Advisory Council (SSTAC) again makes a recommendation to the Madera County Transportation Commission concerning potential Unmet Transit Needs in Madera County. The SSTAC met in weeks prior to the public hearing to review past actions and prepare for this year’s unmet transit needs process. Although testimony regarding transit needs in Madera County was not received at the “Unmet Transit Needs” Public Hearing on April 17, 2019, there were numerous comments received via telephone and in writing. The SSTAC met again the week following the public hearing to discuss potential transit issues. Based on the written comments received our recommendations to the Commission are as follows:

The MCTC staff and SSTAC considered the hearing testimony and recommend the Commission find the following:

1. **That the Madera County Transportation Commission finds there are no unmet transit needs reasonable to meet at this time in the FY 2019/20 within the jurisdiction of the City of Chowchilla, the City of Madera and the County of Madera.**
2. **Maintain existing transit systems in Madera County: Madera Transit System (MAX and Dial-A-Ride) in the City of Madera; Chowchilla Area Express Transit; Madera County Connection; Eastern Madera County Escort Service; and Eastern Madera County Senior Bus.**

MCTC Staff and the SSTAC recommend that the current public transit systems continue to operate in Madera County. The existing transit systems meet an existing need for public transit services in the county. The existing systems are:

City of Chowchilla

The Chowchilla Area Transit Express (CATX) provides demand-response transportation to the general public in a service area that encompasses the City of Chowchilla and contiguous unincorporated areas, including Fairmead.

City of Madera

The Madera Area Express (MAX) and the Madera Dial-A-Ride provide transportation services that cover the entire City of Madera.

County of Madera

The Madera County Connection (MCC) provides inter-city transportation from Chowchilla, Fairmead, Madera, La Vina, Madera Ranchos and Eastern Madera County to Children's Hospital Central California where a connection can be made to Fresno via the Fresno Area Express (FAX).

The Senior Bus Program and the Escort Service provides transportation to the Eastern Madera County communities, with the Escort Service also serving the Madera Ranchos area.

Sincerely,

A handwritten signature in blue ink that reads "Loretta Castro".

Loretta Castro, Chairperson
Social Service Transportation Advisory Council