



UNMET TRANSIT NEEDS FY 2022-2023

Final Analysis and Recommendations Report

July 2022



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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 $\frac{1}{4}$ 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 with 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.

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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 Page 7 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 2022-2023 Unmet Transit Needs Assessment

On June 22, 2022, the MCTC Policy Board adopted Resolution Number 2022-07, approving the findings of the FY 2021/22 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 Madera County Transportation Commission has determined that its definition of the term “**unmet transit needs**” is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA). The Commission has determined that its definition of the term “**reasonable to meet**” shall apply to public or specialized transportation services that meet the following minimum criteria:

1. Feasibility

- The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).
- Sufficient ridership potential exists for new expanded, or revisited transit services.
- The proposed transit service will be safe and comply with local, State, and federal law.

2. Community Acceptance

- The proposed transit service has community support from the general public, community groups, and /or community leaders.

3. Benefit to Population

- The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.

4. Cost-Effective

- The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State TDA farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s) per CCR 6633.2.

- The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.
5. Consistent with Intent of Existing Transit Service(s) and Plans
- Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).
 - The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

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.

During the “Unmet Transit Needs” Public Hearing on Wednesday, April 20, 2022, 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 SSTAC. The recommendation from MCTC staff and the SSTAC is that there are unmet transit needs that are reasonable to meet at this time.

Testimony was received regarding the Walmart stop. The City of Madera is currently evaluating all bus stops as part of its on-going transit plan study. This bus stop will be under evaluation as well.

Testimony was received about the need for wastebaskets at bus stops in the City of Madera. The SSTAC recommended that there be waste baskets at each bus stop and that it is regularly maintained. Madera METRO is currently looking to improve sanitation around transit stops.

Testimony regarding wait times due to shortage in drivers is already being addressed. The City of Madera informed the SSTAC that they are in the process of hiring and training additional drivers that should improve wait times.

Testimony was received about street improvements, safety, lighting, speeding on the streets, and safety around parks and schools, and will be shared with the appropriate agencies. Testimony about signage improvements was also received and the City of Madera informed the SSTAC that those improvements will be part of their planned system improvement after the Transit Plan is finalized in 2023. Testimony about a fare decrease was received. The City of Madera indicated that they are not currently charging fares.

Testimony about driver customer service was received. Customer service training and safety training will resume in person, which should be more effective. Driver training was held virtually during the pandemic.

City of Chowchilla

There are no unmet transit needs in the City of Chowchilla.

County of Madera

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

Testimony received about street improvements, safety, lighting, speeding on the streets, safety around parks and schools will be shared with the appropriate agencies.

Testimony about a fare decrease was received. Madera County has not raised the fare in many years. It will be considered in the future when the County has more capacity.

Testimony about signage improvement was received. The County informed the SSTAC that they are working on purchasing signs for bus location with more information as part of their service improvement plan.

Testimony about service expansion was received. The County indicated that it has already expanded service in the La Vina area. Monday was added as an extra day of service by the County.

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 unmet transit needs in FY 22/23 within the jurisdiction of the City of Madera, and that there are no unmet transit needs within the jurisdiction of the City of Chowchilla, and County of Madera.**

The Madera Metro and the Madera Dial-A-Ride provide transportation services that cover the entire city of Madera.

The Chowchilla Area Transit Express (CATX) provides transportation services that cover the entire city of Chowchilla.

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 (METRO 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 Madera Metro);*
- Chowchilla Area Transit Express - City of Chowchilla;*
- Eastern Madera County Escort Service; and Eastern Madera County Senior Bus;*
- Madera County Connection*

MCTC staff and SSTAC recommend that the unmet transit needs which were found reasonable to meet be addressed as recommended by the SSTAC during its meeting of May 16, 2022.

- Testimony was received regarding the Walmart stop. The City of Madera is currently evaluating all bus stops as part of its on-going transit plan study. This bus stop will be under evaluation as well.*
- Testimony was received about the need for wastebaskets at bus stops in the City of Madera. The SSTAC recommended that there be waste baskets at each bus stop and that they are regularly maintained. Madera METRO is currently looking to improve sanitation around transit stops.*

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 adopted definitions of “unmet transit needs” and “reasonable to meet” per resolution 22-01, on April 20, 2022, as follows:

Unmet Transit Needs:

The Madera County Transportation Commission has determined that its definition of the term “**unmet transit needs**” is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA). The Commission has determined that its definition of the term “**reasonable**

to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:

1. Feasibility

- The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).
- Sufficient ridership potential exists for new expanded, or revisited transit services.
- The proposed transit service will be safe and comply with local, State, and federal law.

2. Community Acceptance

- The proposed transit service has community support from the general public, community groups, and /or community leaders.

3. Benefit to Population

- The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.

4. Cost-Effective

- The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State TDA farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s) per CCR 6633.2.
- The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.

5. Consistent with Intent of Existing Transit Service(s) and Plans

- Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).
- The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

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 2021-2022

Table 1: SSTAC Members FY 2021-2022

CATEGORY	APPOINTMENT	GEOGRAPHIC/ AGENCY REPRESENTATION	TERM EXPIRES
Potential Transit User 60 Years or Older*	Fern Facchino	Madera County, Community Member	June 2024
Representatives of the Local Social Service Providers for Seniors**	Michelle Hernandez	Madera County Social Services Department	July 2024
Representatives of the Local Social Service Providers for Seniors**	Olga Olivia Saucedo-Garcia	Parks and Community Services Department, representing Senior Services	March 2025
Potential Transit User 60 Years or Older*	Frank Simonis	Community Member	May 2024
Representatives of the Local Social Service Providers for Disabled**	Alycia Falley	Department of Social Services	July 2024
Representatives of the Local Social Service Providers for Disabled**	Vincent Parker	Madera Metro Interim Manager	June 2025
Representatives of a Local Social Service Provider for Persons of Limited Means*	Anabel Miranda	Madera County Workforce Corporation	June 2023
Representatives of Local Transit Agency**	Rosalind Esqueda	Madera County Connection	June 2023
Representatives of Local Transit Agency**	Ellen Moy	Madera County	June 2023
Metropolitan Planning Organization Staff	Evelyn Espinosa	Madera County Transportation Commission	
Metropolitan Planning Organization Staff	Dylan Stone	Madera County Transportation Commission	

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Notes:

- * Minimum of one
- **Minimum of two

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 2016-2020 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 2016-2020 ACS Five-Year Estimates, Madera County's current population is 155, 4925. There are two incorporated cities in Madera County. As identified in Table 2, below, the City of Madera is the largest incorporated city in Madera County, accounting for 42% 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 46% of the County's total population. Table 2 illustrates the current population breakdown of Madera County.

Table 2: 2020 Population in Madera County

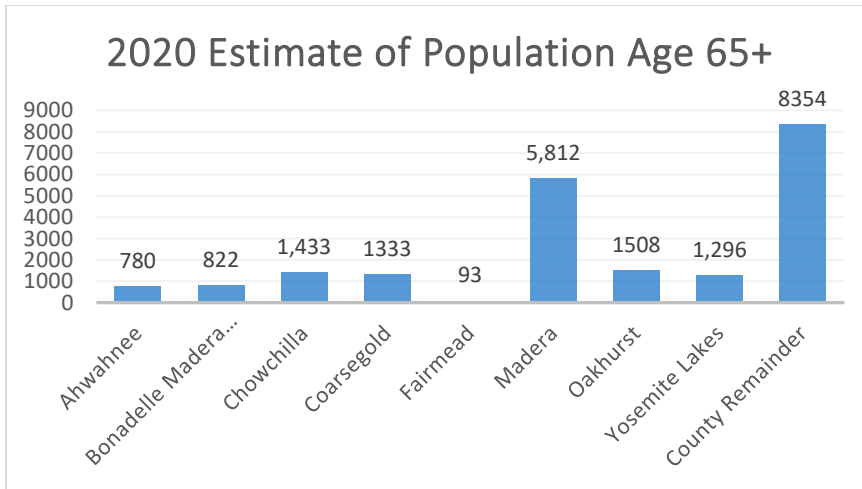
Jurisdiction	Population	Percent of County
Ahwahnee	2,270	1%
Chowchilla	18,443	12%
Coarsegold	4,893	3%
Fairmead	1,133	1%
Madera	65,575	42%
Bonadelle Madera Ranchos	5,191	3%
Oakhurst	5,405	3%
Yosemite Lakes	5,303	3%
County Remainder	47,712	31%
TOTAL	155,925	100%

Source: U.S. Census Bureau, 2016-2020 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 2016-2020 ACS Five-Year Estimates, 21,431 individuals in Madera County are identified as elderly, accounting for approximately 13.8% of the County's total population. With 5,812 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 1,433.

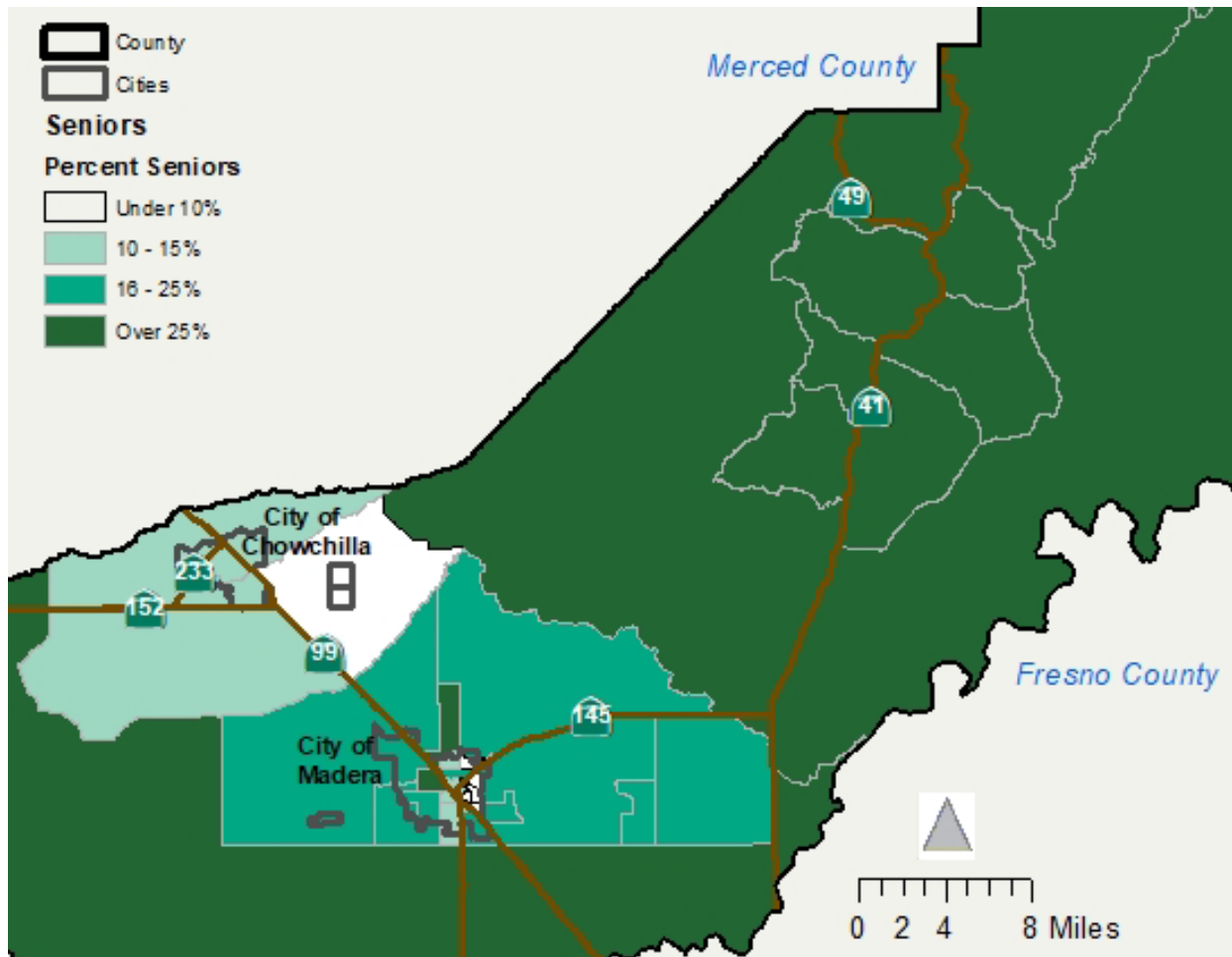
Figure 1: 2020 Estimate of Population 65+



Source: U.S. Census Bureau, 2016-2020 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, 2016-2020 5-Year ACS (Table S0101)

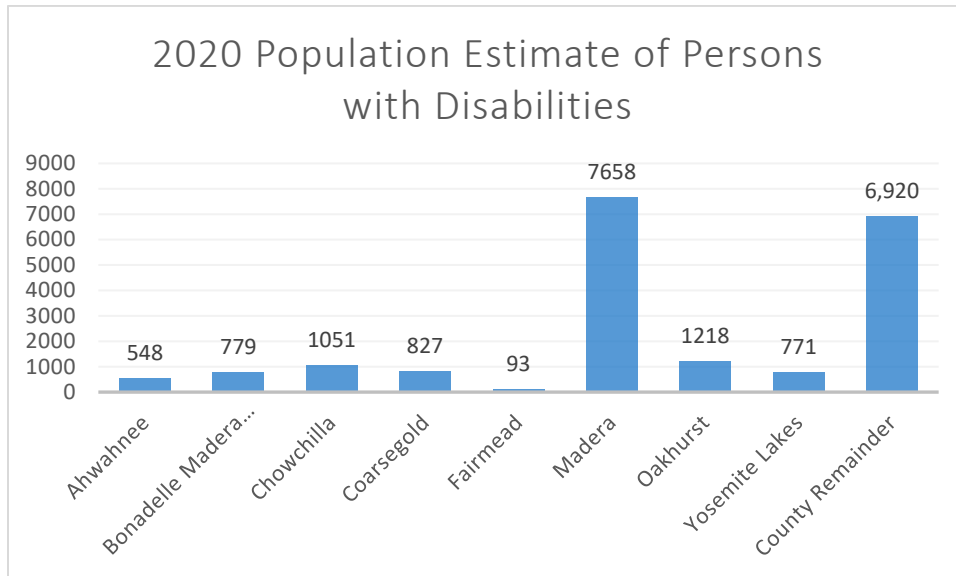
As shown in Figure 2 above, based on overall population in each census tract, the most concentrated populations of people aged 65 years or older are in the eastern part of Madera County, the south and west areas of the County and some areas within the City of Madera.

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 2016-2020 ACS 5-Year Estimates, it was determined that approximately 13% 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.

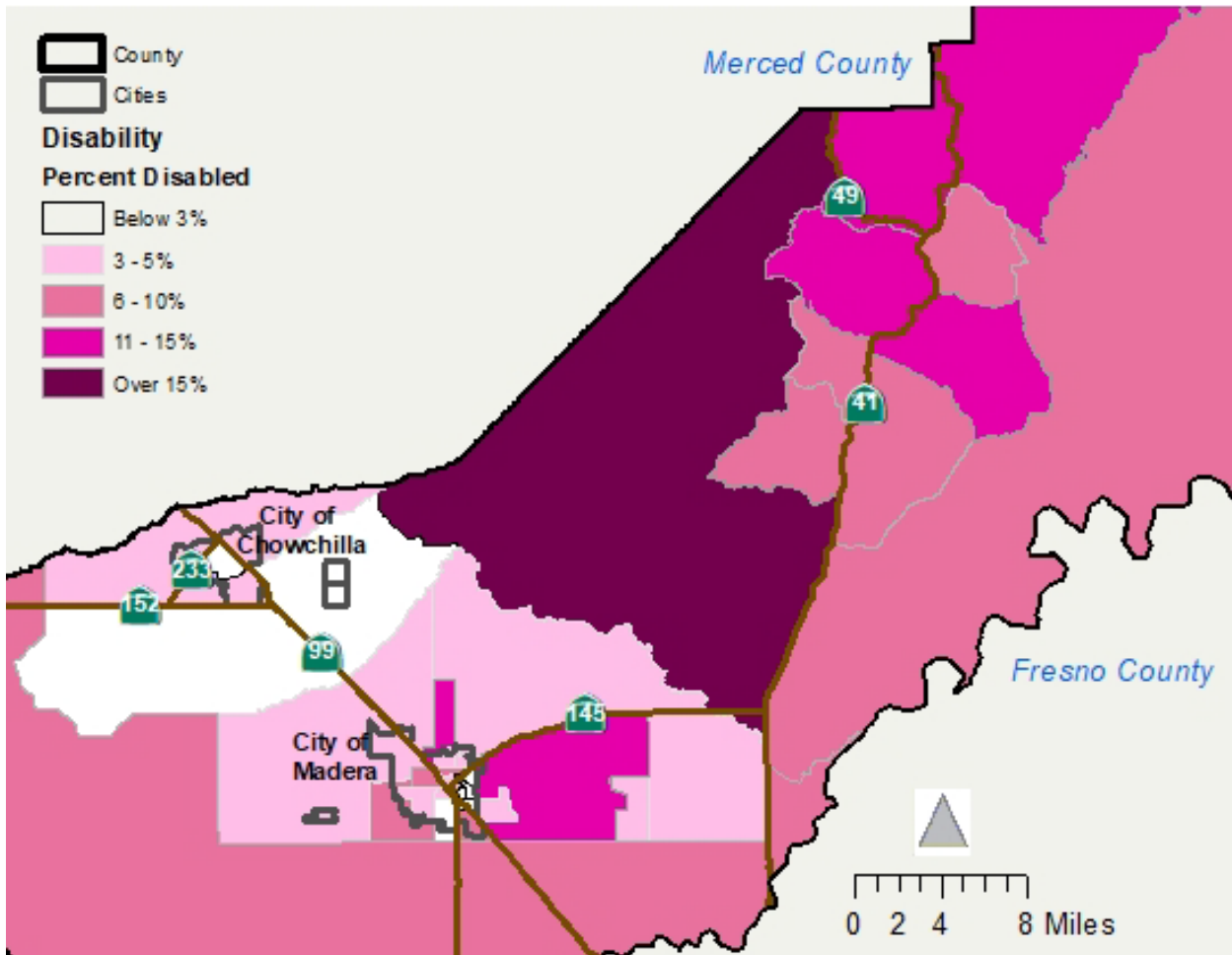
Figure 3: 2020 Population Estimate of Persons with Disabilities



Source: U.S. Census Bureau, 2016-2020 5-Year ACS (Table DP02)

Using 2020 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



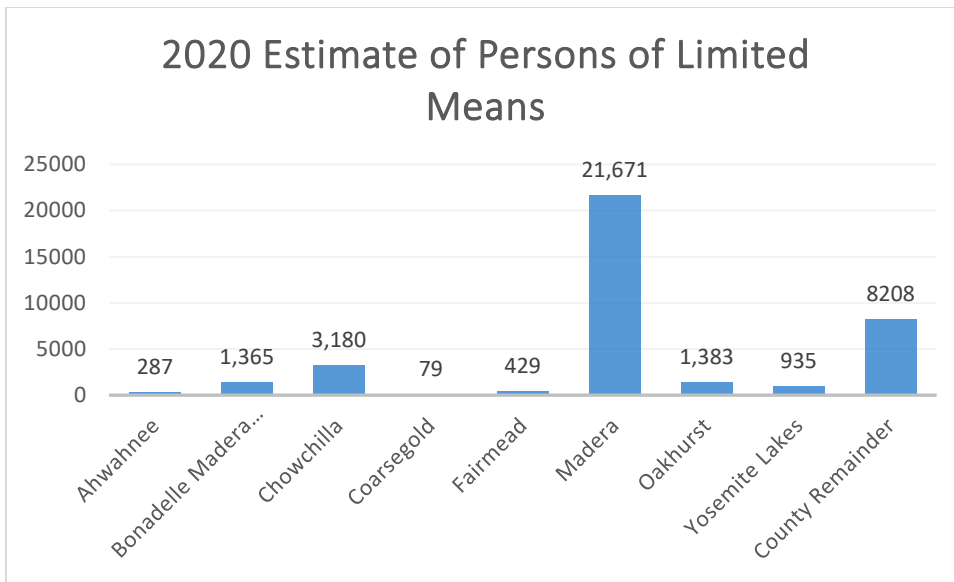
Source: U.S. Census Bureau, 2016-2020 5-Year ACS (Table DP02)

As illustrated in Figure 4 above, there are higher percentages of persons with a disability located in county areas near the City of Madera and Eastern Madera County.

Assessing Transit Dependency by Income (Persons of Limited Means)

The 2020 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 2020, 24% (37, 537) 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 58% and 8.5% 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.

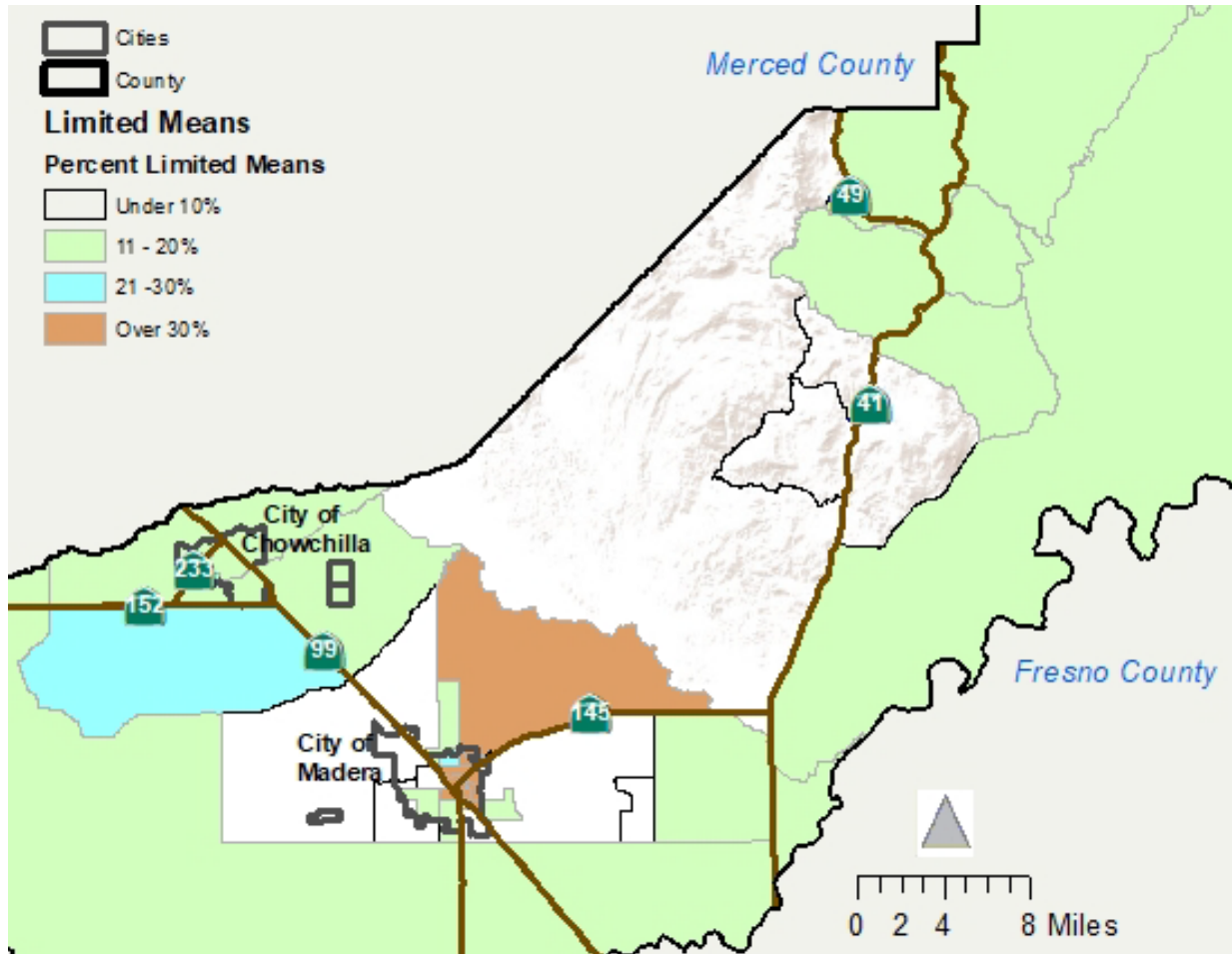
Figure 5: 2020 Estimate of Persons of Limited Means



Source: U.S. Census Bureau, 2016-2020 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



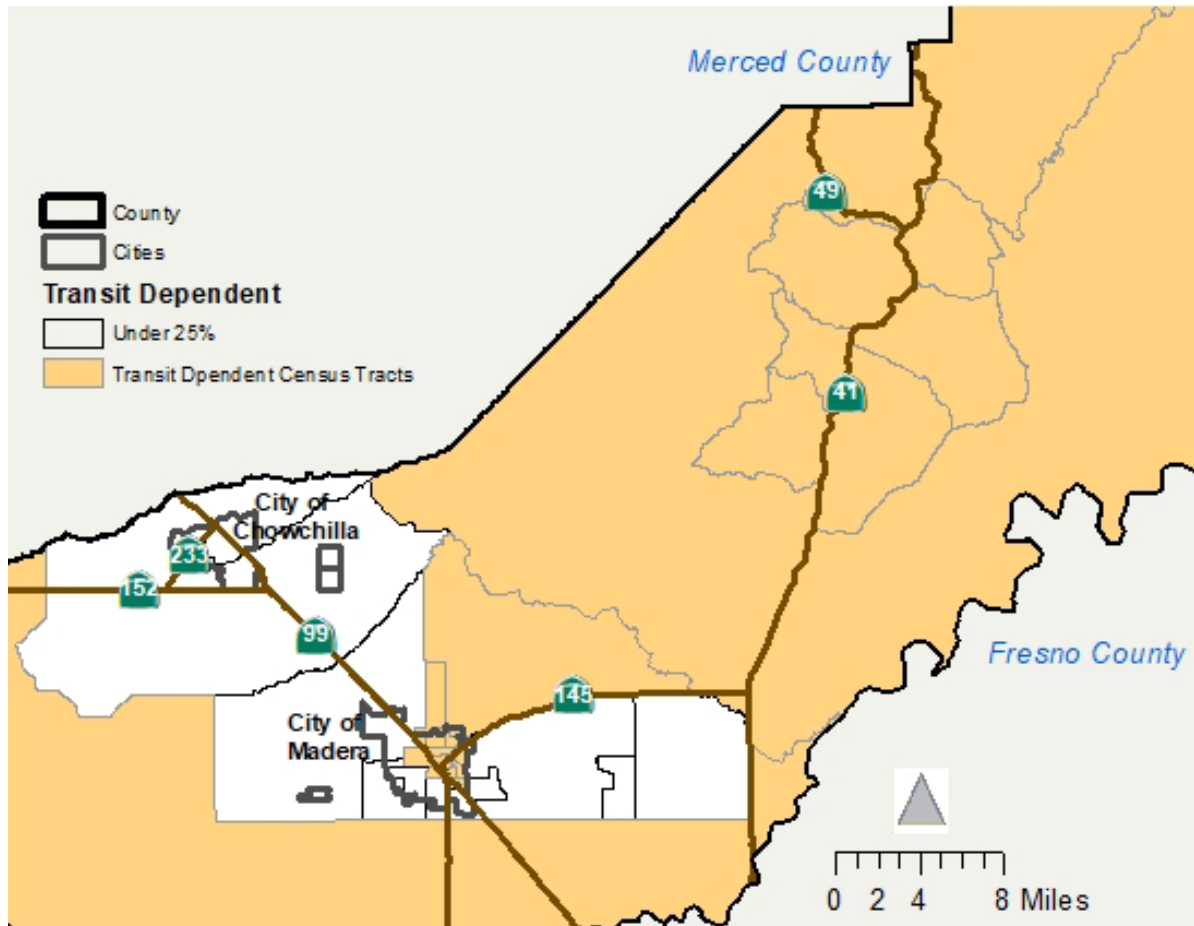
Source: U.S. Census Bureau, 2016-2020 5-Year ACS (Table S1701)

As shown on the map above, the highest percentages of people living below the FPL are in the areas of the City of Madera and County areas south of Chowchilla and north east of the City of Madera. 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 the rural Eastern Madera County and Valley area.

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 Metro) fixed-route system and Dial-A-Ride, a general public demand-responsive system. Both services are operated under contract with MV 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 42,288 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 5,581 riders annually. The County of Madera contracts with the City of Madera to provide this transit service outside the Madera city limits.

Figure 8: Madera Metro Service Area Map

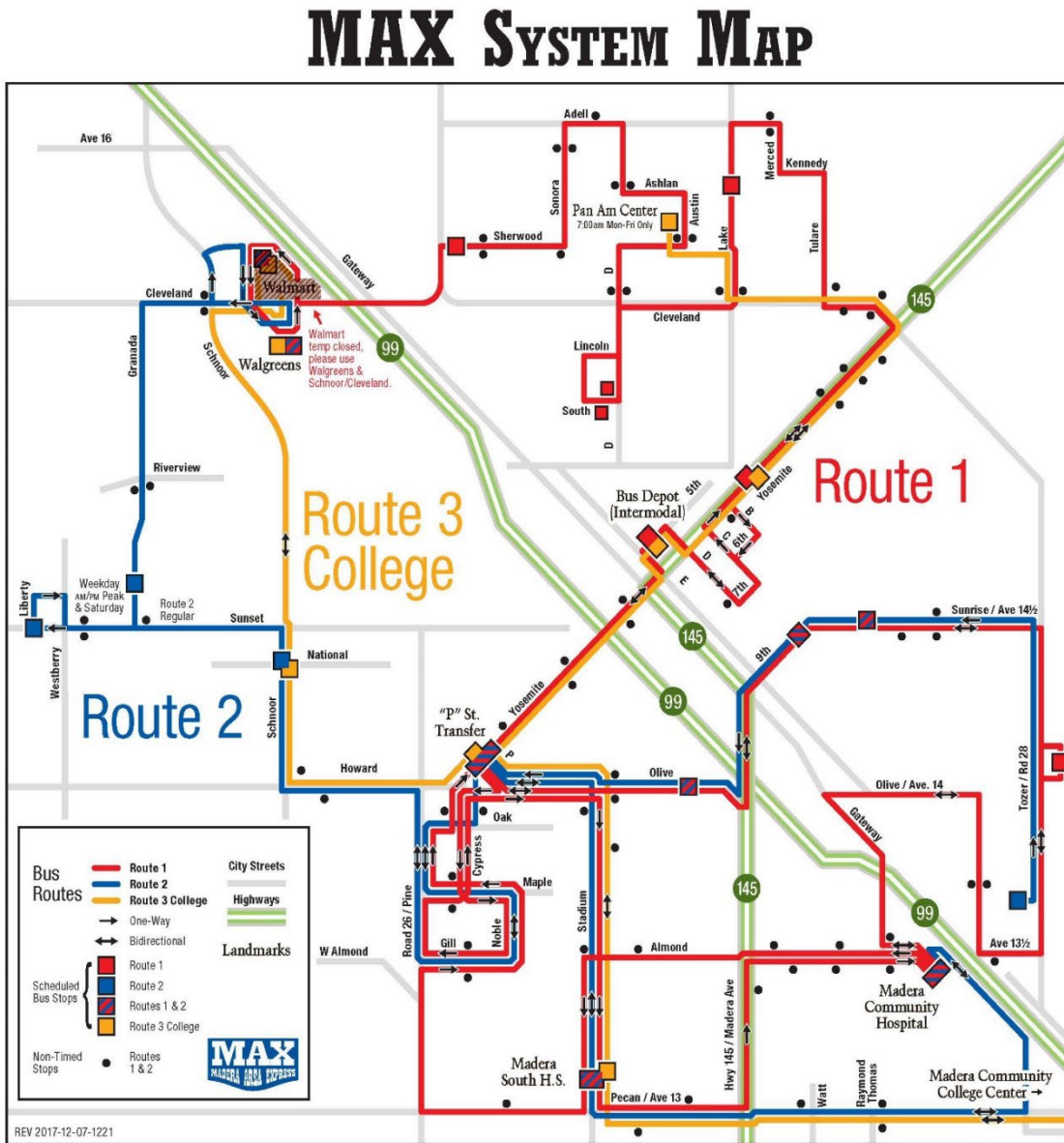
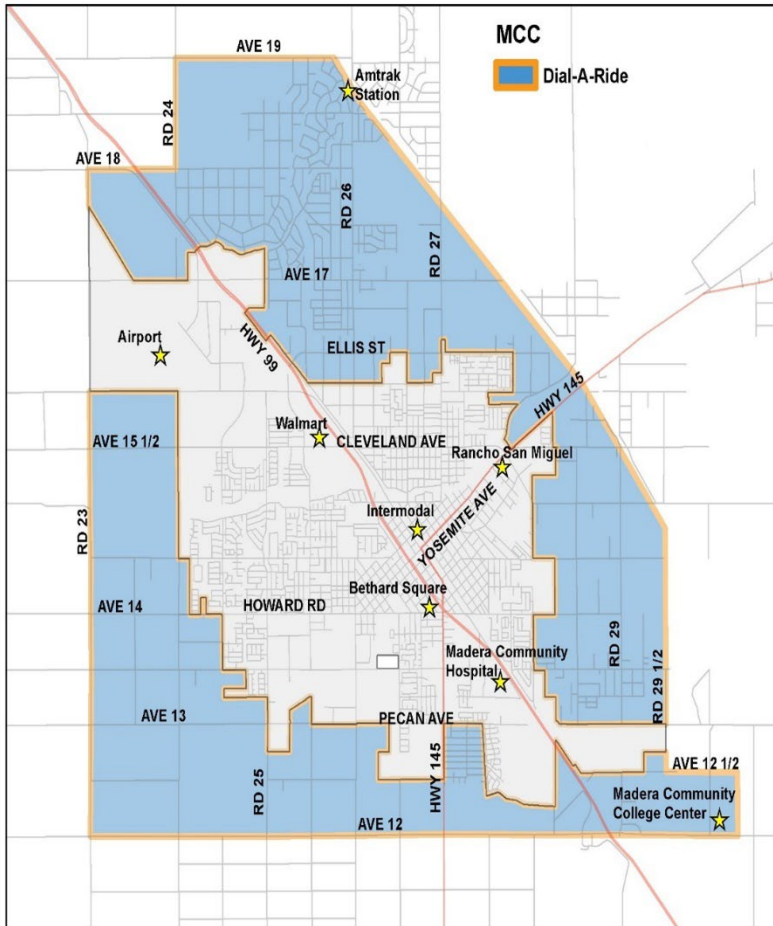


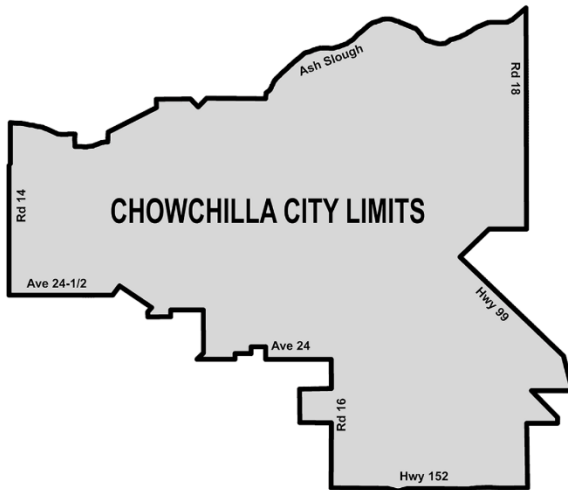
Figure 9: DAR Service Area Map



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. As shown in Figure 10, the CATX service area encompasses the City limits of Chowchilla.

Figure 10: CATX Service Area Map



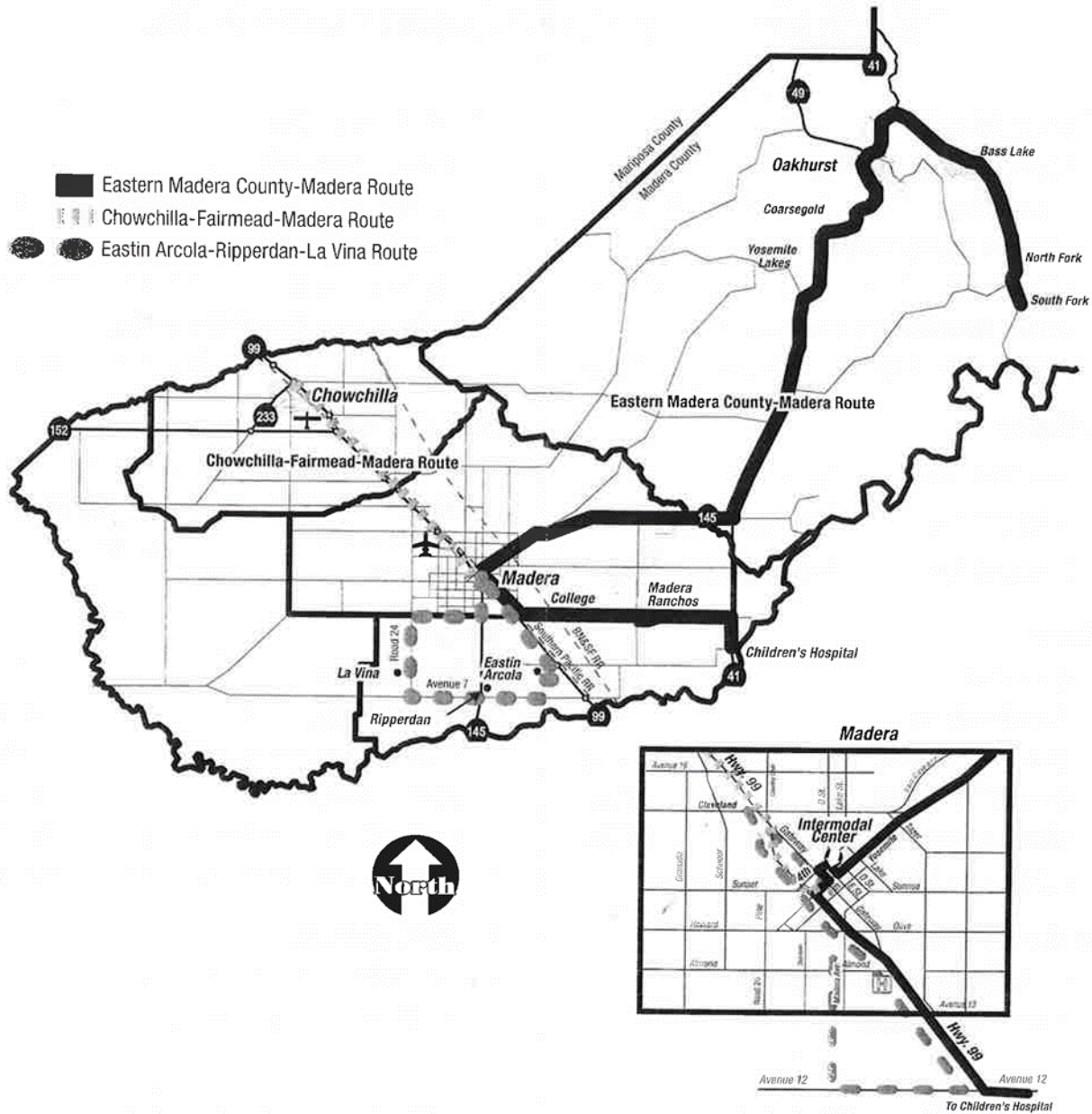
COUNTY OF MADERA

Madera County currently manages a general public, fixed-route system, a specialized senior transit service and a demand-response service, which is operated by Fresno Economic Opportunities Commission. 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. The County initiated additional runs on this route in 2022.

Figure 11: MCC Service Area Map

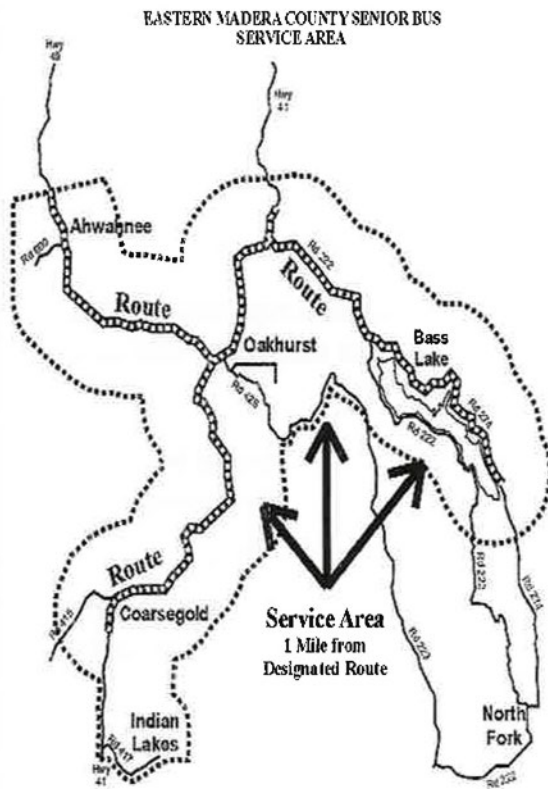
MADERA COUNTY CONNECTION SYSTEM MAP



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.

Figure 12: Eastern Madera County Senior Bus Service Area Map



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 has vanpools originating in 22 counties in California including Madera, Fresno, Kings, Merced, San Joaquin, and Tulare.

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 60, 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 3 Madera County Transit Service FY 2020-21

TRANSIT SERVICE	PASSENGERS	REVENUE MILES	REVENUE HOURS
Fixed Routes	58,078	409,331	13,970
Para-Transit	24,038	125,594	13,970
totals	82,116	534,925	34,569

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 Madera Metro/DAR and distribute them (in some cases at no charge) to their clients or students.

- Madera Metro
- 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

Additionally, due to the Covid-19 Pandemic, Madera Metro instituted a free fare system during 2020 and it has remained fare free up to the writing of this report.

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. The Coordinated Plan is being updated and expected to be finalized this year.

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 twelve (12) 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 one time 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 are 9 vans that operates out of 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 101 public comments regarding potential unmet transit needs, service improvement requests, and community needs in the region. This year the outreach was done in a hybrid format. MCTC received many comments from the community. Due to COVID-19, MCTC did not receive the same amount of comments that have been received in the past. 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. MCTC planned for the required public hearing and additional workshops however, due to COVID-19, MCTC conducted the public hearing in a hybrid format, in person and via GoToWebinar. MCTC also emphasized the importance of submitting comments via email, phone, or mail.

Below is a list of places where the public hearing was publicized:

- Notice of the public hearing was circulated in the Madera Tribune on March 12, 2022 (Figure 13, below).
- Notice and information regarding the hearing was posted on maderactc.org and MCTC's Facebook page
- 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 April 2022. The flier (in English and Spanish) contained information about the hearing date, 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 14 and 15.
- Information regarding the hearing were either mailed or emailed to a list of interested individuals and organizations. See Table 4 below.
- Special fliers (in English and Spanish) were posted at the following locations and more:
 - a) Madera County Library
 - b) 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
 - Visual announcements (in English and Spanish) regarding the hearing were placed on all buses.

A Spanish language interpreter was available, in person, at the hybrid Public Hearing.

Unmet Transit Needs FY 2022-2023
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Figure 13: Proof of Publication



PUBLIC NOTICE

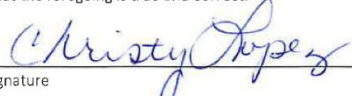
MADERA COUNTY TRANSPORTATION COMMISSION

REF. NO. 4807

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 12, 2022

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


Signature

DATED: MARCH 12, 2022

Proof of Publication
The Madera Tribune | P.O. BOX 269 | Madera CA 95371
Adjudged a newspaper of general circulation by court decree N
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 20, 2022 at 3:00 p.m., through a hybrid combination of in-person and/or all virtual attendance. This meeting will take place at the Madera-Cowley Board Chambers, 200 West 4th Street, 1st Floor, Madera, California 93637 and via teleconference using GoToWebinar. To participate in the live hearing via GoToWebinar, you must follow the link below and register to attend:

<https://attendee.gotowebinar.com/register/1681053644796044048>

After registration, you will receive important information about how to call-in to the Webinar. In person testimony will take place at the Madera County Board Chambers.

MCTC staff encourages you to submit your comment utilizing other strategies such as our online survey, email, mail, or by phone. Each comment received will be read to the Board directly to make sure your voice is heard. One of the aforementioned ways to submit a comment will be the best and most effective, given the current circumstances.

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 or English or require other special accommodations in order to testify, please contact the Commission at (559) 675-0721 or publiccomment@maderactc.org by April 14, 2022, at 3:00 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, 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 provide comments to MCTC staff regarding any transportation needs not being met by the current transit systems. 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 that are unable to participate in the hearing via GoToWebinar, or in person, are encouraged to submit their comments in writing prior to April 22, 2022 for inclusion in the public record. You may email publiccomment@maderactc.org, call 559-675-0721 ext. 7, send your comment to 2001 Howard Road, Suite 201, Madera, CA 93637 or take the survey at the below link: <https://www.surveymonkey.com/r/UTN2022>

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

La Comisión de Transporte del Condado de Madera (MCTC, por sus siglas en inglés) llevará a cabo una Audiencia Pública para tomar testimonio en cuanto a las necesidades de transporte dentro del Condado de Madera. La audiencia tendrá lugar el miércoles, 20 de abril, 2022 a las 3:00 p.m., a través de un seminario web, GoToWebinar. Esta reunión se llevará a cabo en el Madera County Board Chambers, 200 West 4th Street, 1st Floor, Madera, California 93637 y virtualmente. Para participar en la audiencia en vivo, usando GoToWebinar, debe seguir el siguiente enlace y registrarse para asistir:

<https://attendee.gotowebinar.com/register/1681053644796044048>

Después del registro, recibirá información importante sobre cómo llamar al seminario web. El testimonio en persona se llevará a cabo en las Cámaras de la Junta del Condado de Madera.

El personal de MCTC le recomienda que envíe su comentario utilizando otras estrategias, como nuestra encuesta en línea, correo electrónico, correo postal o por teléfono. Cada comentario recibido se leerá directamente a la Junta para asegurarse de que se escuche su voz. Una de las formas antes mencionadas de enviar un comentario será la mejor y más efectiva, dadas las circunstancias actuales.

Un intérprete de español estará disponible durante la audiencia pública para aquellos que deseen testificar ante la Comisión en español. Si desea testificar en un idioma que no sea español o inglés o necesita otras adaptaciones especiales para testificar, comuníquese con la Comisión al (559) 675-0721 o publiccomment@maderactc.org antes del 14 de abril de 2022, antes de las 3:00 p.m.

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, 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 la cual se necesita el servicio, y cualquier otra evidencia de datos en apoyo, que ayudarán en la evaluación de lo "razonable" del servicio pedido.

Se anima a aquellos que no pueden participar en la audiencia a través del GoToWebinar, o en persona, a enviar sus comentarios por escrito antes del 14 de abril de 2022 para su inclusión en el registro público. Puede enviar un correo electrónico a publiccomment@maderactc.org, llamar al 559-675-0721 extensión 7, enviar su comentario a 2001 Howard Road, Suite 201, Madera, CA 93637 o completar la encuesta en el siguiente enlace: <https://www.surveymonkey.com/r/UTN2022>

No. 4807 - March 12, 2022

Figure 14: Unmet Transit Needs Hearing Flier 2022- English

UNMET TRANSIT NEEDS Public Comment Process

There will be a PUBLIC HEARING on Wednesday, April 20, 2022 at 3:00 pm at the Madera County Board Chambers at 200 West 4th St, 1st Floor, Madera CA 93637 for public comments on public transit needs in Madera County.

Please register here to participate virtually:
<https://attendee.gotowebinar.com/register/1681053644796044048>

If you wish to call in, you will be in listen only mode unless you register and join online. Listen only phone:
213-929-4221
877-309-2074 (toll free)
Access code: 657-098-138

To participate via telephone only,
submit comments via email to publiccomment@maderactc.org or
call 559-675-0721 ext. 7

Attendance is not mandatory for participation. If you are unable to attend the GoToWebinar hearing, please send written comments to:

2001 Howard Road, Suite 201
Madera, CA 93637
Or email: evelyn@maderactc.org
Or call: 559-675-0721 ext. 5

A photograph of the Madera County Board Chambers building, a large, classical-style stone structure with a prominent clock tower and a flagpole in front. The building is surrounded by trees and a modern glass-walled building is visible in the background.

Figure 15: Unmet Transit Needs Hearing Flier 2022- Spanish

NECESIDADES DE TRÁNSITO NO SATISFECHAS

Proceso de comentario público

Habrà una AUDIENCIA PÚBLICA el miércoles 20 de abril de 2022 a las 3:00 p. m. en las Cámaras de la Junta del Condado de Madera en 200 West 4th St, 1st Floor, Madera CA 93637 para comentarios públicos sobre las necesidades de transporte público en el Condado de Madera.

Regístrese aquí para participar virtualmente:

<https://attendee.gotowebinar.com/register/1681053644796044048>

Si desea llamar, estará en modo de solo escuchar a menos que se registre y se una en línea. Para solo escuchar:

213-929-4221

877-309-2074 (gratuito)

Código de acceso 657-098-138

Para participar solo por telefono, envíe comentarios a:

publiccomment@maderactc.org o

llame al 559-675-0721 ext. 7

Ir en persona no es obligatorio para participar. Si no puede asistir a la audiencia de GoToWebinar, envíe sus comentarios por escrito a:

2001 Howard Road, Suite 201

Madera, CA 93637

O correo: evelyn@maderactc.org

Or llame: 559-675-0721 ext. 5

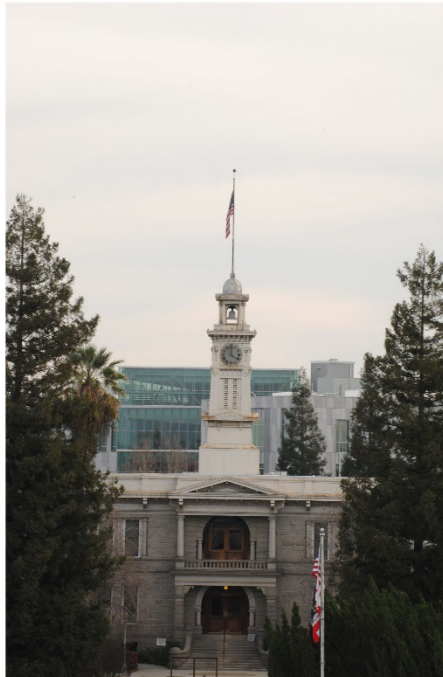


Table 4: List of Interested Individuals and Organizations

AGENCY	ADDRESS
City of Chowchilla	145 Robertson Boulevard, Chowchilla, CA 93610
MV – 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	1626 Sunrise Ave., Madera, CA 93638
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
First 5 Madera County	525 E Yosemite Avenue, Madera, CA 93638
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	2037 West Bullard Ave. #512, Fresno, CA 93711
Community Integrated Work Program	980 Emily Way, Madera, CA 93637
Kings View Community Services	125 South D Street #101, Madera, CA 93638
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

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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	41016 Ave 11, Madera, CA 93636
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	2210 San Joaquin St. Fresno, CA 93721

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Fairmead and Friends	P.O. Box 517, Chowchilla, CA 93610
Chowchilla Senior Center	130 S. Second St. Chowchilla, CA 93610
Madera Counseling Center	14277 Rd 28, Madera, CA 93638
Madera County Food Bank	225 South Pine, Madera, CA 93637
Valley Children's Hospital	9300 Valley Children's Pl., Madera, CA 93638

INDIVIDUALS

Cynthia Ortegon	Russell Shaw
Daniel Rivera	Sandra Martin
Doris Harley	Gwendolyn Palmer
Jose Munera	Linda Clark
Mike Fuller	Modesta Avila
Nancy Fitzgerald	Pamela Mashack
Ray Luna	

[Analysis of the Comments Received at the Public Hearings](#)

The following tables provide a summary of the public comments that were received. One of the public comments was 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 comments and determined that for Fiscal Year 2022-2023 there are no **unmet transit needs, including transit needs that are reasonable to meet**. MCTC staff concur with the SSTAC’s finding. See Figure 16 and 17.

All comments were compiled and included with the SSTAC agenda for May 9 and 16, Appendix D and E, respectively. Agenda items of the meetings held by the SSTAC this fiscal year are also be included in the Appendix.

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Table 5: SSTAC Analysis of Potential Unmet Transit Needs FY 2022 – 2023

Analysis of Comments Received During the FY 22/23 Unmet Transit Needs Process						
#	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
Workshops						
1	County	MCC/ La Vina	6 PM bus route reinstatement	No		Expanded service already. Additional day since March, on Monday. County will be monitoring ridership.
2	County	MCC/ La Vina	Bus Service on Monday	No		See above.
3	County	MCC/ La Vina	More Dial A ride eligibility	No		There is fixed route in this area. Dial-A-Ride will be considered in the future with the service improvement plan.
4	City of Madera	Metro	Maps at the bus shelters to show where people are at and the direction/connections.	No		Increase signage to improve visibility and user friendliness (METRO) is being addressed with permanent solution coming with the Madera transit plan (May 2023). County is working on purchasing sign for bus location with more information.
5	City of Madera	Metro	The buses need better signaling. Community members have used the bus and being dropped off at the stop they didn't want to wait for a connection bus. It was not clearly understood that the bus would not directly drop them off.	No		Technology enhancement is being looked at. First lower scale improvement gearing towards larger scale.
6	City of Madera	Metro	Shelters and seats needed.	No		More information needed. There is a revamping on all routes so it will be evaluated as the city moves forward.
7	City of Madera	Metro	More frequency for METRO. Hospital route takes too long, now 2 hours instead of 30 minutes.	No		Part of driver shortage during Covid and being addressed.
8	City of Madera	Metro	Walmart Stop	Yes	Yes	Part of Madera Transit plan to Study. Under review at this time.
9	City of Madera	Metro	Bus taking too long cause delays, so community members lose their doctors	No		Part of driver shortage during Covid and being addressed.

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			appointments and have to re-schedule doctor's appointments.			
10	City of Madera	Metro	Bus stop condition: No bus shelter to wait for bus or seat.			There is a revamping on all routes so it will be evaluated as the City moves forward.
11	County	MCC	More La Vina bus stops.	No		Under Consideration for improvement plan.
12	City of Madera	Metro	Tulare St does not have bus stops.	No		Residential area; there are bus routes on main streets (Cleveland stop). There are liability issues. Dial-A-Ride available for door-to-door.
13	City of Madera	Metro	Cleveland, there are bus stops bus stops but more needed and shelters needed.	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
14	City of Madera	Metro	Yosemite, Adell St., Cleveland, behind Monroe St., RD 29, Rd 28, 13, 15, 14 no bus stops or shelter.	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
15	City of Madera	Metro, MCC	More direct routes. It takes too long. More buses.	No		Service expanded since March 1.
16	County	MCC	Almost total lack of public transportation. There is an inability to reach services (School, adult school) for students. Service to reach the College. YARTS used to give service, but the County did not believe in it.	No		These are the types of improvements that MCC is continuously looking at. Ongoing review. YARTS routes are reviewed by another agency.
Comment Cards						
17	City of Madera	Metro	More buses for whoever doesn't have a car by Abby St.	No		There are liability issues in residential areas. Dial-A-Ride provides Door-to-door service.
18	City of Madera	Metro, DAR	My main concern about the bus stop are the following: as a resident, I'm not considered part of the city because I reside on Posey Ave/28 ¼ Rd. Now I do have 2 bus stops near by now but they are a walking distance. Unfortunately, during rainy seasons there isn't much protections against the rain. Although I no longer commute using public transport I do see other resident standing near the bus stop to seek shelter from rain or sun. also, hours of waiting time are so off schedule	No		There are liability issues in residential areas. Dial-A-Ride provides Door-to-door service.

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			although I know they try their best it was a struggle for myself to go out to school on time because of waiting time or constant stops.			
19	City of Madera	Metro, DAR	I live on Posey Ave, crossing rd is 28 ¼ in Madera the only bus stop close to me is on Tozer near Cotton Creek Apartment, in the bus would pass every 15-30 min on time and as scheduled I would be able to get to work but due to Covid I have not been able to catch the bus because to get to work it would end up not coming until 30 more minutes after and ended up walking and me being pregnant. Also tried dial-a-ride they tell me to schedule an appointment which it would not benefit me because I need it right away.	No		Part of driver shortage during Covid and being addressed.
20	City of Madera	Metro, DAR	Fresus Way and Olive Avenue More transit	No		There are liability issues in residential areas. Dial-A-Ride provides Door-to-door service.
	City of Madera		More streetlights	No		Refer to Public Works Department.
21	County	MCC	More public transit in La Vina area	No		Service expanded since March 1.
	County		Improve streets Sidewalks for La Vina school More streetlights	No		Refer to Public Works Department.
22	City of Madera	Metro, DAR	Wilson St and Davis St More bus stops More bus shelters Improve public transit	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
	City of Madera		Improve the streets, there are tons of potholes More streetlights, the streets are very dark	No		Public works will receive the comments

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23	City of Madera	Metro, DAR	Ellis Street More bus stops Public transit	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
	City of Madera		Improve Ellis St. A stop sign	No		Refer to Public Works.
24	City of Madera	Metro, DAR	Lake St and 5 St. Improve public transit Bus stop	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
	City of Madera		More sidewalks for walking	No		Refer to Public Works.
25	City of Madera	Metro, DAR	Cleveland Ave and Owens St. Bus drivers are not polite, please improve.	No		Customer service training and safety training already provided. More training will be coming up in-person. Driver shortage is being addressed and that is expected to improve customer service.
	City of Madera		There is too much garbage from homeless people	No		Refer to Public Works.
26	County	MCC	Improve public transit More stops	No		These are the types of improvements that MCC is continuously looking at. Ongoing review.
27	County	MCC	Improve public transit	No		These are the types of improvements that MCC is continuously looking at. Ongoing review.
	County		Improve La Vina school More streetlights	No		Refer to Public Works.
28	County	MCC	Improve public transit (it charges a lot)	No		Fares have not been raised for over 20 years. It will be considered in the future when the County has more capacity.
	County		More Street lights in La Vina St., Uvas Ave., Paraiso St., Ave 9.	No		Refer to Public Works.
	County		More sidewalks for students.	No		Refer to Public Works.
	County		Bike lanes	No		Refer to Public Works.
29	County	MCC, DAR	More Street lights, it is dark at night More sidewalks, there aren't any Improve public transit. They charge a lot. Fix streets Rd 27, Rd 24, Rd 25, Ave 7. Bike lanes.	No		Refer to Public Works.
30	County	MCC	Improve public transit.	No		There is on-going assessments and service improvement.

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31	County		More bike lanes so children can use their bicycles. More patrolling around La Vina streets.	No		Refer to Law Enforcement.
32	County		Potholes in Yosemite Trash around Riverside More stop signs (4th st) More street lights (4th St)	No		Public works will receive the comments
33	County		Potholes around Tulare St Wessmith Way, speeding Sidewalks Lighting	No		Public works will receive the comments. Refer to Law enforcement.
34	County		Road 28 and 13 ½ Ave Sidewalks for children to go to school Stop signs Street lights because it is very dark Fix the streets	No		Refer to Public Works.
35	County		Fix potholes, there are too many. More traffic lights around 18 ½ for children safety .	No		Refer to Public Works.
36	City of Madera		Lives by Lake St. He would like more information if it would be possible to add more stop signs.	No		Refer to Public Works.
37	County		More streetlights and street improvements because it is hard to cross the streets. Rd 28 ½ and 13 ¼.	No		Refer to Public Works.
38	City of Madera		Put a stop sign between the street by the Pan American Park. There are always accidents happening, it is dangerous especially it being close to where children are present.	No		Refer to Public Works and Law Enforcement.
39	City of Madera		Merced St and Fresno St, Green Way Stop signs Lighting is very dim	No		Refer to Public Works.
40	City of Madera		Katherine St More streetlights and stop signs. There are many accidents in this area.	No		Refer to Public Works and Law Enforcement.
41	City of Madera		I would like to get more stop signs by Sherwood St and Lake St. There is a lot of accidents on that Road. Thank you.	No		Refer to Public Works and Law Enforcement.

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42	City of Madera		Improvements to Tulare St. More stop signs More sidewalks	No		Refer to Public Works.
43	City of Madera		Improve E. Yosemite Ave. Fix streets. More stop signs for children's safety around MLK, Sierra Vista, and Millview School.	No		Refer to Public Works.
44	County		I would like that streets: 13 ¼ and Rd. 29 be fixed. And more stops signs and traffic lights	No		Refer to Public Works.
45	City of Madera		Fix Gateway, SR 145, there are too many potholes	No		Refer to Public Works.
46	City of Madera		Fix E. Yosemite Ave. Lots of potholes.	No		Refer to Public Works.
47	County		La Vina streets: Ave 9, 8 ½, 8. Rd 24, 23 are in bad conditions.	No		Refer to Public Works.
48	City of Madera		I would like more street lighting. Fix roads.	No		Refer to Public Works.
49	County		Fix potholes on 17 ½. The potholes affect car tires.	No		Refer to Public Works.
50	City of Madera		More lighting around Davis St. it is very dark. Fix streets there are many potholes.	No		Refer to Public Works.
51	City of Madera		Improve streets. Fix road potholes. Improve pedestrian infrastructure. More recreation areas.	No		Refer to Public and Parks and Recreation Department.
52	City of Madera		I would like to see more stop signs on SR 145 because there are many accidents there.	No		Refer to Public Works.
53	County		I would like 28 ½ and 13 ¼ to be fixed. There are many potholes and add more stop signs.	No		Refer to Public Works.
54	City of Madera		E Yosemite is very dark at night, it needs more streetlights.	No		Refer to Public Works.
55	City of Madera		More Street lights on E. Yosemite Ave.	No		Refer to Public Works.
56	City of Madera		I live by B St and A St. For children's safety when going to school: Streets are in bad conditions, they need fixing. It is very dark at night, more streetlights.	No		Refer to Public Works.

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57	City of Madera		More Street lights and fix those that do not work. Get more patrols day and night. Azalea Ave, Road 29, fix parks, clean the streets	No		Refer to Public Works.
58	City of Madera		Lilly St and Sunrise Ave Traffic light for children's safety for school (Virginia). Add speed bumps on Sunrise Avenue and Lilly St. Speed signs for cars, so they reduce speed Public transit	No		Refer to Public Works and Law Enforcement.
59	City of Madera		E. Yosemite Ave.	No		Not enough information.
60	City of Madera		Streets around schools for children's safety.	No		Not enough information.
61	City of Madera		N Lake and Sherwood St. add stop sign	No		Refer to Public Works.
62	City of Madera		Austin and Martin St. Repair Streets More Street lights because they are dark Sidewalks for House entrances	No		Refer to Public Works.
63	City of Madera		I live by Millview school, I would like more stop signs, thanks.	No		Refer to Public Works.
64	City of Madera		N. L St. I would like pavement where I live because I live by an alley. Thank you.	No		Refer to Public Works.
65	City of Madera		Washington Ave and Washington, or Crossing St. Sidewalks Fix the streets, the potholes for cars	No		Refer to Public Works.
66	City of Madera		Cross St and Lily St, Magnolia St, Washington St. Sidewalks Fix Streets More streetlights Stop signs	No		Refer to Public Works.
67	City of Madera		I live by Sherwood Way and Lake St. there are too many accidents Stop signs to prevent car accidents and it is dangerous for children in the park.	No		Refer to Public Works.
68	County		Improve streets Ave 12 and 10	No		Refer to Public Works.

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69	City of Madera		Sonora Street and Cleveland Ave Fix streets and potholes Add speed bumps because cars speed on the streets More safety for school children	No		Refer to Public works and Law Enforcement,
70	Chowchilla		Improve streets More speed bumps cars speed a lot	No		Refer to Public works and law-enforcement.
71	City of Madera		Sunrise and Lilly St. More police officers More speed bumps, cars speeding More speed signs	No		Needs to be referred to Law Enforcement.
72	County		Rd 29 ½ and Ave 8 More speed bumps: cars speed Fix streets More signs for children's safety	No		Refer to Public works and Law Enforcement.
73	County		Rd 29 ½ and Ave 8 Speed bumps, cars speed on the streets and it is dangerous for students.	No		Refer to Public works and Law Enforcement.
74	County		Rd 29 ½ and Ave 8 Eastin Arcola Fix streets for students safety Add speed bumps, there are races on the streets.	No		Refer to Public works and law-enforcement.
75	County		Fix streets: Ave 9, Rd 24, Ave 8, 8 ½, Rd 25 More stop signs Add speed bumps on Ave 9 because cars race down the street	No		Refer to Public works and law-enforcement.
76	County		Add speed bumps on Ave 9 because cars race down the street	No		Refer to Public works and law-enforcement.
76	County		Drainage problems when it rains on Paraiso St. Fix streets: Road 24, 23, Ave 7, 8, 8 ½, 7 More streetlights, very dark streets, it helps safety.	No		Refer to Public works Department.
Comments from Leadership Council for Justice and Accountability Counsel Letter 2022-23						
77	City of Madera	METRO	A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.	No		City working on reducing headway time and hiring more drivers to improve that.

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78	ALL	ALL	B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.	No		Fares have not been raised for over 20 years. It will be considered in the future when the County has more capacity.
79	County		C. Residents and transit users report a need for street lighting in La Vina, Fairmead, and Madera County to ensure transit users' first and last miles are safely lit.	No		Refer to Public Works department.
80	City of Madera		D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.	YES	YES	County will look into this. Contractor currently clean in a regular basis. METRO is looking to improve sanitation around transit stops. City of Chowchilla provides garbage pick up for those.
81	County		E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit. A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres. One of the reasons it is critical that communities have sidewalks to connect residents to bus stops is to ensure ADA accessibility for transit	No		Refer to Public Works Department.

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			users who use wheelchairs.			
82	County		F. Residents from Fairmead and Madera County report the need for speed reduction infrastructure near schools for the safety of children . For instance, residents in Fairmead have been asking Madera County and MCTC for speed bumps or other similar speed reduction infrastructure in front of Fairmead Elementary school on Ave. 22 3/4.	No		Refer to Public Works Department
83		All	G. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is traveling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.	No		On-going evaluation

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84	County	MCC	H. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.	No		Under evaluation depending on talks with Fairmead community. They have expressed interest in a location near future community center, which is still in location planning process
85	County	MCC	I. Residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible in collaboration with Fairmead residents, and oversee progress to ensure this project stays on track and remains coordinated with the planning efforts for the Fairmead Library & Community Center.	No		Under evaluation depending on talks with Fairmead community. They have expressed interest in a location near future community center, which location is still in the planning process.
86	City of Madera	METRO	J. Indigenous residents and transit users in Madera County have elevated they want more bus stops, specifically in Parksdale and Cesar Chavez Elementary school areas and more frequent bus stops.	No		There is a revamping on all routes so it will be evaluated as the City moves forward.
87	County	MCC	K. Indigenous residents and transit users in Madera County have elevated the need for stop signs on Avenue 13 and Avenue 14 ½.	No		Refer to Public Works Department.

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Comments from Leadership Council for Justice and Accountability Counsel Letter Previous Years						
88	County	MCC	The Chowchilla-Fairmead-Madera schedule must be extended to the weekends to afford transit users improved access to this essential route	No		Previously Addressed
89	County	MCC	The schedule must be updated to include more frequent routes, both Northbound to Chowchilla and Southbound to Madera;	No		Previously Addressed
90	County	MCC	A second stop must be added on the Northern side of Fairmead around the vicinity of Avenue 23 to ensure that this curcial 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 1/2 near Fairmead Blvd, riders who live on the other side of the community are not able to easily access the route.	No		Previously addressed.
91	County	MCC	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit. Extend to rest of the week including weekends and	No		Previously Addressed
92	County	MCC	Additional routes during the day.	No		Previously Addressed
93	City of Madera	Metro	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;	No		Previously Addressed.
94	City of Madera	Metro	Installation of trash cans on MAX buses	No		Previously Addressed.
95	City of Madera	Metro	Thirty-minute incremented bus service on all MAX routes;	No		Previously Addressed.
96	City of Madera	Metro	Improvements to the "Dial-a-Ride" Dispatch system	No		Working on system updates.
97	City of Madera	Metro	Extended MAX service operation on weekends;	No		Previously Addressed.

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98	All	Metro, MCC	Equip bus stops and buses with route-related signage	No		Previously Addressed.
99	All	All	Apply for grant funding to secure free rides for students	No		Already implemented.
100	All, MCTC	All	Pursuit of regional funding for an electric rural rideshare program	No		Looking into Countywide rideshare service.
101	All	All	Mandated discrimination prevention and accessibility training for all Madera County Transit Staff	No		Drivers already have this training; in-person training will resume shortly.
NOTE: Formatted to fit page. Original document included in the appendix.						

Appendices

- A. Social Services Transportation Advisory Council Meeting Agenda – January 28, 2022
- B. Social Services Transportation Advisory Council Meeting Agenda – February 4, 2022
- C. Social Services Transportation Advisory Council Meeting Agenda – April 1, 2022
- D. Social Services Transportation Advisory Council Meeting Agenda – May 9, 2022
 - Leadership Counsel of Justice and Accountability Letter
- E. Social Services Transportation Advisory Council Meeting Agenda – May 16, 2022
- F. Recommendation To MCTC Board From SSTAC

APPENDIX A

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – JANUARY 28, 2022



Meeting of the Social Services Transportation Advisory Council

LOCATION

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

SPECIAL NOTICE: Precautions to address COVID-19 (a.k.a the “Coronavirus”) will apply to this meeting. See below Special Notice for additional details.

DATE

January 28, 2022

TIME

1:00 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Is Disabled
Fern Facchino	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of a Transit Provider
Ellen Moy	Representative of a Transit Provider
Anabel Miranda	Local Social Service Provider for Persons of Limited Means
Vacant	Representative of the Local Social Service Provider for Disabled
Michelle Herrera	Representative of the Local Social Service Providers for Seniors
Alycia Falley	Representative of the Local Social Service Providers for Disabled
Vacant	Representative of the Local Social Service Provider for Seniors

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.

Important Notice Regarding COVID 19

The meeting of January 28, 2022 will take place remotely in accordance with Government Code Section 54953(e) et seq. (AB 361), and Resolution No. 21-15 Amendment No. 4, as adopted by the Madera County Transportation Commission Policy Board on January 19, 2022. The Madera County Transportation Commission (MCTC) Board Room will be closed, and the SSTAC Members and staff will be participating in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public may participate in the meeting electronically and shall have the right to observe and offer public comment during the meeting.

You are strongly encouraged to participate by joining the meeting from your computer, tablet, or smartphone.

<https://global.gotomeeting.com/join/523753789>

You can also dial in using your phone.

United States: [+1 \(646\) 749-3122](tel:+16467493122)

Access Code: 523-753-789

If you wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in GoToWebinar and you will be called on by the chair during the meeting. If you are participating via telephone only, you can submit your comments via email to publiccomment@maderactc.org or by calling 559-675-0721 ext. 8. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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

AGENDA

At least 72 hours prior to each regular MCTC Social Services Transportation Advisory Council meeting, a complete agenda packet is available for review on the MCTC website at <http://www.maderactc.org> 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 18 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

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

Agenda

Item	Description	Enclosure	Action
1.	Call to order		
2.	Public Comment		
3.	New Member Orientation Roles and responsibilities Handout SSTAC Bylaws	Yes	Discussion
4.	Election of Officers Vice-Chair	No	Action
5.	Minutes of the July 15, 2021 SSTAC Meeting	Yes	Action
6.	SSTAC Member Vacancies	No	Discussion
7.	Unmet Transit Needs Definition- Continued Worksheet Next Steps	Yes	Action
8.	Short Range Transit Development Plan	No	Presentation
9.	Madera County Coordinated Public Transit Human Services Transportation Plan	No	Presentation
10.	Discuss Future Meetings Quarterly Schedule UTN timeline	No	Discussion
11.	Miscellaneous	No	Discussion
12.	Adjournment		

“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.

Social Services Transportation Advisory Council Rules

The Social Services Transportation Advisory Council (SSTAC) was established under the requirements of the Transportation Development Act. The SSTAC serves as an advisory body to the Madera County Transportation Commission (MCTC) regarding the transit needs of residents of the Madera Region, including, but not limited to, transit dependent and transit disadvantaged persons such as the elderly, disabled, and persons of limited means.

The SSTAC shall be governed by the following rules.

A. RESPONSIBILITIES

1. Advise MCTC on the following:
 - a. Transit needs of the general public (e.g. hours of service, new bus routes, shorter headways, etc.) including, but not limited to, transit dependent and transit disadvantaged persons such as the elderly, disabled, and persons of limited means.
 - b. Coordination between transit service providers in the region.
 - c. Other issues the membership believes are relevant to transit in the Madera Region (i.e. potential review of transit grant applications, coordination/consolidation of specialized transit services, connections to interregional transit services, etc.)
2. Annually participate in the identification of transit needs in the Madera Region, including unmet transit needs that may exist and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services.
3. Annually review and recommend action by MCTC which finds, by resolution, that:
 - a. there are no unmet transit needs;
 - b. there are no unmet transit needs that are reasonable to meet; and/or
 - c. there are unmet transit needs, including needs that are reasonable to meet.

B. PARTICIPANTS

1. SSTAC meeting participation shall include seven members per statutory guidelines (see Public Utilities Code Section 99238 below):
 - (a) One representative of potential transit users who is 60 years of age or older.
 - (b) One representative of potential transit users who is disabled.
 - (c) Two representatives of local social 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 the disabled, 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 service 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.

(g) The MCTC Board of Commissioners may appoint additional members in accordance with the procedure in subdivision (b) of Section 99238 of the Government Code.

2. In appointing council members, MCTC shall strive to attain geographic and minority representation among council members.

C. TERM OF OFFICE

1. The term of appointment shall be for three years and may be renewed.

D. VACANCIES

1. A vacancy shall be created when a member: resigns; completes their term of appointment and does not wish to be reappointed; misses three consecutive regular meetings without good cause; or when a member can no longer carry out their responsibilities as a council member.

2. If a member resigns during his/her term, MCTC's Executive Director may fill vacancies, in consultation with the SSTAC or SSTAC Chair, for the remainder of the original term.

3. The MCTC Board of Commissioners approves three-year appointments.

4. All SSTAC positions shall be advertised every three years to either extend the tenure of current positions or appoint new members.

E. ELECTION OF OFFICERS

1. During the first meeting of the calendar year, the council shall elect a Chair and Vice Chair to serve for one year. Upon resignation of an officer, a special election shall be held.

F. DUTIES OF OFFICERS

1. **Chair:** The Chair shall preside at all SSTAC meetings. The Chair may appoint committees, conduct elections to fill the positions of Chair and Vice Chair, prepare and sign correspondence reflecting SSTAC votes or input provided, and may delegate his/her responsibility to sign correspondence. The Chair or his/her designee should report to the MCTC Board of Commissioners on recommendations of the SSTAC.
2. **Vice Chair:** In the absence of the Chair, the Vice Chair shall perform the duties of the Chair.
3. **Secretary:** The Secretary shall be a staff member of MCTC. The Secretary shall provide information and general assistance; take meeting notes for all SSTAC meetings; prepare agendas, SSTAC letters and other correspondence, as requested by the Chair; and prepare and distribute special notices, agenda announcements, staff reports and other materials.

G. ORGANIZATION AND PROCEDURES

1. **Meetings:** The SSTAC shall meet at least twice per year, typically in April. Additional meetings may be held as needed. Alternate times and dates to those scheduled must be agreed upon by a majority of the members in order to carry out the responsibilities described above. The meetings shall be open to the public in compliance with the Ralph M. Brown Act (Government Code Section 54950 et seq.) and shall be held at the Madera County Transportation Commission office. If an alternate location is required, it must be an accessible location in order to facilitate the attendance of physically disabled members of the SSTAC and the community in general. In the event both the Chair and Vice Chair are absent, the majority of a quorum may appoint a presiding officer for that meeting.
2. **Quorum:** A quorum shall constitute one-half (1/2) plus one (1) of the current membership.
3. **Voting:** Actions are generally taken by consensus of all participants. If a vote is required, it shall be by a voice vote unless any member requests a roll call vote. Where a vote is taken, passage requires four votes.
4. **Limitation of Discussion:** Discussion on any matter by council members or the general public may be limited to such length of time as the Chair may deem reasonable under the circumstances.
5. **Conduct of Meetings:** Meetings are generally to be conducted in accordance with the principles of Robert's Rules of Order.

6. **Meeting Notes:** Meeting notes recording the members and visitors present, motions entertained, and actions taken at each meeting shall be prepared by MCTC staff and posted on the MCTC website.
7. **Rules:** These rules may be amended by a majority vote of the SSTAC members and subsequent approval by the MCTC Board of Commissioners.
8. **Communications:** Official communications shall be in writing and shall be approved by the SSTAC or SSTAC Chair. Official communications approved by the SSTAC Chair shall be shared with the SSTAC as soon as reasonably practical. The Chair, or his/her designee, should make presentations to the MCTC Board for unmet transit needs findings.

Approved by MCTC Policy Board on March 18, 2020.

Social Service Transportation Advisory Council

MINUTES

DATE

Thursday, July 15, 2021

The regular meeting of the Social Service Transportation Advisory Council held Thursday, July 15, 2021 via GoToWebinar and was called to order by MCTC Staff Evelyn Espinosa at 10:08.

MEMBERS PRESENT

Frank Simonis, Chair Potential Transit User Who Is Disabled
Ellen Moy, Representative of the Local Social Service Providers for Seniors, Madera County
Annie Self, Representative of the Local Social Service Provider for Disabled, City of Madera
Rosalind Esqueda, Representative of a Transit Provider
Anabel Miranda, Representative of a Local Social Service Provider for Persons of Limited Means
Annie Self, Representative of the Local Social Service Provider for Disabled

STAFF PRESENT:

Dylan Stone, Madera County Transportation Commission
Troy McNeil, Madera County Transportation Commission
Jeff Findley, Madera County Transportation Commission
Evelyn Espinosa, Madera County Transportation Commission
Nicholas, Dybas, Madera County Transportation Commission
Sandy Ebersole, Madera County Transportation Commission

VISITORS PRESENT:

David Huff, Public transportation Representative, City of Madera
Michelle Hernandez, Madera County Social Services Department
Alycia Falley, Department of Social Services

I: Call to Order

Meeting started at 10:08 AM.

II: Public Comment

No public comment received.

III. New Member Orientation

The roles and responsibilities Handout was read out to the council members.
Overview of the roles and responsibilities and SSTAC bylaws handouts.

IV. Election of Officers

The vice-chair was elected Chair since the Chairwoman resigned.

V: Re-affirm April 1, 2021 agenda items

Re-affirmed.

VI: Minutes of the April 1, 2021, SSTAC Meeting

The minutes were approved.

VII: Re-affirm May 3, 2021 agenda items

Re-affirmed.

VIII: Minutes of the April 1, 2021, SSTAC Meeting

The minutes were approved.

IX: SSTAC Member Vacancies

Information about current vacancies was shared with the Council.

X: Unmet Transit Needs Definition

The Council started reviewing the definition using the worksheet. Transit agencies data was presented. The discussion was not finished and will continue during the next meeting.

XI: Discuss Future Meetings

Availability poll to coordinate meetings was proposed.

XII: Discuss Future Meetings

**THE SOCIAL SERVICES TRANSPORTATION ADVISORY COMMITTEE MEETING WAS ADJOURNED AT
11:30 AM**

Unmet Transit Needs Definition Worksheet

Current definition: "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: **The proposed transit service can be achieved safely and will not violate local, state, and federal law;**
- (2) have community acceptance: **The proposed transit service has community support from the general public, community groups, and/or community leaders.**
- (3) serve a-number of the population where is needed **by and would benefit either the general public or the elderly and disabled population as a whole.**
- (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."

Table 1. Reasonable to meet criteria

Criteria Categories	Criteria Examples	Revised Criteria
FEASIBILITY	<p>The proposed service can be provided with available TDA funding (per state law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.)</p> <p>Sufficient ridership potential exists for the new, expanded, or revised transit service.</p> <p>The proposed service can be provided with the existing fleet or under contract to a private provider.</p> <p>The proposed transit service can be achieved safely and will not violate local, state, and federal law.</p>	
OPERATIONAL FEASIBILITY	<p>The new, expanded, or revised transit service must be safe to operate and there must be adequate roadways and turnouts for transit vehicles.</p> <p>The system can be implemented safely and in accordance with local, state, and federal laws and regulations.</p>	
COMMUNITY ACCEPTANCE	<p>The proposed service has community acceptance and/or support as determined by the unmet needs public outreach process, There needs to be demonstrated interest of citizens in the proposed transit service such as multiple comments or petitions.</p> <p>The proposed transit service has community support from the general public, community groups, and/or community leaders.</p>	

Implementation of the new, expanded, or revised transit service should achieve or be moving toward the goals outlined in the Kings County Transit Development Plan for a comparable type of service. Services not meeting the goals should be evaluated on a yearly basis to determine if modifications or cancellation of service should be implemented.

POPULATION

EQUITY

Will benefit, either the general public or the elderly and disabled population as a whole. Cannot be provided for a specific subset of either of these groups.

The proposed service will not require reductions in existing transit services that have an equal or higher priority.

The proposed service will require a subsidy generally equivalent to other similar services.

The proposed transit service will benefit the general public, with particular consideration for those who rely on public transportation, seniors, and disabled persons, within the meaning of Title VI or other similar assessments.

The proposed new or additional service will benefit the general public, residents who use or would use public transportation regularly, the senior population, and persons with disabilities; including assessments based on title IV or other similar information where available.

Is needed by and would benefit either the general public or the elderly and disabled population as a whole.

ECONOMICAL

FUNDING

The proposed transit service will not cause the transit operator to incur expenses greater than the maximum allocation of Transportation Development Act Local Transportation Funds.

New, expanded, or revised transit service, if implemented or funded, would not cause the operator to incur expenditures in excess of the maximum amount of Transportation Development Act funds available to Kings County.

ADA CONFORMITY

The new, expanded, or revised transit service, in conforming with the requirements of the Americans with Disabilities Act, will not impose an undue financial burden on the transit operator if complementary paratransit services are subsequently required.

**COST-
EFFECTIVENESS**

Unless the proposed transit service is eligible for a two-year exemption period, it must not reduce the ability of the overall transit system service to meet minimum fare box return requirements as stated in the Transportation Development Act statutes or established by Merced County Association of Governments.

The proposed new or additional transit service will not affect the ability of the overall system of the implementing agency or agencies to meet the applicable transit system performance objectives or the state farebox ratio requirement after the exemptions period, if the service is eligible for the exemption.

PERFORMANCE

The proposed service will not unduly affect the operator's ability to maintain the required passenger fare ratio for its system as a whole.

The proposed service can meet the scheduled passenger fare ratio standards as described in the recommended benchmarks for the passenger farebox recovery ratio for new transit services in Tulare County.

The estimated number of passengers to be carried will be in the range of similar services, and/or, the proposed service provides a "link" or connection that contributes to the effectiveness of the overall transit system.

New, expanded, or revised transit service, if implemented or funded, would allow the responsible operator to meet the TDA required applicable farebox revenue ratio.

TIMING

The proposed service is in response to an existing rather than future transit need.

The proposed transit service shall have a reasonable expectation of future demand and available funding on a long term basis to maintain the service.

**POTENTIAL
RIDERSHIP**

The proposed transit service will not reduce the existing level of transit service and will comply with safety, security and maintenance requirements. The proposed transit service will meet "new service" ridership performance standards established for the transit operator in its agency planning documents. Measurement of ridership performance may include assessing passengers per hour and passengers per mile.

The proposed transit service will maintain new service ridership performance measures of the implementing agency or agencies, as defined by the SSTAC.

There is supporting data to indicate sufficient ridership potential for the new, expanded, or revised service.

APPENDIX B

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – FEBRUARY 4, 2022



Meeting of the Social Services Transportation Advisory Council

LOCATION

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

SPECIAL NOTICE: Precautions to address COVID-19 (a.k.a the “Coronavirus”) will apply to this meeting. See below Special Notice for additional details.

DATE

February 4, 2022

TIME

1:30 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Is Disabled
Fern Facchino	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of a Transit Provider
Ellen Moy	Representative of a Transit Provider
Anabel Miranda	Local Social Service Provider for Persons of Limited Means
Vacant	Representative of the Local Social Service Provider for Disabled
Michelle Hernandez	Representative of the Local Social Service Providers for Seniors
Alycia Falley	Representative of the Local Social Service Providers for Disabled
Vacant	Representative of the Local Social Service Provider for Seniors

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.

Important Notice Regarding COVID 19

The meeting of February 4, 2022 will take place remotely in accordance with Government Code Section 54953(e) et seq. (AB 361), and Resolution No. 21-15 Amendment No. 4, as adopted by the Madera County Transportation Commission Policy Board on January 19, 2022. The Madera County Transportation Commission (MCTC) Board Room will be closed, and the SSTAC Members and staff will be participating in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public may participate in the meeting electronically and shall have the right to observe and offer public comment during the meeting.

You are strongly encouraged to participate by joining the meeting from your computer, tablet, or smartphone.

<https://global.gotomeeting.com/join/413550941>

You can also dial in using your phone.

United States: +1 (786) 535-3211

Access Code: 413-550-941

If you wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in GoToMeeting and you will be called on by the chair during the meeting. If you are participating via telephone only, you can submit your comments via email to publiccomment@maderactc.org or by calling 559-675-0721 ext. 8. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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

AGENDA

At least 72 hours prior to each regular MCTC Social Services Transportation Advisory Council meeting, a complete agenda packet is available for review on the MCTC website at <http://www.maderactc.org> 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 5 durante horas de oficina.

MEETING CONDUCT

If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the 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

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

Agenda

Item	Description	Enclosure	Action
1.	Call to order		
2.	Public Comment		
3.	Approve the new Draft Unmet Transit Needs Definition, and recommend MCTC Policy Board approval New Draft Unmet Transit Needs Definition	Yes	Action
4.	Recommend use of new definition for the 2022-23 Unmet Transit Needs, following adoption by the MCTC Policy Board	No	Action
5.	Adjournment		

Unmet Transit Needs Definition Proposed Draft Definition

Current Definition

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.

Proposed

"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:
 - The proposed service can be provided with available TDA funding (per state law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.)
 - Sufficient ridership potential exists for the new, expanded, or revised transit service.
 - The proposed service can be provided with the existing and/or expanded funding resources
 - The proposed transit service (will be safe and comply with local, state and federal law) can be achieved safely and will not violate local, state, and federal law.
- (2) have community acceptance:
 - The proposed transit service has community support from the general public, community groups, and/or community leaders.
- (3) serve a-number of the population where is needed and would benefit either the general public or the elderly and disabled population as a whole.
- (4) are economical:
 - The proposed transit service will not cause the transit operator to incur expenses greater than the maximum allocation of Transportation Development Act Local Transportation Funds.
- (5) demonstrates cost effectiveness:
 - The proposed new or additional transit service will not affect the ability of the overall system of the implementing agency or agencies to meet the applicable transit system performance objectives or the state farebox ratio requirement after any exemption(s) period(s), if the

service is eligible for the exemption.

And, the Commission has determined that its definition of the term "reasonable to meet" shall additionally apply to all service requests which do not abuse or obscure the intent of such transportation services once they are established."

APPENDIX C

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 1, 2022



Meeting of the Social Services Transportation Advisory Council

LOCATION

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

SPECIAL NOTICE: Precautions to address COVID-19 (a.k.a the “Coronavirus”) will apply to this meeting. See below Special Notice for additional details.

DATE

April 1, 2022

TIME

1:30 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Is Disabled
Fern Facchino	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of a Transit Provider
Ellen Moy	Representative of a Transit Provider
Anabel Miranda	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Representative of the Local Social Service Provider for Disabled
Michelle Hernandez	Representative of the Local Social Service Providers for Seniors
Alycia Falley	Representative of the Local Social Service Providers for Disabled
Olga Olivia Saucedo-Garcia	Representative of the Local Social Service Provider for Seniors

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.

Important Notice Regarding COVID 19

The meeting of April 1, 2022 will take place remotely in accordance with Government Code Section 54953(e) et seq. (AB 361), and Resolution No. 21-15 Amendment No. 6, as adopted by the Madera County Transportation Commission Policy Board on March 23, 2022. The Madera County Transportation Commission (MCTC) Board Room will be closed, and the SSTAC Members and staff will be participating in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public may participate in the meeting electronically and shall have the right to observe and offer public comment during the meeting.

You are strongly encouraged to participate by joining the meeting from your computer, tablet, or smartphone.

<https://meet.goto.com/MaderaCTC/sstac-meeting>

You can also dial in using your phone.

United States: United States: [+1 \(646\) 749-3122](tel:+16467493122)

Access Code: 694-293-173

If you wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in GoToMeeting and you will be called on by the chair during the meeting. If you are participating via telephone only, you can submit your comments via email to publiccomment@maderactc.org or by calling 559-675-0721 ext. 7. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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

AGENDA

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INTERPRETING SERVICES

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MEETING CONDUCT

If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the 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

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

Agenda

Item	Description	Enclosure	Action
1.	Call to order		
2.	Public Comment		
3.	New Member Orientation Roles and responsibilities Handout SSTAC Bylaws	Yes	Discussion
4.	Election of Officers Vice-Chair	No	Action
5.	Approve Minutes of the January 28, 2022 SSTAC Meeting	Yes	Action
6.	Approve Minutes of the February 4, 2022 SSTAC Meeting	Yes	Action
7.	SSTAC Member Vacancies – None	No	Discussion
8.	Unmet Transit Needs Definition Comment Letter Workshop Comments Comparison Table Next Steps	Yes	Action
9.	Previous Unmet Transit Needs Comments	Yes	Discussion
10.	Discuss Future Meetings UTN timeline 2022-2023 Quarterly Schedule	Yes	Discussion
11.	Miscellaneous	No	Discussion
12.	Adjournment		

Social Service Transportation Advisory Council

MINUTES

DATE

Friday, January 28, 2022

The regular meeting of the Social Service Transportation Advisory Council held Friday, January 28, 2022 via GoToWebinar and was called to order by Chair, Frank Simonis at 1:08 pm.

MEMBERS PRESENT

Frank Simonis, Chair Potential Transit User Who Is Disabled
Ellen Moy, Representative of a Transit Provider, Madera County
Rosalind Esqueda, Representative of a Transit Provider
Anabel Miranda, Representative of a Local Social Service Provider for Persons of Limited Means
Michelle Hernandez, Representative of the Local Social Service Provider for Seniors
Alycia Falley, Representative of the Local Social Service Provider for Disabled

STAFF PRESENT:

Dylan Stone, Madera County Transportation Commission
Jeff Findley, Madera County Transportation Commission
Evelyn Espinosa, Madera County Transportation Commission
Nicholas, Dybas, Madera County Transportation Commission
Sandy Ebersole, Madera County Transportation Commission

VISITORS PRESENT:

Monty Cox, Madera County
Nathaniel Findley, Planning Intern

I: Call to Order

Meeting started at 1:08 PM.

II: Public Comment

No public comment received.

III. New Member Orientation

The roles and responsibilities Handout was read out to the council members.
Overview of the roles and responsibilities and SSTAC bylaws handouts.

IV. Election of Officers

The vice-chair selection was postponed.

V: Minutes of the July 15, 2021, SSTAC Meeting

The minutes were approved with one correction. The name of the voted Chair, Frank Simonis, was included in the minutes.

VI: SSTAC Member Vacancies

The Council was informed of the two agencies vacancies: Representative of Social Services Provider for

Disabled and Representative of Social Services Provider for Seniors. They were informed that these vacancies would be advertised with the Madera County Transportation Commission February agenda among other outreach methods to fill the vacancies.

VII: Unmet Transit Needs Definition- Continued

The Council continued reviewing the definition using the worksheet. A proposed definition was agreed upon to recommend to the MCTC Board. The Council recommended a follow up email to review the updated definition and a short meeting to approve it. The meeting was proposed to be held the following Friday, February 4th. Staff to follow up with the Council members to set the time.

Staff discussed with Council members the next steps in regards to adoption and use of the proposed definition. Staff informed the Council members know that the Proposed New Definition would be released for public comment.

VIII: Short Range Transit Development Plan

Staff gave a brief presentation of the Short-Range Transit Development Plan. Chair requested the link to www.yourmadera2046.com which was shared during the presentation to be sent via email.

IX: Madera County Coordinated Public Transit Human Services Transportation Plan

Staff gave brief presentation.

X: Discuss Future Meetings

Staff to send availability poll.

XI: Miscellaneous

No miscellaneous items were discussed.

XII: Adjournment

**THE SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING WAS ADJOURNED AT
1:45 PM**

Social Service Transportation Advisory Council

MINUTES

DATE

Friday, February 4, 2022

The regular meeting of the Social Service Transportation Advisory Council held Friday, February 4, 2022 via GoToWebinar and was called to order by Chair, Frank Simonis, at 1:34 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Is Disabled
Ellen Moy, Representative of a Transit Provider, Madera County
Rosalind Esqueda, Representative of a Transit Provider
Anabel Miranda, Representative of a Local Social Service Provider for Persons of Limited Means
Michelle Hernandez, Representative of the Local Social Service Provider for Seniors
Alycia Falley, Representative of the Local Social Service Provider for Disabled

STAFF PRESENT:

Dylan Stone, Madera County Transportation Commission
Jeff Findley, Madera County Transportation Commission
Troy McNeil, Madera County Transportation Commission
Evelyn Espinosa, Madera County Transportation Commission
Nicholas, Dybas, Madera County Transportation Commission
Sandy Ebersole, Madera County Transportation Commission

VISITORS PRESENT:

Monty Cox, Madera County

I: Call to Order

Meeting started at 1:30 PM.

II: Public Comment

No public comment received.

III. Approve the new Draft Unmet Needs Definition, and recommend MCTC Policy Board approval

The Social Service Transportation Advisory Council (SSTAC) recommended to forward the draft unmet needs definition for MCTC Policy Board approval.

IV. Recommend use of new definition for the 2022-23 Unmet Transit Needs, following adoption by the MCTC Policy Board

The Social Service Transportation Advisory Council (SSTAC) recommended the use of the new draft unmet needs definition after it got adopted by the MCTC Policy Board.

V: Adjournment

**THE SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING WAS ADJOURNED AT
1:40 PM**



March 10, 2022
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Proposed Unmet Transit Needs Definition

Dear Commissioners,

We are writing to provide feedback on MCTC’s proposed unmet transit needs definition. We are grateful for the opportunity to participate in this important public process and ask that the feedback we have received from community members on the ground be taken to heart and incorporated so that all Madera County residents have access to reliable, equitable, and affordable public transportation. Most notably, we are incredibly disappointed to see that the proposed definition does not make any noteworthy changes to the existing “unmet transit needs” definition, a definition under which MCTC has determined that there were no unmet needs that were “reasonable to meet” within Madera County, the City of Chowchilla, or the City of Madera for the past several years despite consistent community feedback about the unreliability of public transit in MCTC’s jurisdiction.

Madera County Transportation Commission (MCTC) must immediately alter its definition of “unmet transit needs” so that the Commission can be truly responsive to comments from the public regarding their unmet transit needs. MCTC’s current definition of “unmet transit needs” only “includes all essential trip requests by transit-dependent persons for which there is no other convenient means of transportation” and for which funding is already available to meet the need, which directly contradicts the Transit Development Act’s requirements for defining “reasonable to meet.”¹ This definition causes harm to communities lacking sufficient public transit options and to the region at large in the following ways.

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

First, the definition operates on an assumption that public transit is a last resort for mobility wherever personal vehicles are not available (i.e. “transit-dependent persons *for which there is no other convenient means of transportation*”). As you know, the San Joaquin Valley is the most polluted air basin in the United States, and is consistently in violation of EPA standards for air quality. As the coronavirus pandemic has shown us, through the significant, short-term improvements in air quality correlated with the vast reduction in vehicle miles traveled occurring during the 2020 shelter-in-place orders, a significant amount of pollution in the San Joaquin Valley stems from emissions from vehicles. Rather than solely define unmet transit needs as gaps in access to essential services where no other option is available, MCTC should recognize *all*

¹ [“Transportation Development Act: Statutes and California Codes of Regulations,”](#) CalTrans, May 2003. Pg. 113, section (3)(c).

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

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

Second, the proposed definition limits MCTC’s understanding of “unmet transit needs” to “essential trip requests by transit-dependent persons.” Furthermore, MCTC has not proposed a definition for “essential trip requests,” thus making the unmet transit needs definition unclear, and further limiting the Commission’s understanding of “unmet transit needs.” Transit-dependent persons and *all* Madera County residents have the right to live full lives that are not solely limited to their homes and to essential services.

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

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

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

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

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

- A. The Commission must define “feasible.”
- B. The Commission must define what constitutes serving a “significant number of the population.” Furthermore, the definition of “significant number of the population”

should be based on projected ridership should the unmet needs outlined in public comments be met, rather than on current ridership numbers.

- C. Regarding criteria (4) which indicates that unmet needs which are reasonable to meet must be “economical,” MCTC must publish and present updates to the public to demonstrate that the Commission is making every effort to pursue all relevant funding sources at the regional, state, and federal level that could meet the unmet needs addressed in residents’ comments in an economically feasible way.

Furthermore, according to CalTrans, under the Transit Development Act of 1971, “*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.*”² MCTC’s proposed definition for “reasonable to meet” directly contradicts this requirement because the primary funding-related criteria in the proposed definition reads: “*The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet).*”

Please do not hesitate to reach out should you have any questions regarding our comments or your unmet transit needs process requirements under the Transportation Development Act.

Gratefully,

Madeline Harris
Regional Policy Manager

Leticia Casillas Luquin
Policy Advocat

² [“Transportation Development Act: Statutes and California Codes of Regulations,”](#) CalTrans, May 2003. Pg. 113, section (3)(c).

Current Definition	SSTAC Recommended Definition	Updated Proposed Definition
<p>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.</p>	<p>The Madera County Transportation Commission adopted the following definitions for its Unmet Transit Needs process: <u>UNMET TRANSIT NEEDS</u>: The term “unmet transit needs” includes all essential trip requests by transit-dependent persons for which there are no other convenient means of transportation.</p>	<p>The Madera County Transportation Commission adopted the following definitions for its Unmet Transit Needs process: <u>UNMET TRANSIT NEEDS</u>: An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).</p>
<p>The Commission has determined that its definition of the term “reasonable to meet” shall apply to all related public or specialized transportation services that:</p>	<p><u>REASONABLE TO MEET</u>: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:</p>	<p><u>REASONABLE TO MEET</u>: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:</p>
<p>Are feasible;</p>	<p><u>Feasibility</u></p>	<p><u>Feasibility</u></p>
	<p>The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet).</p> <p>Sufficient ridership potential exists for new, expanded, or revised transit services.</p> <p>The proposed transit service will be safe and comply with local, State and federal law.</p>	<p>The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).</p> <p>Sufficient ridership potential exists for the new, expanded, or revised transit service.</p> <p>The proposed transit service complies with local, State, and federal law.</p>
<p>Have community acceptance;</p>	<p><u>Community Acceptance</u></p>	<p><u>Community Acceptance</u></p>
	<p>The proposed transit service has community support from the general public, community groups, and/or community leaders.</p>	<p>The proposed transit service has community support from the general public, community groups, and/or community leaders.</p>
<p>Serve a significant number of the population;</p>	<p><u>Benefit to Population</u></p>	<p><u>Benefit to Population</u></p>
	<p>The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.</p>	<p>The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.</p>
<p>Are economical; and</p>	<p><u>Cost-Effective</u></p>	<p><u>Cost-Effective</u></p>

<p>Can demonstrate cost effectiveness by having a ratio of fare revenues to operating costs at least equal to 10 percent.</p>	<p>The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet the applicable transit system performance objectives or the State farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s).</p>	<p>The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s).</p>
		<p>The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.</p>
	<p><u>Consistent with Intent of Existing Transit Service(s)</u></p>	<p><u>Consistent with Intent of Existing Transit Service(s) and Plans</u></p>
	<p>Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).</p>	<p>Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).</p>
		<p>The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.</p>

Note: Proposed Changes in **Bold**

Analysis of Comments Received During the FY 21/22 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 phone						
1	City of Madera	Madera Metro	A bus stop is needed at Roosevelt and Olive across from Sierra Vista Elementary.			
2	City of Madera	Madera Metro	There is currently a bus stop on Sunrise between A and Vineyard, a bus shelter is needed for shade and protection from inclement weather.			
3	City of Madera	Madera Metro	There is currently a bus stop at Olive and Martin near Planet Fitness, a bus shelter is needed for shade and protection from inclement weather.			
Comments submitted via public comment email						
4	County	MCC/Eastern Madera County	Why isn't YARTS year-round on HWY 41? We live in Coarsegold, near YLP. If you don't have a car, unable to get to Oakhurst or Fresno.			
Comments submitted via Unmet Transit Needs Online Survey						
5	ALL	Madera Metro, DAR, Chowchilla Area Transit, Madera County Connection	More on-time schedules.			
6	ALL	Madera Metro, DAR, Chowchilla Area Transit, Madera County Connection	Not being skipped by dial-a-ride			
Comments from Leadership Counsel for Justice and Accountability						
7	City of Madera	Madera Metro	Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.			

8	ALL	ALL	Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.
9	County	County	Residents and transit users report a need for street lighting in La Vina and Fairmead to ensure transit users' first and last miles are safely lit.
10	City of Madera	Madera Metro	Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.
11	County	County	Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit. A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres.
12	ALL	ALL	Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is travelling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.

13 Madera County Connection MCC/Eastin Arcola-Ripperdan-La Vina Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.

14 Madera County Connection MCC/Chowchilla-Fairmead Lastly, residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible, and oversee progress to ensure this project stays on track.

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

UNMET TRANSIT NEEDS

Public Comment Process

There will be a PUBLIC HEARING on Wednesday, April 20, 2022 at 3:00 pm at the Madera County Board Chambers at 200 West 4th St, 1st Floor, Madera CA 93637 for public comments on public transit needs in Madera County.

Please register here to participate virtually:

<https://attendee.gotowebinar.com/register/1681053644796044048>

If you wish to call in, you will be in listen only mode unless you register and join online. Listen only phone:

213-929-4221

877-309-2074 (toll free)

Access code: 657-098-138

To participate via telephone only,
submit comments via email to
publiccomment@maderactc.org or
call 559-675-0721 ext. 7

Attendance is not mandatory for participation. If you are unable to attend the GoToWebinar hearing, please send written comments to:

2001 Howard Road, Suite 201
Madera, CA 93637

Or email: evelyn@maderactc.org

Or call: 559-675-0721 ext. 5



NECESIDADES DE TRÁNSITO NO SATISFECHAS

Proceso de comentario público

Habrà una AUDIENCIA PÚBLICA el miércoles 20 de abril de 2022 a las 3:00 p. m. en las Cámaras de la Junta del Condado de Madera en 200 West 4th St, 1st Floor, Madera CA 93637 para comentarios públicos sobre las necesidades de transporte público en el Condado de Madera.

Regístrese aquí para participar virtualmente:

<https://attendee.gotowebinar.com/register/1681053644796044048>

Si desea llamar, estará en modo de solo escuchar a menos que se registre y se una en línea. Para solo escuchar:

213-929-4221

877-309-2074 (gratuito)

Código de acceso 657-098-138

Para participar solo por telefono, envíe comentarios a:

publiccomment@maderactc.org o

llame al 559-675-0721 ext. 7

Ir en persona no es obligatorio para participar. Si no puede asistir a la audiencia de GoToWebinar, envíe sus comentarios por escrito a:

2001 Howard Road, Suite 201

Madera, CA 93637

O correo: evelyn@maderactc.org

Or llame: 559-675-0721 ext. 5



Current Definition	SSTAC Recommended Definition	Updated Proposed Definition
<p>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.</p>	<p>The Madera County Transportation Commission adopted the following definitions for its Unmet Transit Needs process: <u>UNMET TRANSIT NEEDS</u>: The term “unmet transit needs” includes all essential trip requests by transit-dependent persons for which there are no other convenient means of transportation.</p>	<p>The Madera County Transportation Commission adopted the following definitions for its Unmet Transit Needs process: <u>UNMET TRANSIT NEEDS</u>: An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).</p>
<p>The Commission has determined that its definition of the term “reasonable to meet” shall apply to all related public or specialized transportation services that:</p>	<p><u>REASONABLE TO MEET</u>: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:</p>	<p><u>REASONABLE TO MEET</u>: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:</p>
<p>Are feasible;</p>	<p><u>Feasibility</u></p>	<p><u>Feasibility</u></p>
	<p>The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet).</p> <p>Sufficient ridership potential exists for new, expanded, or revised transit services.</p> <p>The proposed transit service will be safe and comply with local, State and federal law.</p>	<p>The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).</p> <p>Sufficient ridership potential exists for the new, expanded, or revised transit service.</p> <p>The proposed transit service complies with local, State, and federal law.</p>
<p>Have community acceptance;</p>	<p><u>Community Acceptance</u></p>	<p><u>Community Acceptance</u></p>
	<p>The proposed transit service has community support from the general public, community groups, and/or community leaders.</p>	<p>The proposed transit service has community support from the general public, community groups, and/or community leaders.</p>
<p>Serve a significant number of the population;</p>	<p><u>Benefit to Population</u></p>	<p><u>Benefit to Population</u></p>
	<p>The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.</p>	<p>The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.</p>
<p>Are economical; and</p>	<p><u>Cost-Effective</u></p>	<p><u>Cost-Effective</u></p>

<p>Can demonstrate cost effectiveness by having a ratio of fare revenues to operating costs at least equal to 10 percent.</p>	<p>The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet the applicable transit system performance objectives or the State farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s).</p>	<p>The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s).</p>
		<p>The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.</p>
	<p><u>Consistent with Intent of Existing Transit Service(s)</u></p>	<p><u>Consistent with Intent of Existing Transit Service(s) and Plans</u></p>
	<p>Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).</p>	<p>Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).</p>
		<p>The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.</p>

Note: Proposed Changes in **Bold**

APPENDIX D

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – MAY 9, 2022



Meeting of the Social Services Transportation Advisory Council

LOCATION

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

SPECIAL NOTICE: Precautions to address COVID-19 (a.k.a the “Coronavirus”) will apply to this meeting. See below Special Notice for additional details.

DATE

May 9, 2022

TIME

2:30 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Is Disabled
Fern Facchino	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of a Transit Provider
Ellen Moy	Representative of a Transit Provider
Anabel Miranda	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Representative of the Local Social Service Provider for Disabled
Michelle Hernandez	Representative of the Local Social Service Providers for Seniors
Alycia Falley	Representative of the Local Social Service Providers for Disabled
Olga Olivia Saucedo-Garcia	Representative of the Local Social Service Provider for Seniors

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.

Important Notice Regarding COVID 19

The meeting of May 9, 2022 will take place remotely in accordance with Government Code Section 54953(e) et seq. (AB 361), and Resolution No. 21-15 Amendment No. 6, as adopted by the Madera County Transportation Commission Policy Board on April 20, 2022. The Madera County Transportation Commission (MCTC) Board Room will be closed, and the SSTAC Members and staff will be participating in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public may participate in the meeting electronically and shall have the right to observe and offer public comment during the meeting.

You are strongly encouraged to participate by joining the meeting from your computer, tablet, or smartphone.

<https://meet.goto.com/MaderaCTC/sstac-meeting-4>

You can also dial in using your phone.

United States: United States: [+1 \(224\) 501-3412](tel:+12245013412)

Access Code: 281-637-901

If you wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in GoToMeeting and you will be called on by the chair during the meeting. If you are participating via telephone only, you can submit your comments via email to publiccomment@maderactc.org or by calling 559-675-0721 ext. 7. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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

AGENDA

At least 72 hours prior to each regular MCTC Social Services Transportation Advisory Council meeting, a complete agenda packet is available for review on the MCTC website at <http://www.maderactc.org> 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 5 durante horas de oficina.

MEETING CONDUCT

If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the 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

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

Agenda

Item	Description	Enclosure	Action
1.	Call to order		
2.	Public Comment		
3.	Approve Minutes of the April 1, 2022 SSTAC Meeting	Yes	Action
4.	Unmet Transit Needs Comment Analysis Unmet Transit Needs Definition Unmet Transit Needs Matrix Workshop Comments Leadership Counsel Comment Letter	Yes	Action
5.	Appoint SSTAC representative to attend MCTC's May Board Meeting	Yes	Action
6.	Discuss Future Meetings 2022-2023 Tentative Quarterly Schedule	Yes	Discussion
8.	Miscellaneous	No	Discussion
9.	Adjournment		

Social Service Transportation Advisory Council

MINUTES

DATE

Friday, April 1, 2022

The regular meeting of the Social Service Transportation Advisory Council held Friday, April 1, 2022 via GoToMeeting and was called to order by Chair, Frank Simonis, at 1:34 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Is Disabled
Fern Facchino, Potential Transit User 60 years or older
Ellen Moy, Representative of a Transit Provider, Madera County
Anabel Miranda, Representative of a Local Social Service Provider for Persons of Limited Means
Michelle Hernandez, Representative of the Local Social Service Provider for Seniors
Alycia Falley, Representative of the Local Social Service Provider for Disabled
Olga Olivia Saucedo-Garcia, Representative of the Local Social Service Provider for Seniors

STAFF PRESENT:

Dylan Stone, Madera County Transportation Commission
Troy McNeil, Madera County Transportation Commission
Evelyn Espinosa, Madera County Transportation Commission
Nicholas, Dybas, Madera County Transportation Commission
Sandy Ebersole, Madera County Transportation Commission
Jeff Findley, Madera County Transportation Commission

VISITORS PRESENT:

David Huff, City of Madera
David Padilla, Caltrans
Nicholas Isla, Caltrans

I: Call to Order

Meeting started at 1:34 PM.

II: Public Comment

No public comment received.

III: New Member Orientation

Went over the roles and responsibilities for the SSTAC

IV: Election of Officers

Fern Facchino, SSTAC member representing Potential Transit User 60 years or older, was elected as Vice-Chair.

V: Approve Minutes of the January 28, 2022 SSTAC Meeting

Approved.

VI: Approve Minutes of the February 4, 2022 SSTAC Meeting

Approved.

VII: SSTAC Member Vacancies- None

The SSTAC was informed that there are no vacancies at this time.

VIII. Unmet Transit Needs Definition

The comments received over the SSTAC Recommended Definition that was approved during our last meeting, February 2, 2022, were discussed and staff presented recommended changes the definition. SSTAC approved the definition with the suggested changes.

IX. Previous Unmet Transit Needs Comments

Staff shared the comments from the previous cycle for the SSTAC knowledge.

X. Discuss Future Meetings

Staff shared with the SSTAC that the public hearing is coming up and that there will be a SSTAC meeting following up the public hearing.

Staff let the SSTAC know that we will be discussing more in depth the quarterly schedule for next year during our next meeting.

XI. Miscellaneous

Staff updated the SSTAC about the coming up activities for the CPOC and that there might be a joint meeting in the future. They will be updated about it.

Chair Frank Simonis shared that there is opportunity for public-private partnerships in the mountain area in the coming years and that we should prepare for those so the mountain community can have access to these services in the future.

XII: Adjournment

**THE SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING WAS ADJOURNED AT
2:17 PM**

Proposed Draft Unmet Transit Needs Definition

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

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

Analysis of Comments Received During the FY 22/23 Unmet Transit Needs Process

Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	<p>Is it an "Unmet Transit Need" An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).</p>	<p>If identified as an "Unmet Transit Need", is it "Reasonable to Meet"</p>					NOTES
					FEASIBLE	COMMUNITY ACCEPTANCE	BENEFIT TO THE POPULATION	COST-EFFECTIVE	CONSISTENT WITH INTENT OF EXISTING TRANSIT SERVICE(S)	
Workshops										
1	County	MCC/La Vina	6 PM bus route reinstatement							
2	County	MCC/La Vina	Bus Service on Monday							
3	County	MCC/La Vina	More Dial A ride eligibility							
4	City of Madera	Metro	Maps at the bus shelters to show where people are at and the direction/connections.							
5	City of Madera	Metro	The buses need better signaling. Community members have used the bus and being dropped off at the stop they didn't want to wait for a connection bus. It was not clearly understood that the bus would not directly drop them off.							
6	City of Madera	Metro	Shelters and seats needed.							
7	City of Madera	Metro	More frequency for METRO. Hospital route takes too long, now 2 hours instead of 30 minutes.							
8	City of Madera	Metro	Walmart Stop							
9	City of Madera	Metro	Bus taking too long cause delays, so community members lose their doctors appointments and have to re-schedule doctor's appointments.							
10	City of Madera	Metro	Bus stop condition: No bus shelter to wait for bus or seat.							
11	County	MCC	More La Vina bus stops.							
12	City of Madera	Metro	Tulare St does not have bus stops.							
13	City of Madera	Metro	Cleveland, there are bus stops bus stops but more needed and shelters needed.							

14	City of Madera	Metro	Yosemite, Adell St., Cleveland, behind Monroe St., RD 29, Rd 28, 13, 15, 14 no bus stops or shelter.							
15	City of Madera	Metro, MCC	More direct routes. It takes too long. More buses.							
16	County	MCC	Almost total lack of public transportation. There is an inability to reach services (School, adult school) for students. Service to reach the College. YARTS used to give service, but the County did not believe in it.							
Comment Cards										
17	City of Madera	Metro	More buses for whoever doesn't have a car by Abby St.							
18	City of Madera	Metro, DAR	My main concern about the bus stop are the following: as a resident, I'm not considered part of the city because I reside on Posey Ave/28 ¼ Rd. Now I do have 2 bus stops near by now but they are a walking distance. Unfortunately, during rainy seasons there isn't much protections against the rain. Although I no longer commute using public transport I do see other resident standing near the bus stop to seek shelter from rain or sun. also, hours of waiting time are so off schedule although I know they try their best it was a struggle for myself to go out to school on time because of waiting time or constant stops.							
19	City of Madera	Metro, DAR	I live on Posey Ave, crossing rd is 28 ¼ in Madera the only bus stop close to me is on Tozer near Cotton Creek Apartment, in the bus would pass every 15-30 min on time and as scheduled I would be able to got to work but due to Covid I have not been able to catch the bus because to got o work it would end up not coming until 30 more minutes after and ended up walking and me being pregnant. Also tried dial-a-ride they tell me to schedule an appointment which it would not benefit me because I need it right away.							
20	City of Madera	Metro, DAR	Fresus Way and Olive Avenue More transit							
	City of Madera		More streetlights							
	County	MCC	More public transit in La Vina area							

21	County		Improve streets Sidewalks for La Vina school More streetlights							
22	City of Madera	Metro, DAR	Wilson St and Davis St More bus stops More bus shelters Improve public transit							
	City of Madera		Improve the streets, there are tons of potholes More streetlights, the streets are very dark							
23	City of Madera	Metro, DAR	Ellis Street More bus stops Public transit							
	City of Madera		Improve Ellis St. A stop sign							
24	City of Madera	Metro, DAR	Lake St and 5 St. Improve public transit Bus stop							
	City of Madera		More sidewalks for walking							
25	City of Madera	Metro, DAR	Cleveland Ave and Owens St. Bus drivers are not polite, please improve.							
	City of Madera		There is too much garbage from homeless people							
26	County	MCC	Improve public transit More stops							
27	County	MCC	Improve public transit							
	County		Improve La Vina school More streetlights							
28	County	MCC	Improve public transit (it charges a lot)							
	County		More Street lights in La Vina St., Uvas Ave., Paraiso St., Ave 9.							
	County		More sidewalks for students.							
	County		Bike lanes							
29	County	MCC, DAR	More Street lights, it is dark at night More sidewalks, there aren't any							
30	County	MCC	Improve public transit.							
31	County		More bike lanes so children can use their bicycles. More patrolling around La Vina streets.							

32	County		Potholes in Yosemite Trash around Riverside							
33	County		Potholes around Tulare St Wessmith Way, speeding							
34	County		Road 28 and 13 ½ Ave Sidewalks for children to go to school Stop signs Street lights because it is very dark Fix the streets							
35	County		Fix potholes, there are too many. More traffic lights around 18 ½ for children safety.							
36	City of Madera		Lives by Lake St. He would like more information if it would be possible to add more stop signs.							
37	County		More streetlights and street improvements because it is hard to cross the streets. Rd 28 ½ and 13 ¼.							
38	City of Madera		Put a stop sign between the street by the Pan American Park. There are always accidents happening, it is dangerous especially it being close to where children are present.							
39	City of Madera		Merced St and Fresno St, Green Way Stop signs Lighting is very dim							
40	City of Madera		Katherine St More streetlights and stop signs. There are many accidents in this area.							
41	City of Madera		I would like to get more stop signs by Sherwood St and Lake St. There is a lot of accidents on that Road. Thank you.							
42	City of Madera		Improvements to Tulare St. More stop signs More sidewalks							
43	City of Madera		Improve E. Yosemite Ave. Fix streets. More stop signs for children's safety around MLK, Sierra Vista, and Millview School.							
44	County		I would like that streets: 13 ¼ and Rd. 29 be fixed. And more stops signs and traffic lights							
45	City of Madera		Fix Gateway, SR 145, there are too many potholes							
46	City of Madera		Fix E. Yosemite Ave. Lots of potholes.							

47	County		La Vina streets: Ave 9, 8 ½, 8. Rd 24, 23 are in bad conditions.							
48	City of Madera		I would like more street lighting. Fix roads.							
49	County		Fix potholes on 17 ½. The potholes affect car tires.							
50	City of Madera		More lighting around Davis St. it is very dark. Fix streets there are many potholes.							
51	City of Madera		Improve streets. Fix road potholes. Improve pedestrian infrastructure. More recreation areas.							
52	City of Madera		I would like to see more stop signs on SR 145 because there are many accidents there.							
53	County		I would like 28 ½ and 13 ¼ to be fixed. There are many potholes and add more stop signs.							
54	City of Madera		E Yosemite is very dark at night, it needs more streetlights.							
55	City of Madera		More Street lights on E. Yosemite Ave.							
56	City of Madera		I live by B St and A St. For children's safety when going to school: Streets are in bad conditions, they need fixing. It is very dark at night, more streetlights.							
57	City of Madera		More Street lights and fix those that do not work. Get more patrols day and night. Azalea Ave, Road 29, fix parks, clean the streets							
58	City of Madera		Lilly St and Sunrise Ave Traffic light for children's safety for school (Virginia). Add speed bumps on Sunrise Avenue and Lilly St. Speed signs for cars, so they reduce speed Public transit							
59	City of Madera		E. Yosemite Ave.							
60	City of Madera		Streets around schools for children's safety.							
61	City of Madera		N Lake and Sherwood St. add stop sign							
62	City of Madera		Austin and Martin St. Repair Streets More Street lights because they are dark Sidewalks for House entrances							

63	City of Madera		I live by Millview school, I would like more stop signs, thanks.							
64	City of Madera		N. L St. I would like pavement where I live because I live by an alley. Thank you.							
65	City of Madera		Washington Ave and Washington, or Crossing St. Sidewalks Fix the streets, the potholes for cars							
66	City of Madera		Cross St and Lily St, Magnolia St, Washington St. Sidewalks Fix Streets More streetlights Stop signs							
67	City of Madera		I live by Sherwood Way and Lake St. there are too many accidents Stop signs to prevent car accidents and it is dangerous for children in the park.							
68	County		Improve streets Ave 12 and 10							
69	City of Madera		Sonora Street and Cleveland Ave Fix streets and potholes Add speed bumps because cars speed on the streets More safety for school children							
70	Chowchilla		Improve streets More speed bumps cars speed a lot							
71	City of Madera		Sunrise and Lilly St. More police officers More speed bumps, cars speeding More speed signs							
72	County		Rd 29 ½ and Ave 8 More speed bumps: cars speed Fix streets More signs for children's safety							
73	County		Rd 29 ½ and Ave 8 Speed bumps, cars speed on the streets and it is dangerous for students.							
74	County		Rd 29 ½ and Ave 8 Eastin Arcola Fix streets for students safety Add speed bumps, there are races on the streets.							

75	County		Fix streets: Ave 9, Rd 24, Ave 8, 8 ½, Rd 25 More stop signs Add speed bumps on Ave 9 because cars race down the street							
76	County		Add speed bumps on Ave 9 because cars race down the street							
76	County		Drainage problems when it rains on Paraiso St. Fix streets: Road 24, 23, Ave 7, 8, 8 ½, 7 More streetlights, very dark streets, it helps safety.							
Comments from Leadership Counsel for Justice and Accountability Counsel Letter 2022-23										
	City of Madera	METRO	A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.							
	ALL	ALL	B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.							
	County		C. Residents and transit users report a need for street lighting in La Vina, Fairmead, and Madera County to ensure transit users' first and last miles are safely lit.							
	City of Madera		D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.							

	County	<p>E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit.</p> <p>A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres. One of the reasons it is critical that communities have sidewalks to connect residents to bus stops is to ensure ADA accessibility for transit users who use wheelchairs.</p>							
	County	<p>F. Residents from Fairmead and Madera County report the need for speed reduction infrastructure near schools for the safety of children. For instance, residents in Fairmead have been asking Madera County and MCTC for speed bumps or other similar speed reduction infrastructure in front of Fairmead Elementary school on Ave. 22 3/4.</p>							
	All	<p>G. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is traveling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.</p>							

	County	MCC	H. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.							
	County	MCC	I. Residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible in collaboration with Fairmead residents, and oversee progress to ensure this project stays on track and remains coordinated with the planning efforts for the Fairmead Library & Community Center.							
	City of Madera		J. Indigenous residents and transit users in Madera County have elevated they want more bus stops, specifically in Parksdale and Cesar Chavez Elementary school areas and more frequent bus stops.							
	County	MCC	K. Indigenous residents and transit users in Madera County have elevated the need for stop signs on Avenue 13 and Avenue 14 ½.							
Comments from Leadership Counsel for Justice and Accountability Counsel Letter Previous Years										
	County	MCC	The Chowchilla-Fairmead-Madera schedule must be extended to the weekends to afford transit users improved access to this essential route							
	County	MCC	The schedule must be updated to include more frequent routes, both Northbound to Chowchilla and Southbound to Madera;							

	County	MCC	A second stop must be added on the Northern side of Fairmead around the vicinity of Avenue 23 to ensure that this curcial 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 1/2 near Fairmead Blvd, riders who live on the other side of the community are not able to easily access the route.							
	County	MCC	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit. Extend to rest of the week including weekends and							
	County	MCC	Additional routes during the day.							
	City of Madera	Metro	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;							
	City of Madera	Metro	Installation of trash cans on MAX buses							
	City of Madera	Metro	Thirty-minute incremented bus service on all MAX routes;							
	City of Madera	Metro	Improvements to the "Dial-a-Ride" Dispatch system							
	City of Madera	Metro	Extended MAX service operation on weekends;							
	All	Metro, MCC	Equip bus stops and buses with route-related signage							
	All	All	Apply for grant funding to secure free rides for students							
	MCTC		Pursuit of regional funding for an electric rural rideshare program							
	All	All	Mandated discrimination prevention and accessibility training for all Madera County Transit Staff							



April 20, 2022
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

I am writing regarding the unmet transit needs hearing process. Our organization continues to hear from residents in Fairmead, La Viña, the City of Madera, and other communities in Madera County whose transit needs remain unmet by this agency, despite our participation in this process for the past several years. In this letter, we are re-submitting the list of unmet transit needs that residents have elevated for the past three years now, which have not been addressed. We also argue that those needs fit within the confines of the Madera County Transportation Commission (MCTC)'s unmet needs transit definition. This necessarily means that MCTC is obligated to address them. Attached alongside this letter, I have also resubmitted our comment letters from the last three years' unmet transit needs survey process regarding unmet transit needs and comments regarding this process that we have elevated in previous years. We are grateful for the opportunity to participate in this important public process and ask that the feedback we have received from community members on the ground be incorporated so that all Madera County residents have access to reliable, equitable, and affordable public transportation.

I. Unmet Transit Needs

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

- A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.
- B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.



- C. Residents and transit users report a need for street lighting in La Vina, Fairmead, and Madera County to ensure transit users' first and last miles are safely lit.
- D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.
- E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit. A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres. One of the reasons it is critical that communities have sidewalks to connect residents to bus stops is to ensure ADA accessibility for transit users who use wheelchairs.
- F. Residents from Fairmead and Madera County report the need for speed reduction infrastructure near schools for the safety of children. For instance, residents in Fairmead have been asking Madera County and MCTC for speed bumps or other similar speed reduction infrastructure in front of Fairmead Elementary school on Ave. 22 3/4.
- G. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is traveling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.
- H. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.
- I. Residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible in collaboration with Fairmead residents, and oversee progress to ensure



this project stays on track and remains coordinated with the planning efforts for the Fairmead Library & Community Center.

- J. Indigenous¹ residents and transit users in Madera County have elevated they want more bus stops, specifically in Parksdale and Cesar Chavez Elementary school areas and more frequent bus stops.
- K. Indigenous residents and transit users in Madera County have elevated the need for stop signs on Avenue 13 and Avenue 14 ½.

II. The unmet needs listed above fall within the unmet needs definition adopted by MCTC.

MCTC’s adopted definition for Unmet Transit Needs reads, “[a]n unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).”² The needs listed above fit within the confines of this definition for the reasons listed below:

1. “Expressed or identified needs”

For the past three years, Madera County residents expressed their desire to see transportation improvements in their communities. Those same residents have also identified specific needs in their communities.³ For example, the priorities have been expressed and identified by residents during the Regional Transportation Project and Sustainable Community Strategy workshops, the Measure T steering Committee, and the board of supervisors meeting.

¹ Gaspar Rivera-Salgado and Luis Escala Rabadán, *Festivals, Oaxacan Immigrant Communities and Cultural Spaces Between Mexico and the United States: The Guelagueltas in California*, University of Southern California and the Mexican research institute El Colegio de la Frontera, <https://www.redalyc.org/journal/151/15160667002/html/> (California is home to about 350,000 Indigenous Oaxacans, who are primarily concentrated in the Central Valley and the southern portion of the state, a study conducted in 2016).

² Madera County Transportation Commission, *Unmet Transit needs Workshop 3.29.22-2.pdf*, Madera County, (March 29, 2022), <https://www.maderactc.org/bc-transportation/page/unmet-transit-needs>

³ See discussion *supra* Part I



Furthermore, each of the necessary transit improvements listed above are in fact unmet *needs* because, according to the feedback of transit-dependent residents, public transit is extremely difficult if not nearly impossible to use in each of these communities due to the lack of first and last-mile infrastructure, the infrequency of routes, the scarcity of bus stops in communities, and the lack of appropriate signage for bus routes.⁴

2. “That [are] not currently being met through existing public transportation services”

The previous priorities are attached and, as you can see, the needs of residents in Fairmead, La Vina, the City of Madera, and other communities throughout Madera County have not been addressed by previous unmet transit needs processes. As such, these needs are not currently being addressed through existing transportation services. Thus, meeting the requirement for the updated unmet transit needs definition.

3. “Required to comply with the Americans with Disabilities Act.”

As mentioned above, in several disadvantaged communities, many common roads do not have sidewalks, which creates uniquely dangerous obstacles for residents with disabilities.⁵ For example, a resident in La Vina who uses a wheelchair has mentioned being nearly hit by vehicles almost every time she tries to make an essential trip because, without sidewalks, she is forced into the road.

4. Conclusion

The needs expressed above meet fall within MCTC’s definition of unmet transit needs. Therefore, MCTC is required to address those needs.

III. Request for Additional Information

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

⁴ For instance, since the bus only runs two times a day, two days a week in La Vina, the infrequency of bus routes make transit-dependent persons absolutely unable to rely on public transit for doctor’s appointments, grocery shopping, going to work, or any other essential trip.

⁵ See discussion *supra* Part I (E)



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

Gratefully,

Leticia Casillas Luquin
Policy Advocate



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

I. Unmet Transit Needs

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

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



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

II. Request for Additional Information

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

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

Gratefully,

Madeline Harris
Policy Advocate



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

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

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



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

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

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

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

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

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

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



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

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

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

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

Gratefully,

Madeline Harris
Policy Advocate



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;
- (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

APPENDIX E

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – MAY 16, 2022



Meeting of the Social Services Transportation Advisory Council

LOCATION

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

SPECIAL NOTICE: Precautions to address COVID-19 (a.k.a the “Coronavirus”) will apply to this meeting. See below Special Notice for additional details.

DATE

May 16, 2022

TIME

1:30 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Is Disabled
Fern Facchino	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of a Transit Provider
Ellen Moy	Representative of a Transit Provider
Anabel Miranda	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Representative of the Local Social Service Provider for Disabled
Michelle Hernandez	Representative of the Local Social Service Providers for Seniors
Alycia Falley	Representative of the Local Social Service Providers for Disabled
Olga Olivia Saucedo-Garcia	Representative of the Local Social Service Provider for Seniors

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.

Important Notice Regarding COVID 19

The meeting of May 16, 2022 will take place remotely in accordance with Government Code Section 54953(e) et seq. (AB 361), and Resolution No. 21-15 Amendment No. 6, as adopted by the Madera County Transportation Commission Policy Board on April 20, 2022. The Madera County Transportation Commission (MCTC) Board Room will be closed, and the SSTAC Members and staff will be participating in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public may participate in the meeting electronically and shall have the right to observe and offer public comment during the meeting.

You are strongly encouraged to participate by joining the meeting from your computer, tablet, or smartphone.

<https://meet.goto.com/MaderaCTC/sstac-meeting-46>

You can also dial in using your phone.

United States: United States: [+1 \(408\) 650-3123](tel:+14086503123)

Access Code: 500-078-517

If you wish to make a comment on a specific agenda item during the meeting, please use the “Raise Hand” feature in GoToMeeting and you will be called on by the chair during the meeting. If you are participating via telephone only, you can submit your comments via email to publiccomment@maderactc.org or by calling 559-675-0721 ext. 7. Comments will be shared with the SSTAC and placed into the record at the meeting. Every effort will be made to read comments received during the meeting into the record, but some comments may not be read due to time limitations. Comments received after an agenda item will be made part of the record if received prior to the end of the meeting.

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

AGENDA

At least 72 hours prior to each regular MCTC Social Services Transportation Advisory Council meeting, a complete agenda packet is available for review on the MCTC website at <http://www.maderactc.org> 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 5 durante horas de oficina.

MEETING CONDUCT

If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the 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

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

Agenda

Item	Description	Enclosure	Action
1.	Call to order		
2.	Public Comment		
3.	Approve Minutes of the May 9, 2022 SSTAC Meeting	Yes	Action
4.	Unmet Transit Needs Comment Analysis-Continued Unmet Transit Needs Definition Unmet Transit Needs Matrix Leadership Counsel Comment Letter	Yes	Action
5.	Appoint SSTAC representative to attend MCTC's June Board Meeting	Yes	Action
6.	Discuss Future Meetings 2022-2023 Tentative Quarterly Schedule	Yes	Discussion
7.	Miscellaneous	No	Discussion
8.	Adjournment		

Social Service Transportation Advisory Council

MINUTES

DATE

Monday, May 9, 2022

The regular meeting of the Social Service Transportation Advisory Council held Friday, May 9, 2022 via GoToMeeting and was called to order by Chair, Frank Simonis, at 2:37 PM.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Is Disabled
Ellen Moy, Representative of a Transit Provider, Madera County
Rosalind Esqueda, Representative of a Transit Provider
Anabel Miranda, Representative of a Local Social Service Provider for Persons of Limited Means
Michelle Hernandez, Representative of the Local Social Service Provider for Seniors
Alycia Falley, Representative of the Local Social Service Provider for Disabled
Vincent Parker, Representative of the Local Social Service Provider for Disabled

STAFF PRESENT:

Dylan Stone, Madera County Transportation Commission
Troy McNeil, Madera County Transportation Commission
Evelyn Espinosa, Madera County Transportation Commission
Nicholas Dybas, Madera County Transportation Commission
Sandy Ebersole, Madera County Transportation Commission
Jeff Findley, Madera County Transportation Commission

VISITORS PRESENT:

David Huff, City of Madera
Monty Cox, Madera County
Robin Roman, City of Chowchilla

I: Call to Order

Meeting started at 2:37 PM.

II: Public Comment

No public comment received.

III: Approve Minutes of the April 1, 2022 SSTAC Meeting

Approved.

IV. Unmet Transit Needs Comment Analysis

The comments' analysis was partially completed. Due to time constraints, the rest of the comments will be completed in a follow up meeting.

V. Appoint SSTAC representative to attend MCTC's May Board Meeting

Item postponed for next meeting.

VI. Discuss Future Meetings

Item postponed for next meeting.

VII. Miscellaneous

Item postponed for next meeting.

VIII: Adjournment

**THE SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING WAS ADJOURNED AT
4:12 PM**

Unmet Transit Needs Definition

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

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

Analysis of Comments Received During the FY 22/23 Unmet Transit Needs Process

Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need" An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).	If identified as an "Unmet Transit Need", is it "Reasonable to Meet"					NOTES
					FEASIBLE	COMMUNITY ACCEPTANCE	BENEFIT TO THE POPULATION	COST-EFFECTIVE	CONSISTENT WITH INTENT OF EXISTING TRANSIT SERVICE(S)	
Workshops										
1	County	MCC/La Vina	6 PM bus route reinstatement							
2	County	MCC/La Vina	Bus Service on Monday							
3	County	MCC/La Vina	More Dial A ride eligibility							
4	City of Madera	Metro	Maps at the bus shelters to show where people are at and the direction/connections.							
5	City of Madera	Metro	The buses need better signaling. Community members have used the bus and being dropped off at the stop they didn't want to wait for a connection bus. It was not clearly understood that the bus would not directly drop them off.							
6	City of Madera	Metro	Shelters and seats needed.							
7	City of Madera	Metro	More frequency for METRO. Hospital route takes too long, now 2 hours instead of 30 minutes.							
8	City of Madera	Metro	Walmart Stop							
9	City of Madera	Metro	Bus taking too long cause delays, so community members lose their doctors appointments and have to re-schedule doctor's appointments.							
10	City of Madera	Metro	Bus stop condition: No bus shelter to wait for bus or seat.							
11	County	MCC	More La Vina bus stops.							
12	City of Madera	Metro	Tulare St does not have bus stops.							
13	City of Madera	Metro	Cleveland, there are bus stops bus stops but more needed and shelters needed.							

14	City of Madera	Metro	Yosemite, Adell St., Cleveland, behind Monroe St., RD 29, Rd 28, 13, 15, 14 no bus stops or shelter.							
15	City of Madera	Metro, MCC	More direct routes. It takes too long. More buses.							
16	County	MCC	Almost total lack of public transportation. There is an inability to reach services (School, adult school) for students. Service to reach the College. YARTS used to give service, but the County did not believe in it.							
Comment Cards										
17	City of Madera	Metro	More buses for whoever doesn't have a car by Abby St.							
18	City of Madera	Metro, DAR	My main concern about the bus stop are the following: as a resident, I'm not considered part of the city because I reside on Posey Ave/28 ¼ Rd. Now I do have 2 bus stops near by now but they are a walking distance. Unfortunately, during rainy seasons there isn't much protections against the rain. Although I no longer commute using public transport I do see other resident standing near the bus stop to seek shelter from rain or sun. also, hours of waiting time are so off schedule although I know they try their best it was a struggle for myself to go out to school on time because of waiting time or constant stops.							
19	City of Madera	Metro, DAR	I live on Posey Ave, crossing rd is 28 ¼ in Madera the only bus stop close to me is on Tozer near Cotton Creek Apartment, in the bus would pass every 15-30 min on time and as scheduled I would be able to got to work but due to Covid I have not been able to catch the bus because to got o work it would end up not coming until 30 more minutes after and ended up walking and me being pregnant. Also tried dial-a-ride they tell me to schedule an appointment which it would not benefit me because I need it right away.							
20	City of Madera	Metro, DAR	Fresus Way and Olive Avenue More transit							
	City of Madera		More streetlights							
	County	MCC	More public transit in La Vina area							

21	County		Improve streets Sidewalks for La Vina school More streetlights							
22	City of Madera	Metro, DAR	Wilson St and Davis St More bus stops More bus shelters Improve public transit							
	City of Madera		Improve the streets, there are tons of potholes More streetlights, the streets are very dark							
23	City of Madera	Metro, DAR	Ellis Street More bus stops Public transit							
	City of Madera		Improve Ellis St. A stop sign							
24	City of Madera	Metro, DAR	Lake St and 5 St. Improve public transit Bus stop							
	City of Madera		More sidewalks for walking							
25	City of Madera	Metro, DAR	Cleveland Ave and Owens St. Bus drivers are not polite, please improve.							
	City of Madera		There is too much garbage from homeless people							
26	County	MCC	Improve public transit More stops							
27	County	MCC	Improve public transit							
	County		Improve La Vina school More streetlights							
28	County	MCC	Improve public transit (it charges a lot)							
	County		More Street lights in La Vina St., Uvas Ave., Paraiso St., Ave 9.							
	County		More sidewalks for students.							
	County		Bike lanes							
29	County	MCC, DAR	More Street lights, it is dark at night More sidewalks, there aren't any							
30	County	MCC	Improve public transit.							
31	County		More bike lanes so children can use their bicycles. More patrolling around La Vina streets.							

32	County		Potholes in Yosemite Trash around Riverside							
33	County		Potholes around Tulare St Wessmith Way, speeding							
34	County		Road 28 and 13 ½ Ave Sidewalks for children to go to school Stop signs Street lights because it is very dark Fix the streets							
35	County		Fix potholes, there are too many. More traffic lights around 18 ½ for children safety.							
36	City of Madera		Lives by Lake St. He would like more information if it would be possible to add more stop signs.							
37	County		More streetlights and street improvements because it is hard to cross the streets. Rd 28 ½ and 13 ¼.							
38	City of Madera		Put a stop sign between the street by the Pan American Park. There are always accidents happening, it is dangerous especially it being close to where children are present.							
39	City of Madera		Merced St and Fresno St, Green Way Stop signs Lighting is very dim							
40	City of Madera		Katherine St More streetlights and stop signs. There are many accidents in this area.							
41	City of Madera		I would like to get more stop signs by Sherwood St and Lake St. There is a lot of accidents on that Road. Thank you.							
42	City of Madera		Improvements to Tulare St. More stop signs More sidewalks							
43	City of Madera		Improve E. Yosemite Ave. Fix streets. More stop signs for children's safety around MLK, Sierra Vista, and Millview School.							
44	County		I would like that streets: 13 ¼ and Rd. 29 be fixed. And more stops signs and traffic lights							
45	City of Madera		Fix Gateway, SR 145, there are too many potholes							
46	City of Madera		Fix E. Yosemite Ave. Lots of potholes.							

47	County		La Vina streets: Ave 9, 8 ½, 8. Rd 24, 23 are in bad conditions.							
48	City of Madera		I would like more street lighting. Fix roads.							
49	County		Fix potholes on 17 ½. The potholes affect car tires.							
50	City of Madera		More lighting around Davis St. it is very dark. Fix streets there are many potholes.							
51	City of Madera		Improve streets. Fix road potholes. Improve pedestrian infrastructure. More recreation areas.							
52	City of Madera		I would like to see more stop signs on SR 145 because there are many accidents there.							
53	County		I would like 28 ½ and 13 ¼ to be fixed. There are many potholes and add more stop signs.							
54	City of Madera		E Yosemite is very dark at night, it needs more streetlights.							
55	City of Madera		More Street lights on E. Yosemite Ave.							
56	City of Madera		I live by B St and A St. For children's safety when going to school: Streets are in bad conditions, they need fixing. It is very dark at night, more streetlights.							
57	City of Madera		More Street lights and fix those that do not work. Get more patrols day and night. Azalea Ave, Road 29, fix parks, clean the streets							
58	City of Madera		Lilly St and Sunrise Ave Traffic light for children's safety for school (Virginia). Add speed bumps on Sunrise Avenue and Lilly St. Speed signs for cars, so they reduce speed Public transit							
59	City of Madera		E. Yosemite Ave.							
60	City of Madera		Streets around schools for children's safety.							
61	City of Madera		N Lake and Sherwood St. add stop sign							
62	City of Madera		Austin and Martin St. Repair Streets More Street lights because they are dark Sidewalks for House entrances							

63	City of Madera		I live by Millview school, I would like more stop signs, thanks.							
64	City of Madera		N. L St. I would like pavement where I live because I live by an alley. Thank you.							
65	City of Madera		Washington Ave and Washington, or Crossing St. Sidewalks Fix the streets, the potholes for cars							
66	City of Madera		Cross St and Lily St, Magnolia St, Washington St. Sidewalks Fix Streets More streetlights Stop signs							
67	City of Madera		I live by Sherwood Way and Lake St. there are too many accidents Stop signs to prevent car accidents and it is dangerous for children in the park.							
68	County		Improve streets Ave 12 and 10							
69	City of Madera		Sonora Street and Cleveland Ave Fix streets and potholes Add speed bumps because cars speed on the streets More safety for school children							
70	Chowchilla		Improve streets More speed bumps cars speed a lot							
71	City of Madera		Sunrise and Lilly St. More police officers More speed bumps, cars speeding More speed signs							
72	County		Rd 29 ½ and Ave 8 More speed bumps: cars speed Fix streets More signs for children's safety							
73	County		Rd 29 ½ and Ave 8 Speed bumps, cars speed on the streets and it is dangerous for students.							
74	County		Rd 29 ½ and Ave 8 Eastin Arcola Fix streets for students safety Add speed bumps, there are races on the streets.							

75	County		Fix streets: Ave 9, Rd 24, Ave 8, 8 ½, Rd 25 More stop signs Add speed bumps on Ave 9 because cars race down the street							
76	County		Add speed bumps on Ave 9 because cars race down the street							
76	County		Drainage problems when it rains on Paraiso St. Fix streets: Road 24, 23, Ave 7, 8, 8 ½, 7 More streetlights, very dark streets, it helps safety.							
Comments from Leadership Counsel for Justice and Accountability Counsel Letter 2022-23										
	City of Madera	METRO	A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.							
	ALL	ALL	B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.							
	County		C. Residents and transit users report a need for street lighting in La Vina, Fairmead, and Madera County to ensure transit users' first and last miles are safely lit.							
	City of Madera		D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.							

	County	<p>E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit.</p> <p>A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres. One of the reasons it is critical that communities have sidewalks to connect residents to bus stops is to ensure ADA accessibility for transit users who use wheelchairs.</p>							
	County	<p>F. Residents from Fairmead and Madera County report the need for speed reduction infrastructure near schools for the safety of children. For instance, residents in Fairmead have been asking Madera County and MCTC for speed bumps or other similar speed reduction infrastructure in front of Fairmead Elementary school on Ave. 22 3/4.</p>							
	All	<p>G. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is traveling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.</p>							

	County	MCC	H. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.							
	County	MCC	I. Residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible in collaboration with Fairmead residents, and oversee progress to ensure this project stays on track and remains coordinated with the planning efforts for the Fairmead Library & Community Center.							
	City of Madera		J. Indigenous residents and transit users in Madera County have elevated they want more bus stops, specifically in Parksdale and Cesar Chavez Elementary school areas and more frequent bus stops.							
	County	MCC	K. Indigenous residents and transit users in Madera County have elevated the need for stop signs on Avenue 13 and Avenue 14 ½.							
Comments from Leadership Counsel for Justice and Accountability Counsel Letter Previous Years										
	County	MCC	The Chowchilla-Fairmead-Madera schedule must be extended to the weekends to afford transit users improved access to this essential route							
	County	MCC	The schedule must be updated to include more frequent routes, both Northbound to Chowchilla and Southbound to Madera;							

	County	MCC	A second stop must be added on the Northern side of Fairmead around the vicinity of Avenue 23 to ensure that this curcial 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 1/2 near Fairmead Blvd, riders who live on the other side of the community are not able to easily access the route.							
	County	MCC	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit. Extend to rest of the week including weekends and							
	County	MCC	Additional routes during the day.							
	City of Madera	Metro	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;							
	City of Madera	Metro	Installation of trash cans on MAX buses							
	City of Madera	Metro	Thirty-minute incremented bus service on all MAX routes;							
	City of Madera	Metro	Improvements to the "Dial-a-Ride" Dispatch system							
	City of Madera	Metro	Extended MAX service operation on weekends;							
	All	Metro, MCC	Equip bus stops and buses with route-related signage							
	All	All	Apply for grant funding to secure free rides for students							
	MCTC		Pursuit of regional funding for an electric rural rideshare program							
	All	All	Mandated discrimination prevention and accessibility training for all Madera County Transit Staff							



April 20, 2022
Madera County Transportation Commission
2001 Howard Rd, Ste 201
Madera, CA 93637

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

I am writing regarding the unmet transit needs hearing process. Our organization continues to hear from residents in Fairmead, La Viña, the City of Madera, and other communities in Madera County whose transit needs remain unmet by this agency, despite our participation in this process for the past several years. In this letter, we are re-submitting the list of unmet transit needs that residents have elevated for the past three years now, which have not been addressed. We also argue that those needs fit within the confines of the Madera County Transportation Commission (MCTC)'s unmet needs transit definition. This necessarily means that MCTC is obligated to address them. Attached alongside this letter, I have also resubmitted our comment letters from the last three years' unmet transit needs survey process regarding unmet transit needs and comments regarding this process that we have elevated in previous years. We are grateful for the opportunity to participate in this important public process and ask that the feedback we have received from community members on the ground be incorporated so that all Madera County residents have access to reliable, equitable, and affordable public transportation.

I. Unmet Transit Needs

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

- A. Transit users in the City of Madera report up to one hour wait times for buses on occasion, and expressed the need for routes in the City of Madera to run more frequently.
- B. Residents and transit users report a need to expand rate assistance programs to provide free rides to people who are unable to pay their bus fare but who have transit needs nonetheless. This need was raised during the COVID-19 pandemic, during which many transit users have experienced additional financial hardships.



- C. Residents and transit users report a need for street lighting in La Vina, Fairmead, and Madera County to ensure transit users' first and last miles are safely lit.
- D. Residents and transit users continue to elevate the need for wastebaskets at bus stops in the City of Madera.
- E. Residents and transit users in unincorporated communities have identified streets that need repavement and clean mobility infrastructure like sidewalks, crosswalks, and street lighting in order to facilitate their first and last miles, and thus, their use of public transit. A few examples that were elevated in our conversations were sidewalks and street lighting along Avenue 9 and within the subdivision of homes located in La Vina, and road repavement to Rd 26 in Madera Acres, Rd 29 in Parksdale, and Valerie Avenue in Madera Acres. One of the reasons it is critical that communities have sidewalks to connect residents to bus stops is to ensure ADA accessibility for transit users who use wheelchairs.
- F. Residents from Fairmead and Madera County report the need for speed reduction infrastructure near schools for the safety of children. For instance, residents in Fairmead have been asking Madera County and MCTC for speed bumps or other similar speed reduction infrastructure in front of Fairmead Elementary school on Ave. 22 3/4.
- G. Resident and transit users report the need for electronic bus signs on buses and at bus stops. At bus stops, an electronic sign should indicate the estimated time of arrival of the bus and its destination along its current route, and electronic signs on the buses should confirm the direction in which the bus is traveling along its route with its final destination. Residents report that this will greatly improve the user-friendliness of public transit in Madera County and encourage ridership.
- H. Residents and transit users in La Vina continue to elevate the need for more frequent routes between La Vina and the City of Madera. Currently, the bus only runs on Wednesdays and Fridays, leaving transit-dependent persons with no other means of transportation without access to basic amenities (including healthcare, food, and other emergency services) most days of the week.
- I. Residents and transit users in Fairmead have elevated the need to continue working towards installation of a second bus stop in Fairmead. As we understand it, the status of this project is pending collaboration between the Fresno EOC and Madera County Public Works. We ask that MCTC direct these agencies to continue their work on this project as soon as possible in collaboration with Fairmead residents, and oversee progress to ensure



this project stays on track and remains coordinated with the planning efforts for the Fairmead Library & Community Center.

- J. Indigenous¹ residents and transit users in Madera County have elevated they want more bus stops, specifically in Parksdale and Cesar Chavez Elementary school areas and more frequent bus stops.
- K. Indigenous residents and transit users in Madera County have elevated the need for stop signs on Avenue 13 and Avenue 14 ½.

II. The unmet needs listed above fall within the unmet needs definition adopted by MCTC.

MCTC’s adopted definition for Unmet Transit Needs reads, “[a]n unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).”² The needs listed above fit within the confines of this definition for the reasons listed below:

- 1. “Expressed or identified needs”

For the past three years, Madera County residents expressed their desire to see transportation improvements in their communities. Those same residents have also identified specific needs in their communities.³ For example, the priorities have been expressed and identified by residents during the Regional Transportation Project and Sustainable Community Strategy workshops, the Measure T steering Committee, and the board of supervisors meeting.

¹ Gaspar Rivera-Salgado and Luis Escala Rabadán, *Festivals, Oaxacan Immigrant Communities and Cultural Spaces Between Mexico and the United States: The Guelagueltas in California*, University of Southern California and the Mexican research institute El Colegio de la Frontera, <https://www.redalyc.org/journal/151/15160667002/html/> (California is home to about 350,000 Indigenous Oaxacans, who are primarily concentrated in the Central Valley and the southern portion of the state, a study conducted in 2016).

² Madera County Transportation Commission, *Unmet Transit needs Workshop 3.29.22-2.pdf*, Madera County, (March 29, 2022), <https://www.maderactc.org/bc-transportation/page/unmet-transit-needs>

³ See discussion *supra* Part I



Furthermore, each of the necessary transit improvements listed above are in fact unmet *needs* because, according to the feedback of transit-dependent residents, public transit is extremely difficult if not nearly impossible to use in each of these communities due to the lack of first and last-mile infrastructure, the infrequency of routes, the scarcity of bus stops in communities, and the lack of appropriate signage for bus routes.⁴

2. “That [are] not currently being met through existing public transportation services”

The previous priorities are attached and, as you can see, the needs of residents in Fairmead, La Vina, the City of Madera, and other communities throughout Madera County have not been addressed by previous unmet transit needs processes. As such, these needs are not currently being addressed through existing transportation services. Thus, meeting the requirement for the updated unmet transit needs definition.

3. “Required to comply with the Americans with Disabilities Act.”

As mentioned above, in several disadvantaged communities, many common roads do not have sidewalks, which creates uniquely dangerous obstacles for residents with disabilities.⁵ For example, a resident in La Vina who uses a wheelchair has mentioned being nearly hit by vehicles almost every time she tries to make an essential trip because, without sidewalks, she is forced into the road.

4. Conclusion

The needs expressed above meet fall within MCTC’s definition of unmet transit needs. Therefore, MCTC is required to address those needs.

III. Request for Additional Information

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

⁴ For instance, since the bus only runs two times a day, two days a week in La Vina, the infrequency of bus routes make transit-dependent persons absolutely unable to rely on public transit for doctor’s appointments, grocery shopping, going to work, or any other essential trip.

⁵ See discussion *supra* Part I (E)



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

Gratefully,

Leticia Casillas Luquin
Policy Advocate



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

I. Unmet Transit Needs

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

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



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

II. Request for Additional Information

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

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

Gratefully,

Madeline Harris
Policy Advocate



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

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

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



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

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

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

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

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

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

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



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

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

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

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

Gratefully,

Madeline Harris
Policy Advocate



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;
- (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

APPENDIX F

RECOMMENDATION TO THE MCTC BOARD FROM SSTAC

Social Service Transportation Advisory Council

Commission Members

o

Chairman
Tom Wheeler
County of Madera

o

Vice Chairman
Diana Palmer
City of
Chowchilla

o

Cecilia Gallegos
City of Madera

o

Brett Frazier
Madera County

o

Jose Rodriguez
City of Madera

o

Robert Poythress
Madera County

June 22, 2022

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

SUBJECT: SSTAC FY 2022/23 “Unmet Transit Needs” Recommendation

Dear Chairman Wheeler:

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 in weeks prior to the public hearing to review past actions and prepare for this year’s unmet transit needs process. Testimony regarding transit needs in Madera County was received at the “Unmet Transit Needs” Public Hearing on April 20, 2022. The SSTAC met again the week following the public hearing to discuss potential transit issues. Based on the testimony and written comments received our recommendations to the Commission are as follows:

The MCTC staff and SSTAC considered the hearing testimony and written comments and recommend the MCTC Policy Board find the following:

1. That the Madera County Transportation Commission finds that there are unmet transit needs that are reasonable to meet in FY 2022/23 within the jurisdiction of the City of Madera, and that there are no unmet transit needs within the jurisdiction of the City of Chowchilla, and County of Madera.

The Madera Metro and the Madera Dial-A-Ride provide transportation services that cover the entire City of Madera.

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 8:30 am to 4:30 pm.

2. Maintain existing transit systems in Madera County: Madera Transit System (Madera Metro 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.

MCTC 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 Madera Metro);
- Chowchilla Area Transit Express – City of Chowchilla;
- Eastern Madera County Escort Service; and Eastern Madera County Senior Bus;
- Madera County Connection

MCTC staff and SSTAC recommend that the unmet transit needs which were found reasonable to meet be addressed as recommended by the SSTAC during its meeting of May 16, 2022.

- Testimony was received regarding the Walmart stop. The City of Madera is currently evaluating all bus stops as part of its on-going transit plan study. This bus stop will be under evaluation as well.
- Testimony was received about the need for wastebaskets at bus stops in the City of Madera. The SSTAC recommended that there be waste baskets at each bus stop and that they are regularly maintained. Madera METRO is currently looking to improve sanitation around transit stops.

Sincerely,

Evelyn Espinosa

Evelyn Espinosa, MCTC Staff on behalf of
Social Service Transportation Advisory Council
which was approved by the SSTAC Chair, Frank Simonis