

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	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 tranist 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 appointments and have to re-schedule doctor's appointments.	No						Part of driver shortage during Covid and being addressed.
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 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.	No						There are liability issues in residential areas. Dial-A-Ride provides Door-to-door service.
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 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.	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
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 Improve La Vina school	No						These are the types of improvements that MCC is continuously looking at. Ongoing review.
	County		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	No						Refer to Public Works.
30	County	MCC	Improve public transit.	No						There is on-going assessments and service improvement.
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	No						Public works will receive the comments
33	County		Potholes around Tulare St Wessmith Way, speeding	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.
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.

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.
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 and hiring more drivers to improve that.
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		<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>	No						Refer to Public Works Department.
82	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>	No						Refer to Public Works Department
83		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>	No						On-going evaluation
84	County	MCC	<p>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.</p>	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.
Comments from Leadership Counsel 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.
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.