



# UNMET TRANSIT NEEDS FY 2020-2021

*Final Analysis and Recommendations Report  
July 2020*



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# Summary

## BACKGROUND

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

1. Establish or maintain a Social Services Transportation Advisory Council (SSTAC) to participate in the identification of unmet transit needs and determine whether those identified needs are reasonable to meet. The composition of the SSTAC is set forth in statute and consists of representatives of the following members:
  - a. One representative of potential transit users who is 60 years of age or older.
  - b. One representative of potential transit users who have a disability.
  - c. Two representatives of the local service providers for seniors, including one representative of a social service transportation provider if one exists.
  - d. Two representatives of local social service providers for those with disabilities, including one representative of a social service transportation provider, if one exists.
  - e. One representative of a local social service provider for persons of limited means.
  - f. Two representatives from the local consolidated transportation services agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
2. Coordinate with the SSTAC and MCTC Policy Board to determine definitions for both “unmet transit needs” and “reasonable to meet.”
3. Identify transit needs, which have been considered as part of the transportation planning process.
4. Hold at least one public hearing to receive public comments regarding unmet transit needs.
5. Meet with SSTAC members to identify potential unmet transit needs, and analyze those transit needs using the MCTC Policy Board’s adopted definitions of “unmet transit needs” and “reasonable to meet” (adopted definitions provided on Pages 8 and 9 of this report). As part of the “reasonable to meet” determination, MCTC staff and the SSTAC must consider whether a transit operator can reasonably accommodate an unmet need and still maintain the required farebox ratio established under the TDA.
6. Adopt by resolution a finding regarding transit needs that may be reasonable to meet. The MCTC Policy Board makes one of the following three possible findings:
  - a. There are no unmet transit needs, or
  - b. There are no unmet transit needs that are reasonable to meet, or
  - c. There are unmet transit needs, including transit needs that are reasonable to meet.

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

## SUMMARY OF THE FINDINGS FOR THE FY 2020-2021 UNMET TRANSIT NEEDS ASSESSMENT

On June 17, 2020, the MCTC Policy Board adopted Resolution Number 20-06, approving the findings of the FY 2020/21 unmet transit needs hearing:

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

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

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

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

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

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



During the “Unmet Transit Needs” Public Hearing on Wednesday, May 20, 2020, the MCTC Policy Board opened the hearing to receive public testimony. The following staff evaluation was prepared in cooperation with the SSTAC. The Chairman of the SSTAC will submit that body’s findings to the Commission under separate correspondence.

**NARRATIVE OF EVALUATION**

**City of Madera**

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

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

Testimony was received regarding the reopening of the Walmart stop. City of Madera Staff have worked with the shopping center manager in the past. For safety reasons, all analyses have been done, it is very unsafe for fixed route to travel into a shopping center. The City applied for a Caltrans planning grant, but they have not yet heard from Caltrans about the status. An alternative would be to develop a bus stop at the Pak N Save but there has not been much interest from the community for that. If planning grant is not awarded, the City will test out a bus stop around Pak N Save. Furthermore, Dial-A-Ride is available to drop off right in front of Walmart. This comment is being further studied but not reasonable to meet at this point in time.

There was also a request for 30-minute headways on all Madera Metro routes to make service more dependable. The City is already looking at re-routing for the timing. Route 1 operates in 30-minute headways already. For Route 2, they currently do not have the ridership to support the current route so it would be difficult to meet farebox recovery ratio and does not justify a change to 30-minute headways. Currently an assessment on routes is being performed. MV transit is doing preliminary re-routing assessment to improve efficiency/change the route. There will be an update this summer on this assessment by MV transit.

Extend the Madera Metro service operations on weekends was also requested. The City has been trying for two years to get the Caltrans grant to do a thorough assessment of routes to get data to make determination on whether extending service for the weekend is feasible.

Route 2 ridership is so low, this may not be cost-effective. Even Dial-A-Ride ridership is low on Sundays (possibly due to COVID-19).

**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.**

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

Testimony was received for route and schedule improvements for the Chowchilla-Fairmead- Madera connection to ensure a dependable and user-friendly service. In FY18/19 the transit services were undergoing a major transition, this resulted in a better understanding of the need. Ellen Moy went to Fairmead and talked to the President of Fairmead community group. The survey for location of shelter was halted due to COVID-19. This will continually be followed up on based on demand.

A second stop must be added on the Northern side of Fairmead around the vicinity of Avenue 23, was requested. Ellen Moy has been working with the Leadership Counsel of Justice and Accountability on opening such a stop and will continue to do so once COVID-19 allows.

Testimony was also received for increased frequency of routes for Eastin Arcola-Ripperdan- La Vina route. Ellen Moy informed MCTC staff that the County plans to initiate additional runs to this current service on a pilot basis beginning July 2020. One will be added at in mid- morning departing the Downtown Intermodal Center at approximately 11:20am and one at 3:35pm. The County will closely monitor these runs and overall demand for cost effectiveness and for any warranted expansion

**RECOMMENDATION**

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

- 1. That the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2020/21 within the jurisdiction of the City of Madera, 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 (MAX and Dial-A-Ride) in the City of Madera; Madera County Connection; Chowchilla Area Transit Express; Eastern Madera County Escort Service; and Eastern Madera County Senior Bus.**

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

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

## Unmet Transit Needs Process

### TRANSPORTATION DEVELOPMENT ACT REQUIREMENTS

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

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

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

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

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

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

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

##### **Unmet Transit Needs:**

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

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

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

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

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

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

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

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

**SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS FY 2020-2021**

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

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Pamela Mashack	City of Madera, Community Member	6-22

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

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Rosalind Esqueda	Madera County Connection	6-22
Ellen Moy	Madera County	6-22

Potential Transit User Who Is Disabled (minimum of 1)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
VACANT		

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

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
VACANT		
Annie Self	Madera Area Express Manager	6-22

Representative of a Local Social Service Provider for Persons of Limited Means (minimum of 1)

APPOINTMENT	GEOGRAPHIC/AGENCY REPRESENTATION	TERM EXPIRES
Bertha Vega	Madera County Workforce Corporation	6-23

Staff

APPOINTMENT	AGENCY REPRESENTATION	TERM EXPIRES
Amelia Davies	Madera County Transportation Comm.	
Dylan Stone	Madera County Transportation Comm.	

## Existing Conditions

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

### SIZE AND LOCATION OF GROUPS LIKELY TO BE DEPENDENT ON TRANSIT

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

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

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

### GENERAL POPULATION ESTIMATES FOR MADERA COUNTY

According to the 2014-2018 ACS Five-Year Estimates, Madera County’s current population is 155,013. There are two incorporated cities in Madera County. As identified in Table 1, below, the City of Madera is the largest incorporated city in Madera County, accounting for 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 1 illustrates the current population breakdown of Madera County.

**Table 1: 2018 Population in Madera County**

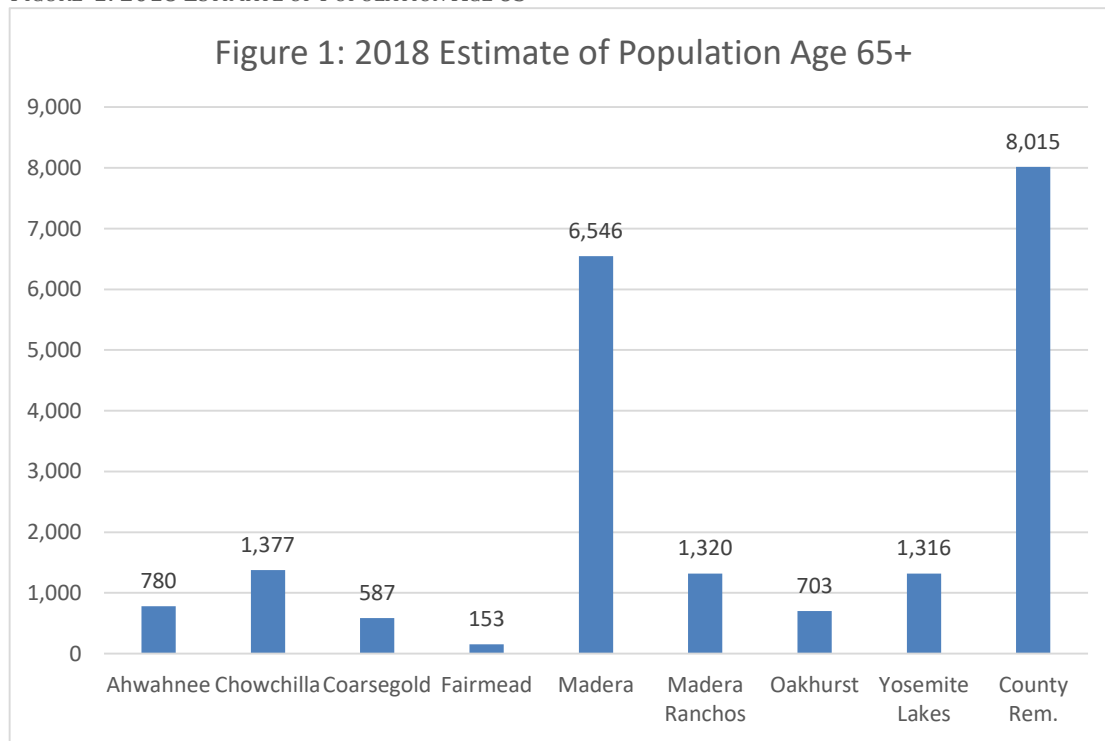
Jurisdiction	Population	Percent of County
Ahwahnee	2,461	2%
Chowchilla	18,533	12%
Coarsegold	1,643	1%
Fairmead	1,876	1%
Madera	65,711	42%
Bonadelle Madera Ranchos	8,971	6%
Oakhurst	3,424	2%
Yosemite Lakes	5,647	4%
County Remainder	46,747	30%
<b>TOTAL</b>	<b>155,013</b>	<b>100%</b>

Source: U.S. Census Bureau, 2014-2018 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 2014-2018 ACS Five-Year Estimates, 20,797 individuals in Madera County are identified as elderly, accounting for approximately 13% of the County’s total population. With 6,546 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 1,377.

FIGURE 1: 2018 ESTIMATE OF POPULATION AGE 65+

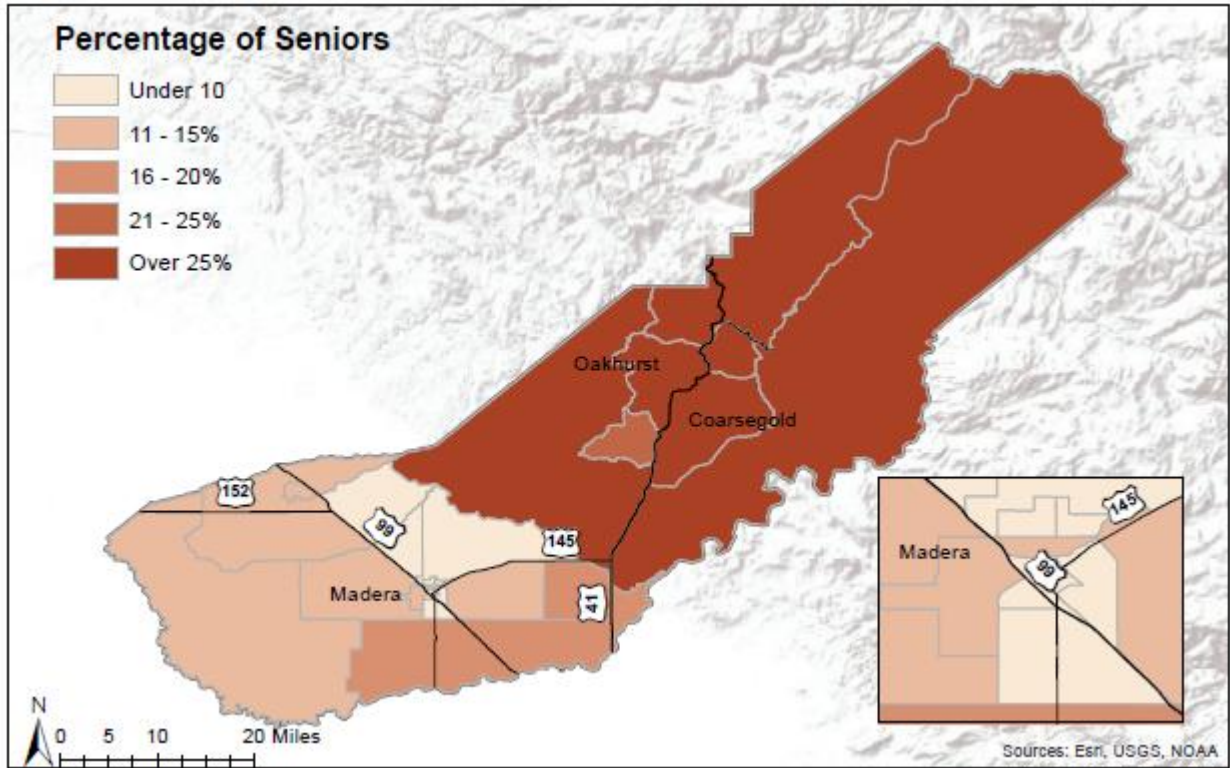


Source: U.S. Census Bureau, 2014-2018 5-Year ACS (Table B01001)

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



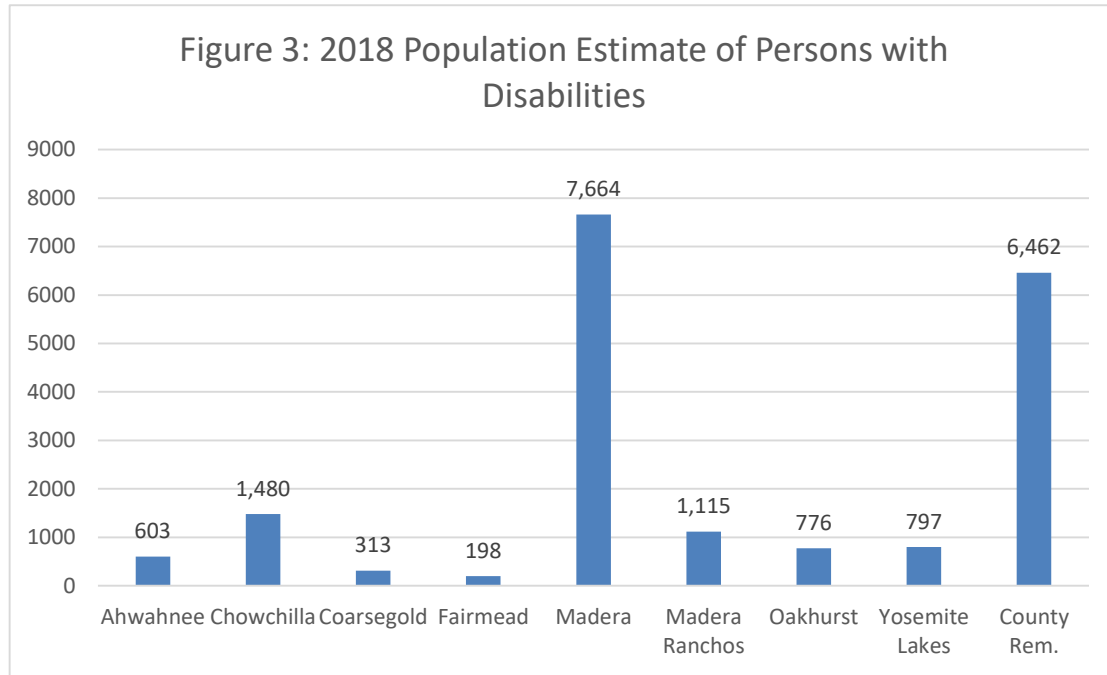
Source: U.S. Census Bureau, 2018 5-Year ACS (Table B01001)

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

### ASSESSING TRANSIT DEPENDENCY BY DISABILITY

According to the U.S. Census Bureau, respondents who report anyone of having the following six disability types, are considered to have a disability: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, or independent living difficulty. In the 2014-2018 ACS 5-Year Estimates, it was determined that approximately 12% of the total civilian noninstitutionalized population within Madera had a disability. Figure 3, below, provides a population breakdown of persons with disabilities by jurisdiction in Madera County.

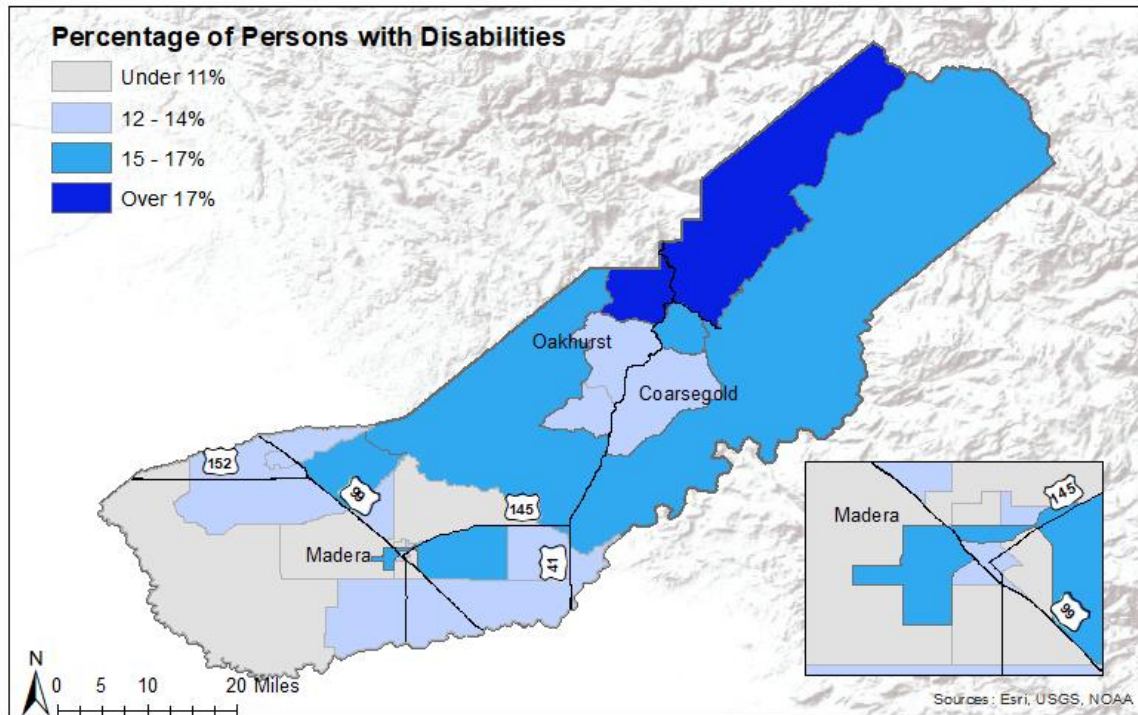
FIGURE 3: 2018 POPULATION ESTIMATE OF PERSONS WITH DISABILITIES



Source: U.S. Census Bureau, 2014-2018 5-Year ACS (Table S1810)

Using 2018 ACS data, Figure 4, on the following page, identifies the distribution of disabled populations over the age of 65 within Madera County by census tract. The lighter portions of the map designate a lower percentage of disabled people living in the census tract, while the darker portions of the map designate a higher percentage of disabled people living in the census tract.

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

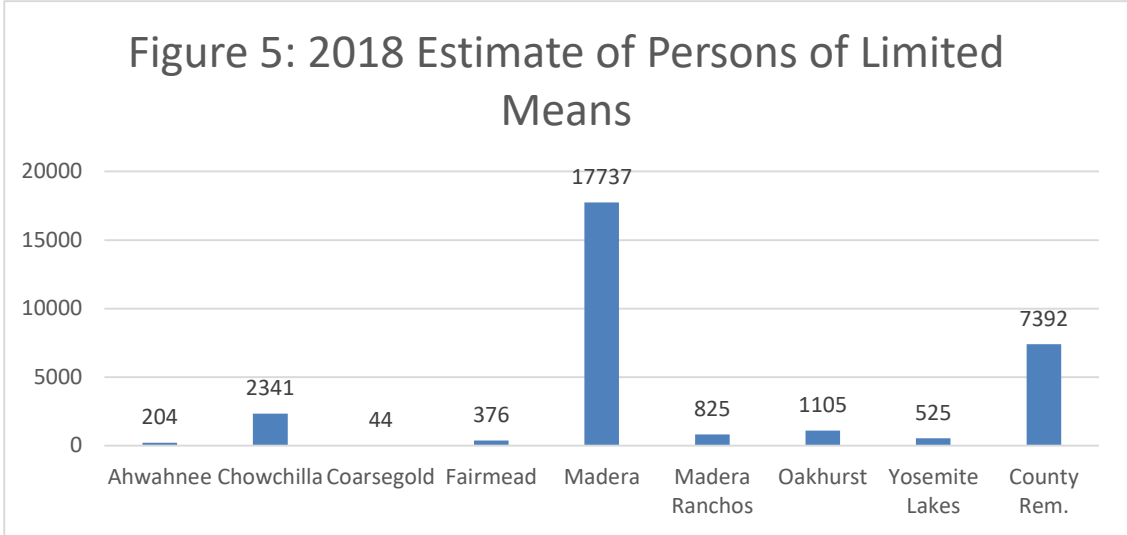


As illustrated in Figure 4 above, there are higher percentages of persons with a disability located near the City of Madera, City of Chowchilla, Fairmead, and a portion of Eastern Madera County with lower percentages in the western part of the county as well as a portion of Eastern Madera County.

**ASSESSING TRANSIT DEPENDENCY BY INCOME (PERSONS OF LIMITED MEANS)**

The 2018 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 2018, 20.8% (30,549) 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% 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.

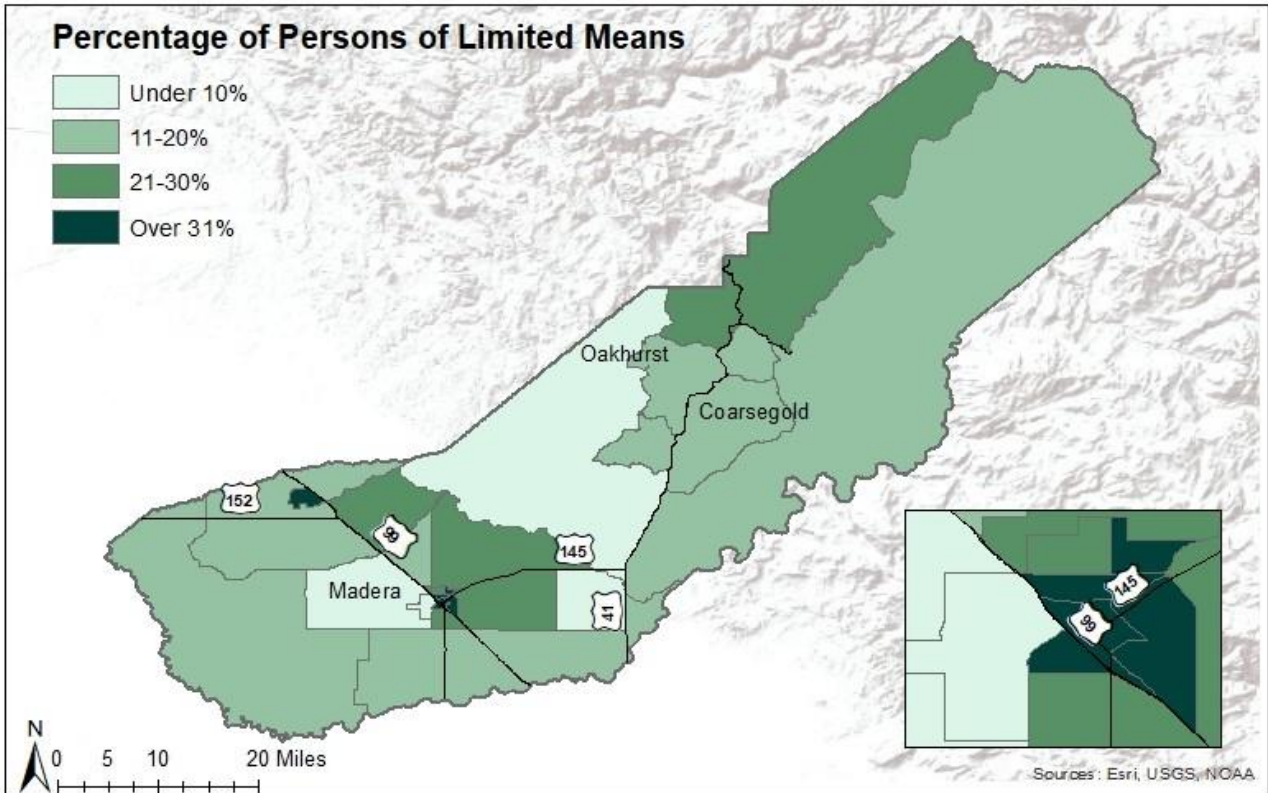
FIGURE 5: 2018 ESTIMATE OF PERSONS OF LIMITED MEANS



Source: U.S. Census Bureau, 2014-2018 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



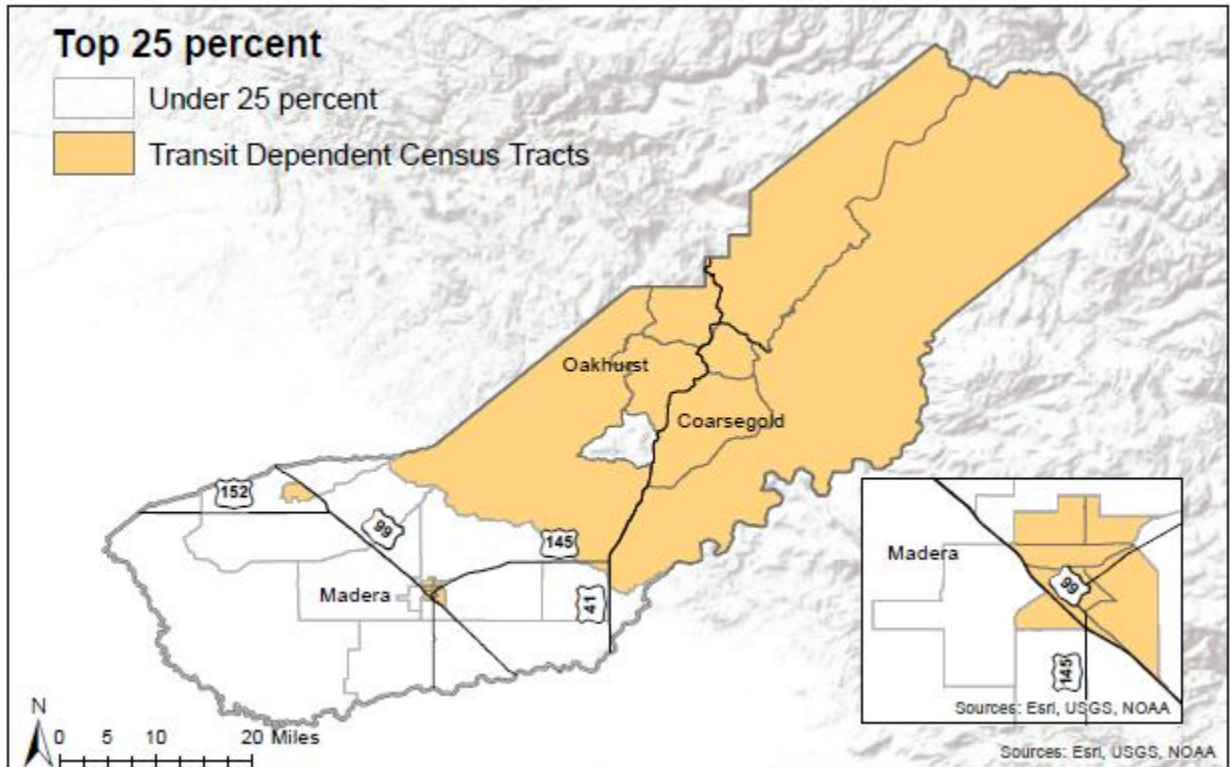
Source: U.S. Census Bureau, 2018 5-Year ACS (Table S1701)

As shown on the map above, the highest percentages of people living below the FPL are in the areas of Madera and Chowchilla. Public transit systems in these cities provide key transportation options to those who may not have an automobile due to their low income.

**TRANSIT DEPENDENT CENSUS TRACTS**

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

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



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

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

## Transportation Services in Madera County

### CITY OF MADERA

The City of Madera and its environs are served by a number of public and private transportation providers. The City operates the Madera 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 77,000 riders annually. Due to COVID-19, the 2019/2020 ridership statistics have decreased significantly beginning in March 2020. This is true for all systems in the Madera Region.

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 12,000 riders annually. The County of Madera contracts with the City of Madera to provide this transit service outside the Madera city limits.



FIGURE 8: MAX SERVICE AREA MAP

# MAX SYSTEM MAP

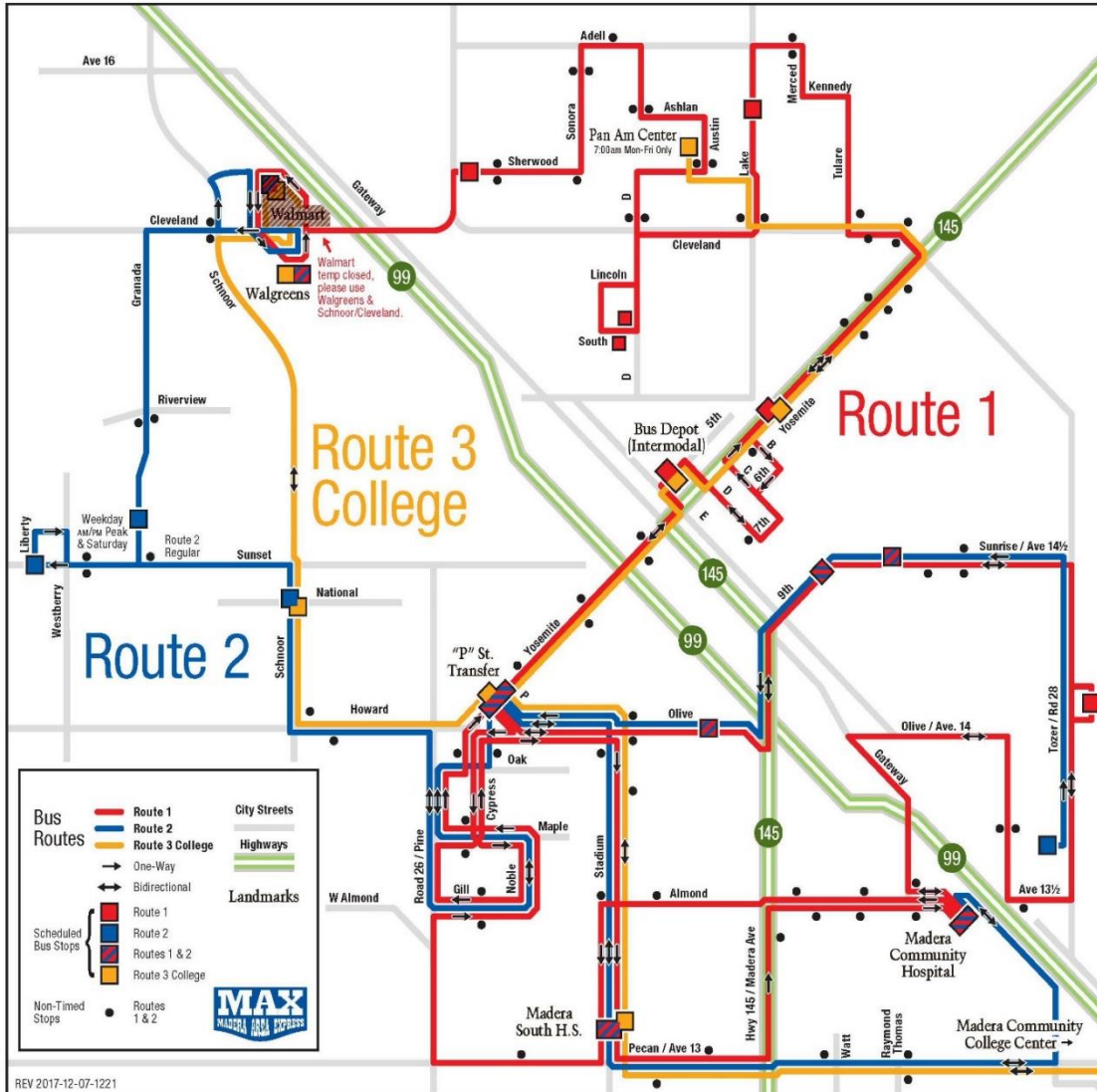
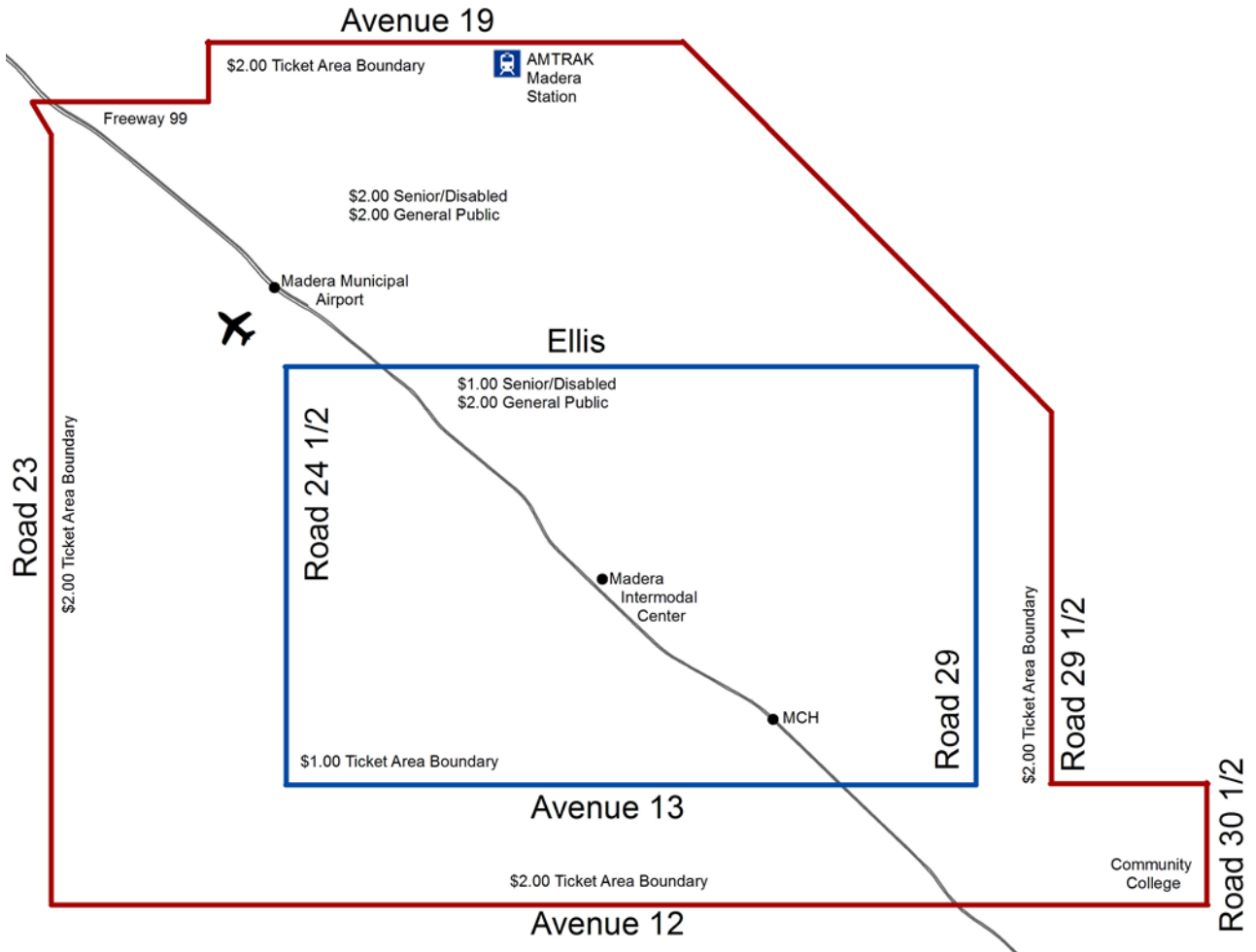


FIGURE 9: DAR SERVICE AREA MAP

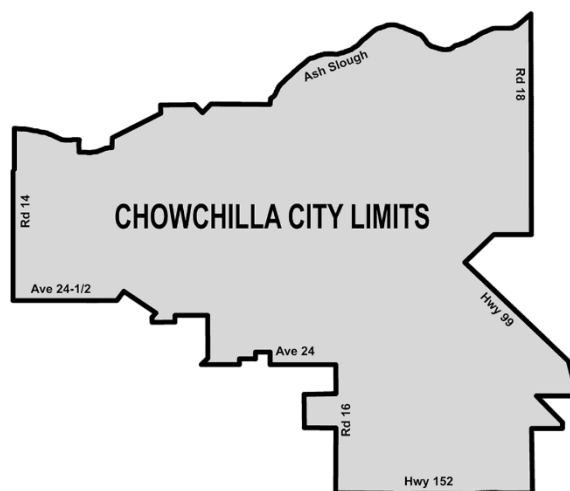


**CITY OF CHOWCHILLA**

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



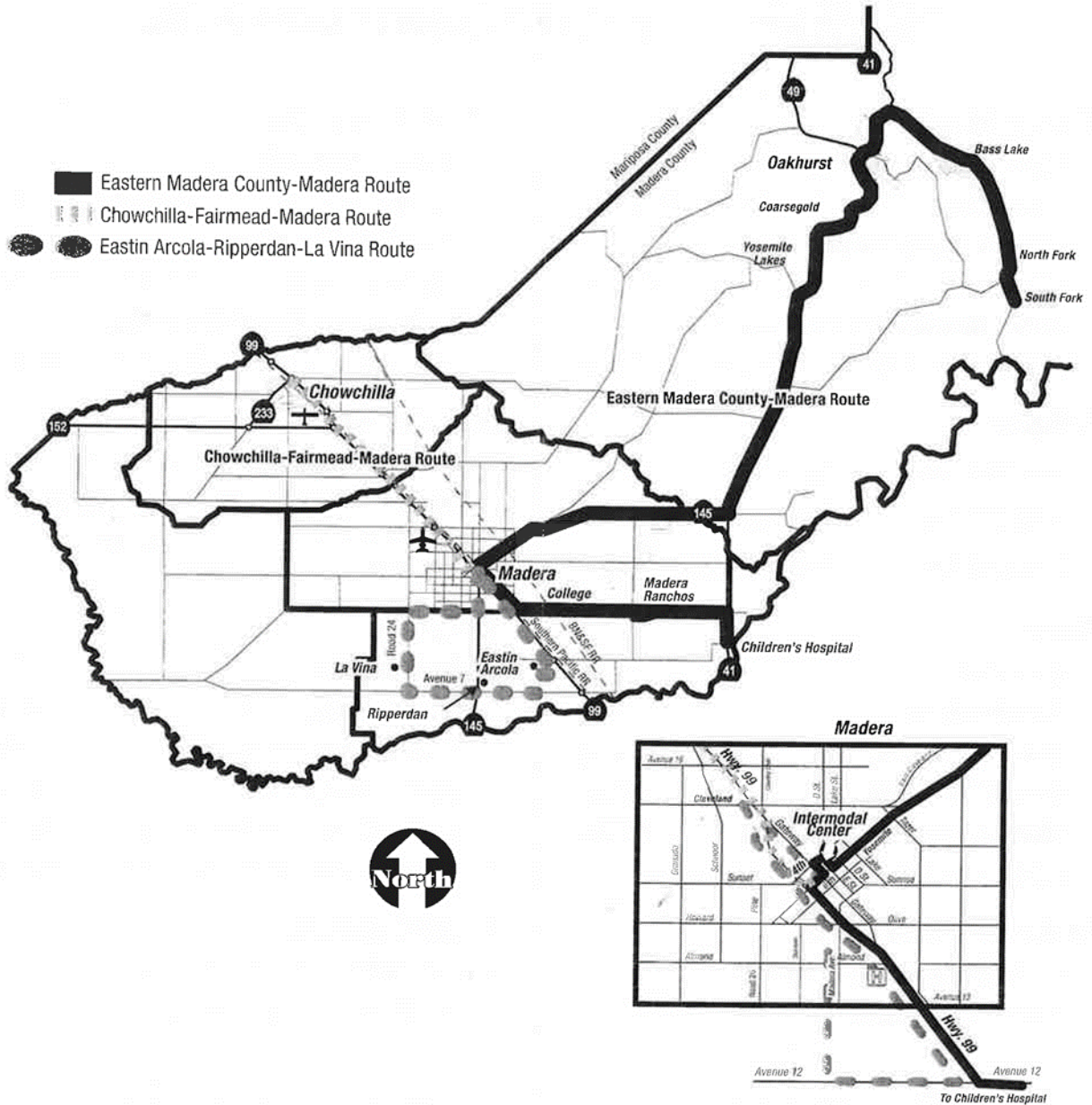
### COUNTY OF MADERA

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 plans to initiate additional runs on this route beginning July 2020. One will be added in mid-morning departing the intermodal center at approximately 11:20am and one at 3:35pm.

FIGURE 11: MCC SERVICE AREA

# MADERA COUNTY CONNECTION SYSTEM MAP

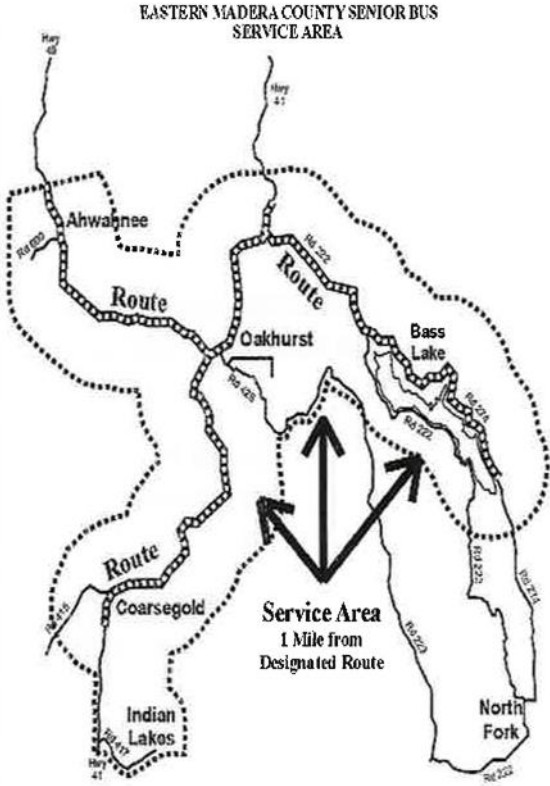


The Eastern Madera County Senior Bus has been in operation since 1983. It is a demand-response service operating Monday through Friday (except holidays) from 9:00 a.m. to 4:00 p.m. This program serves Eastern Madera County seniors 60 years and older and disabled residents. As shown in Figure 12, the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



## 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. YARTS is managed by the Merced County Association of Governments, and offers rides to all visitors to Yosemite.

## MADERA COUNTY TRANSIT SERVICES STATISTICS

**Table 2: Madera County Transit Service FY 2019-2020**

TRANSIT SERVICE	PASSENGERS	REVENUE MILES	REVENUE HOURS
Fixed Routes	102,863	457,306	24,228
Para-Transit	14,758	97,454	7,713
<b>totals</b>	<b>117,621</b>	<b>554,760</b>	<b>31,941</b>

\*These statistics only include the County of Madera services and the City of Madera services. The City of Chowchilla could not provide this information due to staffing issues.

### 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 have purchased bus tickets or passes from Madera Metro/DAR and distributed them (in some cases at no charge) to their clients or students. However, at this current time, due to the COVID-19 pandemic, these agencies are not purchasing passes.

- Madera Metro
- City of Madera Parks Departments

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

## COORDINATED TRANSIT SERVICE PLAN

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

## SOCIAL SERVICE TRANSPORTATION PROVIDERS

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

## ADDITIONAL TRANSPORTATION SERVICES AND ASSISTANCE

- TRI-COUNTY MEDICAL TRANSPORT

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

- CENTRAL VALLEY REGIONAL CENTER

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

## PRIVATE PROVIDERS

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

## PASSENGER RAIL/SUPPORT FACILITIES

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

## ADEQUACY OF EXISTING SERVICE

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

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

## FARMWORKER VANPOOL ANALYSIS

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

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

# Unmet Transit Needs Assessment

During this year’s unmet transit needs assessment, staff received a total of 13 public comments regarding potential unmet transit needs and service improvement requests in the region. 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 an additional workshop however, due to COVID-19, MCTC was only able to host the public hearing via GoToWebinar. MCTC also emphasized the importance of submitting comments via email, phone, or snail mail.

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

- Notice of the public hearing was circulated in the Madera Tribune on April 18, 2020 (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 2020. The flier (in English and Spanish) contained information about the hearing dates, background information regarding the purpose of the hearings and unmet transit needs, and how residents could personally participate in the unmet transit needs process. See Figure 15.
- Information regarding the hearing were either mailed or emailed to a list of interested individuals and organizations (Figure 16 below).

A Spanish language interpreter was available at the virtual hearing.



FIGURE 13: PROOF OF PUBLICATION

# Proof of Publication

(2015.5 C.C.P.) Received

APR 29 2020

## PUBLIC NOTICE

Madera CTC

## MADERA COUNTY TRANSPORTATION COMMISSION

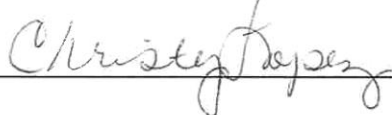
REF. NO. 3197

STATE OF CALIFORNIA )  
 )  
County of Madera ) ss.

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:

APRIL 18, 2020

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



DATED: APRIL 18, 2020

Proof of Publication- The Madera Tribune | P.O. BOX 269 |  
Adjudged a newspaper of general circulation by court decree  
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, May 20, 2020 at 3:00 p.m., via GoToWebinar. Due to these unprecedented times, this meeting will only be held virtually. To participate in the live hearing, you must follow the link below and register to attend:

<https://attendee.gotowebinar.com/register/6341727289049792267>

After registration, you will receive important information about how to call-in to the Webinar.

MCTC Staff *strongly* encourages you to submit your comment utilizing other strategies such as our online survey, email, snail 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 and English or require other special accommodations in order to testify, please contact the Commission by May 13, 2020, by 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 through the expansion of existing services, or the creation of new transit systems, the Commission may release remaining TDA funds for street and road purposes (repair, reconstruction, etc.).

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

Those that are unable to participate in the hearing via GoToWebinar are encouraged to submit their comments in writing prior to May 20, 2020 for inclusion in the public record. You may email [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org), call 559-675-0721, send your comment to 2001 Howard Road, Suite 201, Madera, CA 93637 or take the survey at the below link:

<https://forms.gle/MYfz3TZ17Zn1Lsh19>

### 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 tomará lugar el miércoles, 20 de mayo, 2020 a las 3:00 p.m., a través de un seminario web, GoToWebinar. Debido a estos tiempos sin precedentes, esta reunión solo se llevará a cabo virtualmente. Para participar en la audiencia en vivo, debe seguir el siguiente enlace y registrarse para asistir:

<https://attendee.gotowebinar.com/register/6341727289049792267>

Después del registro, recibirá información importante sobre cómo llamar al seminario web.

El personal de MCTC le *recomienda encarecidamente* 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 desean 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 antes del 13 de mayo de 2020, 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 por medio de la ampliación de servicios ya existentes, o por la creación de nuevos sistemas de tránsito, La Comisión podrá soltar fondos restantes del TDA para propósitos de calles y caminos (reparación, reconstrucción, etc.).

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

Se anima a aquellos que no pueden participar en la audiencia a través del GoToWebinar a enviar sus comentarios por escrito antes del 20 de mayo de 2020 para su inclusión en el registro público. Puede enviar un correo electrónico a [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org), llamar al 559-675-0721, enviar su comentario a 2001 Howard Road, Suite 201, Madera, CA 93637 o completar la encuesta en el siguiente enlace:

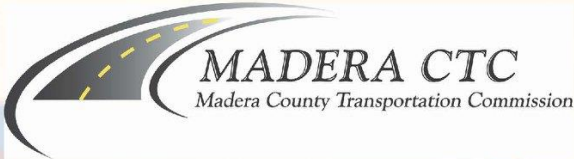
<https://forms.gle/MYfz3TZ17Zn1Lsh19>

programar una comparecencia para ayudar a organizar el testimonio. A aquellos que no podrán asistir a la audiencia pública se les anima someter sus comentarios por escrito antes del 22 de abril, 2020 para ser incluidos en el registro público.

No. 3197 - April 18, 2020



FIGURE 15: UNMET TRANSIT NEEDS HEARINGS FLIER 2020 – ENGLISH AND SPANISH



**MADERA CTC**  
Madera County Transportation Commission

**IN PARTNERSHIP WITH THE FOLLOWING PUBLIC TRANSIT AGENCIES:**

MADERA METRO  
MADERA COUNTY CONNECTION  
CHOWCHILLA AREA TRANSIT EXPRESS

*Do you or someone you know have a public transit need that is not being met?*

## 2020 UNMET TRANSIT NEEDS ASSESSMENT PUBLIC COMMENT PROCESS

The Madera County Transportation Commission's Social Services Transportation Advisory Council would like to hear from you! If you would like to provide comments on public transit needs in Madera County, please submit your written comments.

### Unmet Transit Needs Public Hearing

**Wednesday, May 20, 2020 - 3:00 pm**  
GoToWebinar  
Registration Link:  
<https://attendee.gotowebinar.com/register/6341727289049792267>

If you wish to call in to this webinar, you will be in **listen only** mode unless you register and join the actual online webinar.

**Teleconference #:**  
1 877 309 2074


**Access Code:** 597-237-197

MCTC **strongly** encourages you to submit your public comments via survey, email, snail mail, or by phone. Each individual comment will be read to the MCTC Board to ensure your voice is heard. Given the current circumstances, one of the aforementioned ways to submit your comments will be the **easiest** and **most effective**.

Attendance is not mandatory for participation. If you are unable to attend the GoToWebinar hearing, please send your written comments to MCTC's address:  
2001 Howard Road, Suite 201,  
Madera, CA 93637  
Or email them to:  
[amelia@maderactc.org](mailto:amelia@maderactc.org)  
Or by telephone:  
(559) 675-0721 ext. 18

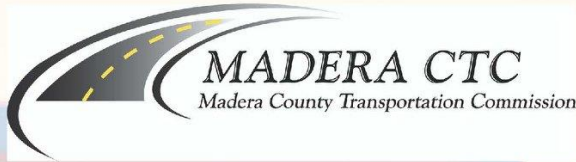
**CONSIDER TAKING OUR SURVEY!**

**SCAN**



**HERE**





EN ASOCIACIÓN CON LAS SIGUIENTES  
AGENCIAS DE TRANSPORTE PÚBLICO:

MADERA METRO  
MADERA COUNTY CONNECTION  
CHOWCHILLA AREA TRANSIT EXPRESS

*¿Usted o alguien que conoce tiene una necesidad de  
transporte público que no se está cumpliendo?*

## 2020 NECESIDADES DE TRANSPORTE PÚBLICO NO SATISFECHAS- PROCESO DE COMENTARIO PÚBLICO

¡El Consejo Asesor de Transporte de Servicios Sociales de la Comisión de Transporte del Condado de Madera desea escucharlo a usted! Si desea hacer comentarios sobre las necesidades de transporte público en el Condado de Madera, asista a una de las reuniones públicas o envíe comentarios por escrito.

### **Audiencia Pública para las necesidades de transporte público no satisfechas**

**Miércoles, Mayo 20, 2020 -  
3:00 pm**

A través del un seminario web, registre:  
[https://attendee.gotowebinar.com  
/register/6341727289049792267](https://attendee.gotowebinar.com/register/6341727289049792267)

Si desea llamar a este seminario web, estará en modo de solo escuchar a menos que se registre y se una al seminario web en línea.

**Teleconferencia #:**  
1 877 309 2074

**Código de acceso:** 597-237-197

MCTC le **recomienda encarecidamente** que envíe sus comentarios públicos por encuesta, correo electrónico, correo postal o por teléfono. Cada comentario individual se leerá a la Junta de MCTC para garantizar que se escuche su voz. Dadas las circunstancias actuales, una de las formas antes mencionadas de enviar sus comentarios será la más **fácil y efectiva**.

Presentarse en persona no es obligatorio para participar. Si no puede asistir a la audiencia pública via GoToWebinar, envíe sus comentarios por escrito a la dirección de MCTC:  
2001 Howard Road, Suite 201,  
Madera, CA 93637

O envíelos por correo electrónico a:  
[amelia@maderactc.org](mailto:amelia@maderactc.org)  
O por teléfono al:  
(559) 675-0721 ext. 18

**¡CONSIDERE  
TOMAR NUESTRA  
ENCUESTA!**

**ESCANEE**



**AQUÍ**

FIGURE 16: LIST OF INTERESTED INDIVIDUALS AND ORGANIZATIONS

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

## ANALYSIS OF THE COMMENTS RECEIVED AT THE PUBLIC HEARINGS

The following tables provide a summary of the public comments that were received. Seven of the public comments were considered by the SSTAC to be a potential unmet need. The SSTAC applied the MCTC Policy Board adopted definition of “unmet transit need” and “reasonable to meet” to those seven comments and determined that for Fiscal Year 2020-2021 there are no **unmet transit needs, including transit needs that are reasonable to meet**. MCTC staff concur with the SSTAC’s finding. See Table 4.

**Table 4: SSTAC Analysis of Potential Unmet Transit Needs FY 2020 – 2021**

Analysis of Comments Received During the FY 20/21 Unmet Transit Needs Process						
Comment #	Agency Affiliation	Transit Service/Jurisdiction	Public Comments	Is it an "Unmet Transit Need"	If identified as an "Unmet Transit Need", is it Reasonable to Meet	Notes
1	Madera County	MCC/Chowchilla-Fairmead	The schedule must be updated to include more frequent routes, both Northbound to Chowchilla and Southbound to Madera	Yes	This comment is not "reasonable to meet" based on the current definition. The demand for this service is not high.	The County will continue monitoring ridership and will be conducting an assessment of their routes.
			The Chowchilla-Fairmead-Madera schedule must be extended to the weekends to afford transit users improved access to this essential route	Yes	This comment is not "reasonable to meet" based on the current definition. The demand for this service is not high.	County transit staff went to Fairmead and talked to the President of Fairmead community group. The survey for location of shelter was halted due to COVID-19. Leadership Counsel was also going to assist with this. Demand is not overwhelming on this route. This unmet need will be followed up based on level of demand.
			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.	Yes	This comment not reasonable to meet at this point in time but it is being worked on.	Ellen Moy and County staff has been working with the Leadership Counsel on opening such a stop and will continue to do so once COVID-19 allows.
2	Madera County	Eastin Arcola-Ripperdan-La Vina	Increased frequency of routes for Eastin Arcola-Ripperdan-La Vina Transit	Yes	This comment is not currently reasonable to meet.	The County plans to initiate additional runs to this current service on a pilot basis beginning July 2020. One will be added in mid-morning departing the Downtown Intermodal Center at approximately 11:20am and one at 3:35pm. The County will closely monitor these runs and overall demand for cost effectiveness and for any warranted expansion.
			Improvements to the MAX and "Dial-a-Ride" Systems in the City of Madera aimed at creating more equitable and user-friendly transit services: Re-opening of the Walmart stop;	Yes	This comment is not reasonable to meet at this point in time.	This comment is currently being further studied by City of Madera staff.
			Installation of trash cans on MAX buses	No	N/A	There is no eating or drinking on the bus and trash cans are available at bus stops. However, there is a trash can in front of the bus but no where to secure on at the back so that would not be feasible. The trash cans get emptied with driver change or end of day.



3	City of Madera	Thirty-minute incremented bus service on all MAX routes;	Yes	Not reasonable to meet because it is not cost effective.	City staff is already looking at re-routing for the timing. For Route 2, they currently do not have the ridership to support the current route so it would be difficult to meet farebox recovery ratio and does not justify a change to 30-minute headways. Currently an assessment on routes is being performed. MV transit is doing preliminary re-routing assessment to improve efficiency/change the route. There will be an update this summer on this assessment by MV transit.
		Improvements to the "Dial-a-Ride" Dispatch system	No	N/A	Dispatch is trained once a month. Riders can schedule as much as 7 days in advance and should be scheduled at least 24 hours in advance. Otherwise it is first come/first served. DAR user guidelines will be online and will be on the bus as handouts.
		Extended MAX service operation on weekends;	Yes	Not reasonable to meet because it is not cost effective.	The city has been trying for two years to get the Caltrans planning grant to do a thorough assessment of routes to get data and to make determination on whether extending service for the weekend is feasible. Ridership is currently low on Route 2 and it is not cost-effective. Even DAR Sunday service is low (possible due to COVID-19).
		Equip bus stops and buses with route-related signage	No	N/A	The City is about to launch the new signage for bus stops. This is upcoming.
4	All	Apply for grant funding to secure free rides for students	No	N/A	CARES Act is currently providing very generous funding. City of Madera is currently offering free rides as part of the CARES Act funding and we don't want to overlook that. Ridership is dropping for the last 5 years, even before COVID-19. So many transit agencies are struggling to get ridership back. Whether or not free rides will be sustainable after CARES Act funding is another factor. MCTC is not solely responsible for applying for funding but we do coordinate with each agency.
		Pursuit of regional funding for an electric rural rideshare program	No	N/A	Comment from Ellen Moy: Calvans is a very respectable agency for farm workers and general public. County recommends that MCTC contact Calvans to inquire what kind of vehicles, if electric, for rideshare purposes and maybe to beef up the already existing service. Inquire about Fresno's program.
		Mandated discrimination prevention and accessibility training for all Madera County Transit Staff	No	N/A	There is mandatory Title VI training upon hire at MV Transit. County transit has in service meetings for all drivers. During these meetings they normally have presenters with disability challenges to help drivers understand their challenges when using transit so drivers can better help understand their needs when transporting them.

Analysis of Comments Received During the FY 20/21 Unmet Transit Needs Process						
Comentario #	Agencia encargada	Servicio de transporte público/Jurisdicción	Comentarios del público	¿Es una Necesidad Insatisfecha ?	Si se identifica como un "Necesidad Insatisfecha", ¿Es Razonable para Cumplir ?	Notas
1	Condado de Madera	MCC/Chowchilla-Fairmead	El horario debe actualizarse para incluir rutas más frecuentes, tanto hacia el norte hasta Chowchilla y hacia el sur hasta Madera	Si	Este comentario no es "razonable para cumplir" basado en la definición actual. La demanda de este servicio no es alta.	El Condado continuará monitoreando el número de pasajeros y llevará a cabo una evaluación de sus rutas.
			El horario de Chowchilla-Fairmead-Madera debe extenderse a los fines de semana para permitir a los usuarios de tránsito un mejor acceso a esta ruta esencial	Si	Este comentario no es "razonable para cumplir" basado en la definición actual. La demanda de este servicio no es alta.	El personal de tránsito del condado fue a Fairmead y habló con el presidente del grupo comunitario de Fairmead. La encuesta para la ubicación del refugio se detuvo debido a COVID-19. Leadership Counsel también iba a ayudar con esto. La demanda no es abrumadora en esta ruta. A esta necesidad insatisfecha se le será un seguimiento en función del nivel de demanda.
			Una segunda parada debe ser agregada en el lado norte de Fairmead alrededor de la avenida 23 para garantizar que este servicio de tránsito crucial sea accesible a los residentes en toda la comunidad. Esa es la única parada existente en Fairmead y se encuentra en Galilee Missionary Baptist Church en Avenue 22 1/2 cerca de Fairmead Blvd, los usuarios que viven en el otro lado de la comunidad no pueden acceder fácilmente a la ruta.	Si	Este comentario no es razonable para cumplir en este momento, pero se están trabajando en ello.	Ellen Moy y el personal del Condado han estado trabajando con Leadership Counsel en la apertura de tal parada y continuarán haciéndolo una vez que se se pueda después del Covid-19
2	Condado de Madera	Eastin Arcola-Ripperdan-La Vina	Aumento de la frecuencia de rutas para Eastin Arcola-Ripperdan-La Vina Transit	Si	Este comentario no es razonable para cumplir.	El Condado planea incrementar el número de viajes de manera piloto a partir de julio de 2020. Uno se agregará a media mañana saliendo del Downtown Intermodal Center aproximadamente a las 11:20 a.m. y otro a las 3:35 p.m. El Condado supervisará de cerca estos nuevo horarios de servicio y la demanda general por su redituabilidad y por cualquier expansión justificada.
			Mejoras en los sistemas MAX y "Dial-a-Ride" en la ciudad de Madera con el objetivo de crear servicios de tránsito más equitativos y fáciles de usar; Reapertura de la parada Walmart;	Si	Este comentario no es razonable para reunirse en este momento.	Este comentario está siendo estudiado actualmente por el personal de la Ciudad de Madera.
			Instalación de bote de basura en los autobuses MAX	No	N/A	No se debe de comer ni beber en el autobús y los botes de basura están disponibles en las paradas de autobús. Sin embargo, hay un bote de basura en frente del autobús, pero no hay donde sugetarlo en la parte posterior, de modo que no sería factible. Los botes de basura se vacían con el cambio de conductor o al final del día.



3	Ciudad de Madera	Servicio de autobús incrementado a cada treinta minutos en todas las rutas MAX;	Si	No es razonable cumplir porque no es redituable.	El personal de la ciudad ya está buscando el cambio de ruta para mejorar los tiempos. Para la Ruta 2, actualmente no tienen el número de pasajeros para apoyar la ruta actual, por lo que sería difícil cumplir con la tasa de recuperación de la caja de tarifas y no justifica un cambio a los avances de 30 minutos. Actualmente se está realizando una evaluación de las rutas. MV Transit está haciendo una evaluación preliminar de re-entrametino para mejorar la eficiencia/cambiar la ruta. Habrá una actualización este verano sobre esta evaluación por MV Transit.
		Mejoras en el sistema de comunicación "Dial-a-Ride";	No	N/A	El personal que se encarga de las llamadas es entrenado una vez al mes. Los pasajeros pueden programar hasta con 7 días de anticipación y deben programar los viajes con al menos 24 horas de anticipación. De lo contrario, los autobuses son mandados dependiendo al orden de la llamada recibida. Los reglamentos para usar DAR estarán en línea y estarán en el autobús como folletos.
		Operación del servicio MAX extendida los fines de semana;	si	No es razonable cumplir porque no es redituable.	La ciudad lleva dos años intentando conseguir la subvención de planificación de Caltrans para hacer una evaluación exhaustiva de las rutas para obtener datos y hacer una determinación sobre si es factible extender el servicio para el fin de semana. El número de pasajeros es actualmente bajo en la Ruta 2 y no es redituable. Incluso el servicio de los Domingos de DAR es bajo (posible debido a COVID-19).
		Equipar las paradas de autobús y los autobuses con señalamiento relacionado con las rutas	No	N/A	La ciudad está a punto de lanzar nueva señalización para las paradas de autobús.
		Aplicar a financiación de subvenciones para asegurar viajes gratuitos para los estudiantes	No	N/A	La Ley CARES está proporcionando actualmente fondos muy generosos. La Ciudad de Madera actualmente ofrece paseos gratuitos como parte de la financiación de CARES y no queremos pasar eso por alto. El número de pasajeros ha estado cayendo durante los últimos 5 años, incluso antes del COVID-19. Muchas agencias de transporte público están luchando para recuperar el número de pasajeros. Si los viajes gratuitos serán o no sostenibles después de la financiación del CARES Act es otro factor. MCTC no es el único responsable de solicitar financiación, pero sí coordinamos con cada agencia.
4	Todas las agencias	Buscar fondos regionales para un programa eléctrico de viajes compartidos rural	No	N/A	Comentario de Ellen Moy: Calvans es una agencia muy respetable para los trabajadores agrícolas y el público en general. El Condado recomienda que MCTC se ponga en contacto con Calvans para preguntar qué tipo de vehículos, si son eléctricos, para propósitos de viajes compartidos y tal vez para reforzar el servicio ya existente. Hay que informarse sobre el programa de Fresno.
		Capacitación obligatoria para la prevención de la discriminación y accesibilidad para todo el personal de tránsito del Condado de Madera	No	N/A	Hay capacitación obligatoria del Título VI previa a cualquier contratación laboral en MV Transit. El tránsito del condado tiene reuniones de servicio para todos los conductores. Durante estas reuniones normalmente tienen presentadores con problemas de discapacidad que ayudan a los conductores a entender sus desafíos por los que pasan al usar el transporte público. De esta manera los conductores puedan entender mejor sus necesidades cuando los lleven a sus destinos.

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

## Appendix

- A. SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 29, 2020
- B. SSTAC Roles and Responsibilities
- C. SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – MAY 27, 2020
- D. Unmet Transit Needs Comment Letter – Leadership Counsel for Justice and Accountability
- E. Recommendation to MCTC Board from SSTAC

A. SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – APRIL 29, 2020



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Regular Meeting of the  
Social Services Transportation Advisory Council

**LOCATION**

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

**DATE**

April 29, 2020

**TIME**

10:30 am

**SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS**

Pamela Mashack	Potential Transit User 60 Years or Older
Rosalind Esqueda	Representative of the Local Social Service Providers for Seniors
Ellen Moy	Representative of the Local Social Service Providers for Seniors
Loretta Castro	Potential Transit User Who Is Disabled
Annie Self	Representative of the Local Social Service Provider for Disabled
Vacant	Representative of the Local Social Service Provider for Disabled
Sophia Aguilar	Local Social Service Provider for Persons of Limited Means

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

## **AGENDA**

At least 72 hours prior to each regular MCTC Social 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 15 durante horas de oficina.

## **MEETING CONDUCT**

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

## **RECORD OF THE MEETING**

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.	<b>Introductions</b>		
2.	<b>Public Comment</b>		
3.	<b>Minutes of the April 24, 2019 SSTAC Meeting</b>	Yes	Approve
4.	<b>New Member Orientation</b>	Yes	Discussion
5.	<b>Anticipated Comments</b>	No	Discussion
6.	<b>Discuss Future Meetings</b> <ul style="list-style-type: none"><li>• Unmet Needs Public Hearing – May 20, 2020</li><li>• SSTAC Meeting – May 27, 2020</li></ul>		



**B. SSTAC Role and Responsibilities**

**“UNMET TRANSIT NEEDS”**

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

**Social Service Transportation Advisory Council (SSTAC):**

*Role:*

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

*Responsibilities:*

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

C. SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEETING AGENDA – MAY 27, 2020



**MEETING NOTICE**

Madera County Transportation Commission  
SSTAC Meeting

**LOCATION**

CONFERENCE CALL

**Number:** 1-800-325-1307

**Code:** 322 238

**DATE**

Wednesday, May 27, 2020

**TIME**

10:30 AM

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

## **AGENDA**

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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**

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

# Social Service Transportation Advisory Council Agenda

Item	Description	Enclosure	Action
<b>MCTC Sitting as the Madera County Transportation Commission</b>			
<b>Item</b>	<b>Description</b>		
<b>I.</b>	<b>Introductions</b>		
<b>II.</b>	<b>Public Comments</b>		
<b>III.</b>	<b>Election of Officers</b>		<b>APPROVE</b>
<b>IV.</b>	<b>Minutes of the April 29, 2020 SSTAC Meeting</b>	<b>YES</b>	<b>APPROVE</b>
<b>V.</b>	<b>Unmet Transit Needs Response to Comments (Davies)</b>	<b>YES</b>	<b>DISCUSSION</b>
<b>VI.</b>	<b>Recommendation to MCTC Board (Chairperson)</b>		<b>DISCUSSION</b>
<b>VII.</b>	<b>Discuss Future Meetings (Chairperson)</b>		<b>DISCUSSION</b>
	<ul style="list-style-type: none"> <li>• Appoint Representatives to attend the MCTC Board Meeting – June 17, 2020 at 3:00pm</li> </ul>		
<b>VIII.</b>	<b>Adjournment (Chairperson)</b>		

E. **Unmet Transit Needs Comment Letter- Leadership Counsel for Justice and Accountability**



April 15, 2019

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

**Re: Comments on Unmet Transit Needs in Madera County**

Dear Ms. Davies,

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

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

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

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

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

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



- (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



F. Recommendation to MCTC Board from SSTAC

## Social Service Transportation Advisory Council

**Commission  
Members**

o

Chairman  
Max Rodriguez  
County of Madera

o

Vice Chairman  
Jose Rodriguez  
City of Madera

o

Andrew Medellin  
City of Madera

o

Brett Frazier  
Madera County

o

Tom Wheeler  
Madera County

o

Waseem Ahmed  
City of Chowchilla

June 17, 2020

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

**SUBJECT:** SSTAC FY 2020/21 "Unmet Transit Needs" Recommendation

Dear Chairman Rodriguez:

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, 2016. 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 Commission find the following:

**1. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2020/21 within the jurisdiction of the City of Madera, 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 8:30am to 4:30pm.

**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  
Executive Director  
Patricia Taylor  
2001 Howard Rd, Suite 201  
Madera, CA 93637  
(559) 675-0721  
(559) 675-9328 FAX



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

Sincerely,

A handwritten signature in cursive script that reads "A. Davies".

Amelia Davies, MCTC Staff on behalf of  
Social Service Transportation Advisory Council