



## Unmet Transit Needs Comments with SSTAC recommendations FY 2025-2026

April 26, 2024 – April 24, 2025

### 1. Online Survey

Name: Anonymous

Received: April 26, 2024

Q1: Which systems do you most frequently use?

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

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question

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

A3: It would be great to have transportation to UC Merced and Merced College.

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

A4: Yes.

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

#### SSTAC Recommendation: Not an unmet transit need

This route is approximately 70 miles roundtrip and would take 2.0 hours to complete. At Madera County Connection's (MCC) current operating expense, it will cost approximately \$200 per roundtrip to provide. To achieve the targeted Fare Box Recovery Rate of 10% and an average fare of \$1.57 per passenger, this route would require a minimum of thirteen passengers per run, with two runs per day, or 26 passengers total. There was a route in the past that was discontinued due to low ridership. MCC is interested in collaborating with the university to assess its feasibility and if there is enough potential ridership, would like UC Merced to consider contributing funding support for this route. Caltrans has suggested securing funding for a study to evaluate the need

for this service and potentially partnering with MCTC to conduct it. Additional planning and coordination will be necessary to move this effort forward.

## **2. Comment Form - Email**

**Name: Yonas Paulos**

**Received: November 26, 2024**

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I provide veteran services throughout the County.

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

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

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

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

### **SSATC Recommendation: Not an unmet transit need**

This route is approximately 40 miles roundtrip and takes about 1.4 hours to complete. Based on MCC's current operating expenses, it costs approximately \$132 per roundtrip to provide service. In order to meet the targeted Fare Box Recovery Rate of 10%, and assuming an average fare of \$1.57 per passenger, a minimum of 9 passengers per roundtrip would be needed. However, with an average of only 3 riders per run last year, reaching this ridership level does not appear to be a realistic expectation at this time. Microtransit may offer a flexible and cost-effective solution to provide increased service in this area. MCC is currently exploring potential funding sources to support this option. Future development, The Hill, is anticipated near the hospital, which could generate additional demand for transportation services. In particular, janitorial and other hospital staff residing in Madera may rely on this service for commuting, highlighting the potential need for targeted transit solutions. MCC regularly assesses any change in service demand and will adjust accordingly.

## **3. Online Survey #1**

**Name: Susan Pennell**

**Received: March 8, 2025**

Q1: Which systems do you most frequently use?

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

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I live approximately 5 miles from the MCC bus stop at the YLP Clubhouse. Back in 2012 I used MCC twice a week for ten weeks, in order to get to physical therapy in Madera after a bad car accident. It worked for me. The cost was very affordable. Fortunately, the worker's comp doc allowed me to drive 5 miles from my home, which is sort of in the middle of nowhere on Road 400.

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

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

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

A4: Yes

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: If you'd like to contact me for details, feel free to do so.

[SSTAC Recommendation: None](#)

[To address this comment, more information is needed.](#)

#### **4. Online Survey #2**

**Name: Anonymous**

**Received: March 11, 2025**

Q1: Which systems do you most frequently use?

A1: Taxi

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question

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

A3: Respondent skipped this question

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

A4: Respondent skipped this question

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question

[SSTAC Recommendation: None](#)

**5. Comment Form – In person workshop – La Viña**

**Name: Maria E. Camacho**

**Received: March 11, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Other

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question

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

A3: Yes, I would like the people of La Viña to have better services.\*

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

A4: Respondent skipped this question

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question

[SSTAC Recommendation: None](#)

[To address this comment, more information is needed.](#)

**6. Comment Form – In Person Workshop – La Viña**

**Name: Lisbeth Lopez**

**Received: March 11, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?



A1: Madera County Connection (MCC), car

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I would like to have the bus service on Fridays from 7:30am to 3:30pm.\*

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

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

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

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

SSTAC Recommendation: Not an unmet transit need

This route covers approximately 22 miles roundtrip and takes about 1.1 hours to complete. Currently, it requires approximately \$106 per roundtrip to operate. To meet the target Fare Box Recovery Rate of 10%, with an average fare of \$1.57 per passenger, the route would need at least 7 passengers per trip. However, the service averaged only 1.7 riders per run last year, making the goal of 7 passengers per roundtrip unlikely under current conditions. MCC will further survey the riders of this route to better understand their specific transportation needs and travel patterns to ensure that any future changes are aligned with existing rider preferences.

**7. Comment Form – In-person Workshop – La Viña**

**Name: Eduwiges Aguayo**

**Received: March 11, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Other

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Emphasize the need for transportation in the La Viña community.\*

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

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

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

A4: Respondent skipped this question.

SSTAC Recommendation: Not an unmet transit need

This route covers approximately 22 miles roundtrip and takes about 1.1 hours to complete. Currently, it requires approximately \$106 per roundtrip to operate. To meet the target Fare Box Recovery Rate of 10%, with an average fare of \$1.57 per passenger, the route would need at least 7 passengers per trip. However, the service averaged only 1.7 riders per run last year, making the goal of 7 passengers per roundtrip unlikely under current conditions. MCC will further survey the riders of this route to better understand their specific transportation needs and travel patterns to ensure that any future changes are aligned with existing rider preferences.

**8. Comment Form – In-person Workshop – La Viña**

**Name: Lourdes Castillo**

**Received: March 11, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Madera Metro

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Yes, to the doctor on Almendra Street on the corner of 145.\*

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

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

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

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

SSTAC Recommendation: Not an unmet transit need

This route covers approximately 22 miles roundtrip and takes about 1.1 hours to complete. Currently, it requires approximately \$106 per roundtrip to operate. To meet the target Fare Box Recovery Rate of 10%, with an average fare of \$1.57 per passenger, the route would need at least 7 passengers per trip. However, the service averaged only 1.7 riders per run last year, making the goal of 7 passengers per roundtrip unlikely under current conditions. MCC will further survey the riders of this route to better understand their specific transportation needs and travel patterns to ensure that any future changes are aligned with existing rider preferences.

**9. Comment Form – In-person Workshop - La Viña**

**Name: Guadalupe Nuñez – La Viña**

**Received: March 11, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Bus route to hospital and doctor's offices such as Camarena Clinic, as well directly to schools.

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

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

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

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

SSTAC Recommendation: Not an unmet transit need

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

The installation of streetlights, sidewalks, and improvements for wheelchair accessibility fall under the responsibility of the County Public Works Department. However, the Public Works and the Transit departments can coordinate efforts to identify locations where infrastructure enhancements would benefit transit riders and pedestrians. Funding sources such as Measure T and Local Transportation Funds (LTF) are available to support eligible street and road improvement projects. Ultimately, decisions regarding the location and scope of these projects are made by the County, based on broader infrastructure planning and priorities.

**10. Comment Form – In-person Workshop – La Viña**

**Name: Berta Garcia**

**Received: March 11, 2025**

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Places where people run errands; doctor, stores (pick up and drop off in the same area).

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

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

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

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

SSTAC Recommendation: Not an unmet transit need

This route covers approximately 22 miles roundtrip and takes about 1.1 hours to complete. Currently, it requires approximately \$106 per roundtrip to operate. To meet the target Fare Box Recovery Rate of 10%, with an average fare of \$1.57 per passenger, the route would need at least 7 passengers per trip. However, the service averaged only 1.7 riders per run last year, making the goal of 7 passengers per roundtrip unlikely under current conditions. MCC will further survey the riders of this route to better understand their specific transportation needs and travel patterns to ensure that any future changes are aligned with existing rider preferences.

The installation of streetlights, sidewalks, and improvements for wheelchair accessibility fall under the responsibility of the County Public Works Department. However, the Public Works and the Transit departments can coordinate efforts to identify locations where infrastructure enhancements would benefit transit riders and pedestrians. Funding sources such as Measure T and Local Transportation Funds (LTF) are available to support eligible street and road improvement projects. Ultimately, decisions regarding the location and scope of these projects are made by the County, based on broader infrastructure planning and priorities.

**11. Comment Form – In-person Workshop - La Viña**

**Name: Jose Mariscal**

**Received: March 11, 2025**

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I would like the route to go through every street in our community.

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

A3: Lights near homes/streetlights for pedestrian safety.

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

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

SSTAC Recommendation: Not an unmet transit need

It is not feasible for transit services to go through every street in La Viña.

The installation of streetlights, sidewalks, and improvements for wheelchair accessibility fall under the responsibility of the County Public Works Department. However, the Public Works and the Transit departments can coordinate efforts to identify locations where infrastructure

enhancements would benefit transit riders and pedestrians. Funding sources such as Measure T and Local Transportation Funds (LTF) are available to support eligible street and road improvement projects. Ultimately, decisions regarding the location and scope of these projects are made by the County, based on broader infrastructure planning and priorities.

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

**Name: Janice Gomes**

**Received: March 12, 2025**

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Do you have a stop from Oakhurst to the junior college on Avenue 12 that have classes that are not in Oakhurst?

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

A3: Respondent skipped this question.

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

A4: Respondent skipped this question.

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

SSTAC Recommendation: None

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

## **13. Online Survey #3**

**Name: Ashley Trevino**

**Received: March 16, 2025**

Q1: Which systems do you most frequently use?

A1: Madera Metro, Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: The Trains Station. I know the road is closed but we can do a detour. And the office of transportation cause how are we suppose to get there for questions if there isn't a bus there.

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

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

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

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

SSTAC Recommendation: Not an unmet transit need

While Madera Metro has Amtrak as a destination point on the Blue Line, due to construction and the delays it is causing, buses are not going to Amtrak as the delays will impact the rest of the route. Madera Metro (City of Madera) is currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. It is anticipated that this study will include the integration of technology platforms to address the identified feedback.

**14. Online Survey #4**

**Name: Anonymous**

**Received: March 17, 2025**

Q1: Which systems do you most frequently use?

A1: Planning on using the system soon.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: How to travel from Madera Acres to Children's Hospital. Is there a bus stop in Madera acres other than the Amtrak station? Where is the transfer point to the bus going to Children's Hospital?

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

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

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

A4: N/A

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Other comment. maybe the bus route and other pamphlets I have are older, but I found that glossy pamphlets have blurry details and are difficult to read. The plain paper ones are easier to read details. Also the symbol key used on the routes does not contain the symbol for the bus

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

SSTAC Recommendation: None

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

**15. Comment Form – In-person Workshop - Fairmead**

**Name: Norma Bustillos**

**Received: March 18, 2025**

\*Answers translated from Spanish

Q1: Which systems do you most frequently use?

A1: Respondent skipped this question.

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: That they provide service to people in need like the sister "Sofia Guzman". Ph # 510-XXX-XXXX. \*

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

A3: Respondent skipped this question.

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

A4: Respondent skipped this question.

SSTAC Recommendation: None

**16. Online Survey #5**

**Name: Anonymous**

**Received: March 26, 2025**

Q1: Which systems do you most frequently use?

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

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Alpha elementary area

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

A3: Cleaner buses

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

A4: Yes

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: N/A

SSTAC Recommendation: None

The Madera Metro Green Line goes to the Alpha Elementary School.

## **17. Online Survey #6**

**Name: Anonymous**

**Received: March 27, 2025**

Q1: Which systems do you most frequently use?

A1: Metro Dial-A-Ride (DAR)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question.

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

A3: Add an app feature to check on updates such as: Late bus, High traffic etc.

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

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

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Respondent skipped this question.

SSTAC Recommendation: Not an unmet transit need

Madera Metro (City of Madera) is in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. It is anticipated that this study will include the integration of technology platforms to address the identified feedback.



## 18. Online Survey #7

**Name: Kimberly Smith**

**Received: Thursday, April 3, 2025**

Q1: Which systems do you most frequently use?

A1: Madera Metro

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: I'd like there to be Sunday service.

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

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

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

A4: Somewhat.

Q5: (Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address.

A5: Kimberly Smith

### SSTAC Recommendations: Not an unmet transit need

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

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

## 19. Online Survey #8

**Name: Anonymous**

**Received: April 9, 2025**

Q1: Which systems do you most frequently use?

A1: None of the above

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: No

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

A3: None

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

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

[SSTAC Recommendation: None](#)

## **20. Comment Form – In-Person Workshop – Oakhurst**

**Name: April Follette**

**Received: April 16, 2025**

Q1: Which systems do you most frequently use?

A1: Madera Metro, Madera County Connection (MCC), Eastern Madera County Senior Bus, Eastern Madera County Escort Service

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: No

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

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

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

A4: Yes.

[SSTAC Recommendation: Not an unmet transit need](#)

The frequency of service in Oakhurst was increased from 3 runs to 5 runs to better accommodate demand. Additional runs will be considered as ridership continues to grow. However, to reach Madera from Oakhurst by 8:00 a.m., service would need to begin as early as 4:00 a.m. from Madera, which presents challenges in terms of both operations and ridership.

Sustaining a run that early in the day may not be feasible without sufficient passenger demand. Microtransit may offer a flexible and cost-effective solution to provide increased service in this area. MCC is currently exploring potential funding sources to support this option. There is an existing stop at the park and ride that is within a quarter of a mile of the River Grove apartments.

## **21. Comment Form – In-Person Workshop – Oakhurst**

**Name: Donna Caetano**

**Received: April 16, 2025**

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: No

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

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

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

A4: Yes.

[SSTAC Recommendation: Not an unmet transit need](#)

[There is an existing stop at the park and ride that is within a quarter of a mile of the River Grove apartments.](#)

## **22. Online Survey #9**

**Name: Anonymous**

**Received: April 21, 2025**

Q1: Which systems do you most frequently use?

A1: Madera County Connection (MCC)

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: NA

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

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

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

A4: Yes.

[SSTAC Recommendation: Not an unmet transit need](#)

[This is an operational issue and will be forwarded to the transit agency to address.](#)

### **23. Online Survey #10**

**Name: Anonymous**

**Received: April 22, 2025**

Q1: Which systems do you most frequently use?

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

Q2: Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interested in making your trip.

A2: Respondent skipped this question

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

A3: I need ten minute phone call before DAR arrives. I use a walker or electric chair depending on my strength I have multiple sclerosis. I try to get outside at my scheduled time sometimes I'm late. I call the mcc office to call the DAR bus back the women answer the phone in the morning rushes me off the phone, she speaks low and is rude. I'm disable I need a call ten minutes before my pick up to get outside before the bus leaves.

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

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

[SSTAC Recommendation: Not an unmet transit need](#)

[This is an operational issue and will be forwarded to the transit agency to address.](#)

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

**publiccomment@maderactc.org**

**Name: Andrea Uribe, Policy Advocate, Leadership Counsel for Justice and Accountability, Paola Lopez, Community Resident, Bertha Garcia, Community Resident, Guadalupe Nunez, Community Resident**

**Received: April 23, 2025**

Submitted electronically via email to: [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org)

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

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

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

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

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

An instance where this is seen is in the advocacy efforts of La Viña. Residents have been advocating for additional public transportation services with expanded service dates, hours, and frequency. While, the SSTAC found the request to be accepted by the community, a benefit to the population, and consistent with the existing service and plans, SSTAC did not find the services as "reasonable to meet" because they did not deem the services to be feasible and cost effective. As part of SSTAC rationale, stated "There is not enough documented demand to provide [services]" despite the documented need to improve public transportation services in La Viña since 2019. Moreover, it is important to note that MCTC's website does not define "reasonable to meet" to include "enough documented demand" in any of the criteria<sup>1</sup>. Citing "not enough documented demand" as a reason that services are unreasonable to meet is improper and not in line with MCTC's own criteria. MCTC should instead conduct financial studies to clearly determine a cost-effective strategy to provide services - whether that be an

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

expansion of current services or another transit strategy. Furthermore, as Article 8 Section 99401.5 of the California Public Utilities Code states "the fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet." While the report states that this need will be analyzed through a microtransit study, the report does not provide additional information of when this will be done and what needs to be identified in order for this to be considered feasible and cost effective. MCTC should provide a clear timeline for when the study will be developed and completed in the updated report. MCTC must review their criteria and definitions of each through an equity lens to ensure MCTC is addressing the needs of small unincorporated communities.

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

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

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

## **III. The solutions for unmet transit needs must go beyond what is a "simple fix"**

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

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2

[https://www.maderactc.org/sites/default/files/fileattachments/social\\_services\\_transportation\\_advisory\\_council\\_sstac/page/1841/utn\\_analysis\\_and\\_recommendations\\_report\\_fy\\_24-25\\_-\\_compressed\\_r.pdf](https://www.maderactc.org/sites/default/files/fileattachments/social_services_transportation_advisory_council_sstac/page/1841/utn_analysis_and_recommendations_report_fy_24-25_-_compressed_r.pdf) (pg 19)

complete streets solutions. Solutions and responses to unmet transit needs need to be responsive to needs of communities, not to what is a simple fix.

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

Sincerely,  
Andrea Uribe  
Policy Advocate  
Leadership Counsel for Justice and Accountability  
Isl  
Paola Lopez,  
Community Resident  
Bertha Garcia,  
Community Resident  
/s/  
Guadalupe Nufiez  
Community Resident

**SSTAC Recommendation: Not an unmet transit need**

This route covers approximately 22 miles roundtrip and takes about 1.1 hours to complete. Currently, it requires approximately \$106 per roundtrip to operate. To meet the target Fare Box Recovery Rate of 10%, with an average fare of \$1.57 per passenger, the route would need at least 7 passengers per trip. However, the service averaged only 1.7 riders per run last year, making the goal of 7 passengers per roundtrip unlikely under current conditions. MCC will further survey the riders of this route to better understand their specific transportation needs and travel patterns to ensure that any future changes are aligned with existing rider preferences.

**MCTC Response:**

Thank you for your continued participation in the Unmet Transit Needs process and for your thoughtful letter on behalf of residents in Fairmead and La Viña. MCTC appreciates the advocacy efforts of the Leadership Counsel for Justice and Accountability (LCJA) and the community voices that help guide our transportation planning work.

MCTC would like to take this opportunity to respond to several key points raised in your letter and to clarify ongoing efforts by MCTC and its member agencies.

**La Viña Community Investments and Collaboration with Madera County**

MCTC recognizes that transportation challenges in unincorporated communities such as La Viña and Fairmead often stem from larger infrastructure gaps that extend beyond the scope of the Unmet Transit Needs process alone. That is why we want to highlight significant studies and investments that are actively working to address these broader needs:

- **La Viña Mobility Study (2019):** Adopted by the Madera County Board of Supervisors in January 2019, this study provided a detailed assessment of infrastructure deficiencies in La Viña, including pedestrian safety, lack of sidewalks, and limited access to key services. The findings of this study laid the groundwork for securing funding and identifying long-term solutions.
- **La Viña Community Mobility and Safety Enhancement Project:** In 2023, the California Transportation Commission awarded \$2.4 million to Madera County to implement improvements identified in the 2019 mobility study. This project includes sidewalk installations, pedestrian safety features, and street improvements, which will directly support the future addition of ADA-compliant bus shelters and help fulfill residents' vision of a safer, more accessible community. Construction is targeted for summer/early fall of 2027 to meet the Active Transportation Program funding deadlines.
- **Fairmead Community Action Plan (2024):** Adopted by Madera County in September 2024, this plan outlines a strategic vision for addressing transportation, infrastructure, and quality-of-life issues in Fairmead. It includes priorities such as improving road conditions, enhancing pedestrian and bicycle safety, expanding access to transit, and ensuring environmental sustainability. The plan was developed in collaboration with community members and is intended to guide targeted investments that reflect local needs and aspirations.

These projects go beyond “short-term fixes” - they are part of a broader commitment by MCTC and Madera County to support Complete Streets solutions and equitable infrastructure investment. While the Unmet Transit Needs process helps identify immediate transit service needs, these larger plans and projects are critical to making meaningful, long-term improvements in underserved communities.

As these projects are implemented, we are confident they will directly address many of the issues raised in your letter — including the feasibility of installing bus shelters, improving walkability, and increasing overall mobility for residents in La Viña and Fairmead. MCTC continues to encourage all jurisdictions to adopt and implement Complete Streets principles and remains committed to supporting comprehensive, community-informed planning across the region.

#### *Roles and Responsibilities in Infrastructure Projects*

While MCTC helps coordinate funding and regional transportation planning, decisions regarding the location and scope of infrastructure improvements such as sidewalks, streetlights, and road enhancements are made by the local jurisdiction. Since La Viña and Fairmead are in unincorporated areas, these decisions would be made by Madera County. MCTC does, however, actively encourage all jurisdictions to adopt and implement Complete Streets policies to ensure roadway projects address the needs of all users, including pedestrians, cyclists, and transit riders.



### Definitions of Unmet Transit Need and Reasonable to Meet

In 2022, MCTC revised the definitions of “Unmet Transit Need” and “Reasonable to Meet” based on input from the Social Services Transportation Advisory Council (SSTAC), LCJA, and other Metropolitan Planning Organizations (MPOs). These updates were intended to provide greater clarity and flexibility in evaluating needs, including for smaller and disadvantaged communities. The criteria aim to balance community benefit and feasibility while adhering to state and federal funding and transit operating requirements. MCTC regularly reviews and refines these definitions as directed by the MCTC Policy Board, with input from the SSTAC and relevant stakeholders. While not explicitly stated in the “Reasonable to Meet” criteria, “documented demand”—such as public comments, surveys, and ridership data—plays a key role in determining whether an unmet transit need is reasonable to meet under MCTC criteria:

- Feasibility: Typically considers whether a proposed transit service can be practically and financially implemented. Documented demand helps justify that there is a real and consistent need for the service and can indicate that the service would attract enough users to justify its cost and logistics.
- Community Acceptance: Reflects public support through comments, surveys, and petitions. Documented demand demonstrates that the proposed service is welcomed and supported, not just a theoretical improvement.
- Benefit to Population: Identifies that the service would help key transit-dependent groups, such as older adults or low-income residents. Documented demand shows not only that people want the service, but who is asking for it, helping to prioritize services that will serve the greatest need. If the requesting population aligns with those considered transit-dependent, the benefit is stronger.

Simply, “documented demand” is not criteria, rather it is data that can help determine if a need meets the “Reasonable to Meet” criteria. This evidence-based approach ensures that transit decisions are responsive to actual community needs.

### Equity Considerations in Transit Evaluation

We acknowledge the challenges smaller communities face in meeting traditional ridership thresholds. MCTC recognizes the importance of ensuring that policies do not disadvantage underserved areas. To that end, Madera County—not MCTC—the implementing agency for the microtransit feasibility study, is exploring alternative service models such as microtransit to better serve smaller, rural, and unincorporated communities. The County presented the findings of this study to the Social Services Transportation Advisory Council (SSTAC) at the November 2024 meeting, outlining opportunities and barriers to implementing microtransit services. Madera County is currently working to secure funding to pilot microtransit programs in various communities, including La Viña, as part of a broader strategy to enhance equitable transit access.

### Funding and Resources

MCTC/MCTA administers multiple funding sources that may support local transportation improvements, including Measure T, the Local Transportation Fund (LTF), and various state and federal funds. When unmet transit needs are evaluated and determined not to be “reasonable to meet,” LTF revenues not used for public transit may then be allocated to eligible street and road projects in accordance with state law. This ensures that available transportation funds are still directed toward improving local infrastructure and mobility within Madera County, including in unincorporated and disadvantaged communities. MCTC administers this process in compliance with the Transportation Development Act (TDA) and encourages jurisdictions to prioritize projects that incorporate Complete Streets elements and enhance safety and accessibility for all users.

We continue to work with local jurisdictions to identify projects in unincorporated communities that are eligible for these funds. While the installation of sidewalks, streetlights, and road improvements in unincorporated areas are under the jurisdiction of Madera County, MCTC remains a committed partner in securing and facilitating the resources necessary to support these efforts.

# **Comments in Original Format**

#11

COMPLETE

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

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Page 1

Q1

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

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

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Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

---

Q3

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

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

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Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

yes

---

**Q5**

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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

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#1

COMPLETE

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

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Page 1

Q1

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

Other (please specify):

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

---

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

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

---

Q3

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

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

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Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

yes

**Q5**

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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

Susan Pennell

[REDACTED]

[REDACTED]

## #2

COMPLETE

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

Page 1

## Q1

Other (please specify):

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

taxy

## Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

## Q3

Respondent skipped this question

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

## Q4

Respondent skipped this question

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

## Q5

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.



## #3

COMPLETE

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

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Page 1

**Q1** **Madera Metro (Metro),**  
**Madera County Connection (MCC)**  
Which system(s) do you use most frequently? / ¿Qué sistema de transporte público usa frecuentemente?

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**Q2**  
Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

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

---

**Q3**  
Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.  
An application where we can track the busses or at least but the correct bus routes on google maps and you can also look at bus tracking there.

---

**Q4**  
Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

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

---

**Q5**  
(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

Ashley Trevino [REDACTED]

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## #4

COMPLETE

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

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Page 1

## Q1

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

Other (please specify):

Planning on using the system soon

## Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

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

---

## Q3

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

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

---

## Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

N/A

**Q5**

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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

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

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#5

COMPLETE

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

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Page 1

Q1

Madera Metro (Metro),

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

(Metro) Dial-A-Ride (DAR)

Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

Alpha elementary area

Q3

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

Cleaner buses

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Yes

Q5

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

N/A

#6

COMPLETE

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

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Page 1

Q1

(Metro) Dial-A-Ride (DAR)

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

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Q2

Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

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Q3

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

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

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Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

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

---

**Q5**

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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#7

COMPLETE

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

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Page 1

Q1

Madera Metro (Metro)

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

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Q2

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

I'd like there to be Sunday service

---

Q3

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

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

---

Q4

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

Somewhat

---

Q5

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

Kimberley Smith [REDACTED]

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#8

COMPLETE

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

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Page 1

**Q1** **None of the above**

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

---

**Q2**

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

no

**Q3**

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

none

**Q4**

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué sí? o ¿por qué no?

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

---

**Q5****Respondent skipped this question**

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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#9

COMPLETE

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

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Page 1

**Q1** Madera County Connection (MCC)

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

---

**Q2**

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

NA

**Q3**

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

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

---

**Q4**

Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

Yes

**Q5**

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

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#10

COMPLETE

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

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Page 1

**Q1** MCC Madera Dial-A-Ride (DAR)

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

---

**Q2** Respondent skipped this question

Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.

---

**Q3** Describe the transit improvements(s) you are requesting. / Describa las mejoras de transporte público que necesita.

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

---

**Q4** Do you feel safe using transit? Why or why not? / ¿Se siente seguro utilizando el autobús? Díganos ¿Por qué si? o ¿por qué no?

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

---

**Q5**

Respondent skipped this question

(Optional) Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico.

---



## Unmet Transit Needs Comment Form

Name\*: **Yonas Paulos**

Email: [REDACTED]

City\*: **Fresno**

Phone Number: [REDACTED]

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

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

2. Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip.\*

**I provide veteran services throughout the County.**

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

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

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

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

Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Please return form to Natalia Austin via email at [naustin@maderactc.org](mailto:naustin@maderactc.org) , mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Response is required





## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Norma Bustillos

Correo electrónico: \_\_\_\_\_

Ciudad\*: Chowchilla, CA Número de Teléfono: (559) [REDACTED]

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

---

---

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

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---

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





## Unmet Transit Needs Comment Form

Name\*: JANICE GOMES

Email: [REDACTED]

City\*: Madera Phone Number: [REDACTED]

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

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

2. Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip.\*

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

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

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

Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Please return form to Natalia Austin via email at [naustin@maderactc.org](mailto:naustin@maderactc.org), mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Response is required

\* yes Oakhurst to madera then madera to  
College.







## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Maria E Camacho

Correo electrónico: N/A

Ciudad\*: Madera Co. Número de Teléfono: 93637

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

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

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





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



## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Lisbeth Lopez

Correo electrónico: [REDACTED]

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

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

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

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

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

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Edwiges Aguayo

Correo electrónico: \_\_\_\_\_

Ciudad\*: Madera Número de Teléfono: \_\_\_\_\_

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

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

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

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida







## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Lourdes Castillo

Correo electrónico: \_\_\_\_\_

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

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

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

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

Dentro del camion si, pero tengo miedo  
de que me va ya quedar en la ciudad  
sin quien me recoge

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Guadalupe Nuñez

Correo electrónico: \_\_\_\_\_

Ciudad\*: Lavina Número de Teléfono: (559) [REDACTED]

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

Public street lights & wheelchair access  
to roads/side walks

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

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

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Berta Garcia

Correo electrónico: \_\_\_\_\_

Ciudad\*: La Ulna Número de Teléfono: \_\_\_\_\_

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

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

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

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

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

I use the bus, but need <sup>the last route</sup> to be  
at a different time (i.e. 3:30pm or 4:00pm)

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida







## Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre\*: Jose Mariscal

Correo electrónico: \_\_\_\_\_

Ciudad\*: La Vina Número de Teléfono: \_\_\_\_\_

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

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

2. ¿Hay lugares en el Condado de Madera donde le gustaría ir utilizando el autobús y no puede? Para poder evaluar su comentario efectivamente, por favor provea el cruce de calle más cercano (o el área de la ciudad donde vive), a dónde se dirige, día de la semana, y aproximadamente a qué hora desea hacer su viaje.\*

I would like the route to ~~go~~ go through  
every street in our community.

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

Lights near homes/Street lights for  
pedestrian safety.

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

I don't use it as I can drive.

Sus comentarios serán presentados en un informe de Necesidades Insatisfechas de Transporte Público. Si desea ser contactado acerca de su comentario por favor de su nombre, número de teléfono y/o correo electrónico. Por favor devuelva este formulario a Evelyn Espinosa por correo electrónico a [evelyn@maderactc.org](mailto:evelyn@maderactc.org) o por correo a: 2001 Howard Road, Suite 201, Madera, CA 93637, o respondiendo la encuesta en línea: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Respuesta es requerida





## Unmet Transit Needs Comment Form

Name\*: April Follette

Email: [REDACTED]

City\*: Oakhurst Phone Number: [REDACTED]

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

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

2. Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip.\*

No

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

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

Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Please return form to Natalia Austin via email at [naustin@maderactc.org](mailto:naustin@maderactc.org), mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Response is required



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



## Unmet Transit Needs Comment Form

Name\*: Donna Caetano

Email: [REDACTED]

City\*: Oakhurst

Phone Number: [REDACTED]

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

- ☐ Madera Metro
- ☐ Metro Dial-A-Ride (DAR)
- ☐ Chowchilla Area Transit Express (CATX)
- ☐ Other (please specify)

- ☒ Madera County Connection (MCC)
- ☐ MCC Madera Dial-A-Ride (DAR)
- ☐ MCC Chowchilla Dial-A-Ride (DAR)
- ☐ Eastern Madera County Senior Bus
- ☐ Eastern Madera County Escort Service

2. Are there places in Madera County you would like to travel to by bus but cannot? If so, where? To effectively evaluate your comment, please provide the nearest cross street or area of town, your destination, day of the week, and approximate time of day that you are interest in making your trip.\*

No

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

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

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

yes

Your comments will be compiled in a report on Unmet Transit Needs. If you would like to be contacted regarding your comment please provide your name, phone number and/or email address. Please return form to Natalia Austin via email at [naustin@maderactc.org](mailto:naustin@maderactc.org), mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: [https://www.surveymonkey.com/r/UTNSurvey\\_MCTC](https://www.surveymonkey.com/r/UTNSurvey_MCTC)

\*Response is required







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

Submitted electronically via email to: [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org)

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

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

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

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

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

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

“reasonable to meet” because they did not deem the services to be feasible and cost effective. As part of SSTAC rationale, stated “*There is not enough documented demand to provide [services]*” despite the documented need to improve public transportation services in La Viña since 2019. Moreover, it is important to note that MCTC’s website does not define “reasonable to meet” to include “enough documented demand” in any of the criteria<sup>1</sup>. Citing “not enough documented demand” as a reason that services are unreasonable to meet is improper and not in line with MCTC’s own criteria. MCTC should instead conduct financial studies to clearly determine a cost effective strategy to provide services - whether that be an expansion of current services or another transit strategy. Furthermore, as Article 8 Section 99401.5 of the California Public Utilities Code states “the fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet.” While the report states that this need will be analyzed through a microtransit study, the report does not provide additional information of when this will be done and what needs to be identified in order for this to be considered feasible and cost effective. MCTC should provide a clear timeline for when the study will be developed and completed in the updated report. MCTC must review their criteria and definitions of each through an equity lens to ensure MCTC is addressing the needs of small unincorporated communities.

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

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

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

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

<sup>2</sup> [https://www.maderactc.org/sites/default/files/fileattachments/social\\_services\\_transportation\\_advisory\\_council\\_sstac/page/1841/utn\\_analysis\\_and\\_recommendations\\_report\\_fy\\_24-25\\_-\\_compressed\\_r.pdf](https://www.maderactc.org/sites/default/files/fileattachments/social_services_transportation_advisory_council_sstac/page/1841/utn_analysis_and_recommendations_report_fy_24-25_-_compressed_r.pdf) (pg19)

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

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

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

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

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

/s/

Paola Lopez,  
Community Resident

/s/

Bertha Garcia,  
Community Resident

/s/

Guadalupe Nuñez  
Community Resident





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

Submitted electronically via email to: [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org)

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

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

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

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

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

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



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

Sincerely,

Andrea Uribe  
Policy Advocate  
Leadership Counsel for Justice and Accountability



April 15, 2019

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

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

Dear Ms. Davies,

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

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

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

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

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

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





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

Submitted electronically via email to: [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org)

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

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

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

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

**I. Unmet Transit Needs**

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

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



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

## **II. Request for Additional Information**

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

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

Gratefully,

Madeline Harris  
Policy Advocate





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

Submitted electronically via email to: [publiccomment@maderactc.org](mailto:publiccomment@maderactc.org)

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

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

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

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

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

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



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

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

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

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

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

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

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

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





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

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

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

Gratefully,

Madeline Harris  
Policy Advocate

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

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

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

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

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

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

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

The following requested improvements were readily identified by transit users in the City of Madera as concrete changes that would encourage ridership, provide more equitable services, and help the city meet its goals related to the reduction of greenhouse gas emissions.

Furthermore, the current Regional Transportation Plan identifies "transit enhancements" to the MAX transit system as well as "Operating Assistance" to Dial-a-Ride (DAR) as "Planned Transit Improvement" projects with funding allotments for each year beginning in 2014 until 2040



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

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

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

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

**II. Installation of trash cans on MAX buses**

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

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

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

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

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

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

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

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

**V. Extended MAX service operation on weekends**

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

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

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

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

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

**VIII. Apply for grant funding to secure free rides for students**

Residents request that MCTC follow in the footsteps of other jurisdictions like Ventura County which have launched pilot programs allowing students to ride public transit for free. Madera residents suggest that MCTC secure free transit access for children and adult students who depend on public transit to get to school each day. Free rides will be granted to students who show their student ID upon boarding. MCTC can utilize Low Carbon Operations Transportation Program funding to initiate such a pilot program.

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

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

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

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

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

Sincerely,

Madeline Harris  
Policy Advocate  
Leadership Counsel for Justice and Accountability