

UNMET TRANSIT NEEDS FY 2025-26

Analysis and Recommendations Report

June 2025



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Summary

Background

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

1. Establish or maintain a Social Services Transportation Advisory Council (SSTAC) to participate in the identification of unmet transit needs and determine whether those identified needs are reasonable to meet. The composition of the SSTAC is set forth in statute and consists of representatives of the following members:
 - a. One representative of potential transit users who are 60 years of age or older.
 - b. One representative of potential transit users who have a disability.
 - c. Two representatives of the local service providers for older adults, including one representative of a social service transportation provider if one exists.
 - d. Two representatives of local social service providers for those with disabilities, including one representative of a social service transportation provider, if one exists.
 - e. One representative of a local social service provider for persons of limited means.
 - f. Two representatives from the local consolidated transportation services agency, designated pursuant to subdivision (a) of Section 15975 of the Government Code, if one exists, including one representative from an operator, if one exists.
2. Coordinate with the SSTAC and MCTC Policy Board to determine definitions for both “unmet transit needs” and “reasonable to meet.”
3. Identify transit needs, which have been considered as part of the transportation planning process.
4. Hold at least one public hearing to receive public comments regarding unmet transit needs.
5. Meet with SSTAC members to identify potential unmet transit needs and analyze those transit needs using the MCTC Policy Board’s adopted definitions of “unmet transit needs” and

“reasonable to meet” (adopted definitions provided on Page 3 of this report). As part of the “reasonable to meet” determination, MCTC staff and the SSTAC must consider whether a transit operator can reasonably accommodate an unmet need and still maintain the required farebox ratio established under the TDA.

6. Adopt by resolution a finding regarding transit needs that may be reasonable to meet. The MCTC Policy Board makes one of the following three possible findings:
 - a. There are no unmet transit needs, or
 - b. There are no unmet transit needs that are reasonable to meet, or
 - c. There are unmet transit needs, including needs that are reasonable to meet.

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

Summary of the Findings for the FY 2025-2026 Unmet Transit Needs Assessment

On May 21, 2025, the MCTC Policy Board adopted Resolution Number 25-03, approving the SSTAC's unmet transit needs findings for FY 2025-26.

During the "Unmet Transit Needs" Public Hearing on Wednesday, April 23, 2025, the MCTC Policy Board received no public comments. Comments were received at public workshops, through an online survey, and by email.

Analysis and Recommendations

The SSTAC reviewed twenty-four comments. Eight of the comments were identified as potential unmet transit needs and were evaluated using the "unmet transit need" and "reasonable to meet" definitions. The SSTAC has made the following recommendations for each jurisdiction:

SSTAC Recommendation for the County of Madera: There are no unmet transit needs.

SSTAC Recommendation for the City of Madera: There are no unmet transit needs.

SSTAC Recommendation for the City of Chowchilla: There are no unmet transit needs.

The MCTC Policy Board approved the SSTAC recommendations for all three jurisdictions.

The potential unmet transit needs that have been evaluated and the recommendations made by the SSTAC for Madera County (MCC) are as follows:

- PROVIDE TRANSPORTATION TO UC MERCED AND MERCED COLLEGE

SSTAC Recommendation: Not an unmet transit need.

Discussion: This route would be 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.

- INCREASE THE FREQUENCY ON THE VALLEY CHILDREN'S ROUTE. THE GAP BETWEEN THE 11:51AM AND 3:15PM DEPARTURES IS TOO LONG.

SSTAC Recommendation: Not an unmet transit need.

Discussion: 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.

- INCREASE THE FREQUENCY TO THE COMMUNITY OF LA VINA TO MONDAY – FRIDAY BETWEEN 7:30AM – 3:30PM OR AT 7:30AM, 1:00PM, AND 5-6:00PM. RIDERS FROM LA VINA GET STRANDED IN MADERA BECAUSE THERE ISN'T ENOUGH FREQUENCY TO GET BACK HOME AFTER APPOINTMENTS (MULTIPLE COMMENTS)

SSTAC Recommendation: Not an unmet transit need.

Discussion: 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.

- PROVIDE SERVICE FROM OAKHURST (ALL MOUNTAIN COMMUNITIES) TO GET TO MADERA COUNTY SUPERIOR COURT BY 8:00AM, MONDAY-FRIDAY FOR COURT APPEARANCES, JURY DUTY, ETC.

SSTAC Recommendation: Not an unmet transit need.

Discussion: 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.

- PROVIDE LOCAL SERVICE IN OAKHURST ON SUNDAY TO GO TO CHURCH SERVICES

SSTAC Recommendation: Not an unmet transit need.

Discussion: 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.

- ADD A BUS STOP AT THE NEW RIVER GROVE APARTMENT COMPLEX IN OAKHURST

SSTAC Recommendation: Not an unmet transit need.

Discussion: There is an existing stop at the park and ride that is within a quarter of a mile of the River Grove apartments.

- NEED AN APP TO TRACK THE BUSES IN REAL TIME AND GET UPDATES WHEN THE BUS IS LATE, HIGH TRAFFIC, ETC.

SSTAC Recommendation: Not an unmet transit need.

Discussion: Riders can use MCCtransit.com to track the County's buses. The Transit App (by Swiftly) also provides the location of the bus in real-time. The schedules are also accessible on the app.

The potential unmet transit needs that have been evaluated and the recommendations made by the SSTAC for the City of Madera (Madera Metro) are as follows:

- INCREASE THE FREQUENCY OF BUSES AND SUNDAY SERVICE AND EXPAND THE HOURS OF OPERATION IN THE CITY OF MADERA

SSTAC Recommendation: Not an unmet transit need.

Discussion: (Metro) 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.

- NEED AN APP TO TRACK THE BUSES IN REAL TIME AND GET UPDATES WHEN THE BUS IS LATE, HIGH TRAFFIC, ETC.

SSTAC Recommendation: Not an unmet transit need

Discussion: 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.

There were no potential unmet transit needs that were evaluated by the SSTAC for the City of Chowchilla (CATX).

The rest of the comments received were determined to be either operational or non-transit issues. These comments were forwarded to the appropriate agencies to be addressed.

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

The existing systems are:

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

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

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

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

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

Unmet Transit Needs Process

Transportation Development Act Requirements

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

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

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

- (a) Consult with the social services transportation advisory council established pursuant to Section 99238.
- (b) Identify the transit needs of the jurisdiction which have been considered as part of the transportation planning process, including the following:
 1. An annual assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, older adults, persons with disabilities, including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code, the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.), and persons of limited means, including, but not limited to, recipients under the CalWORKs program.
 2. An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately and publicly provided services necessary to implement the plan prepared pursuant to Section 12143(c)(7) of Title 42 of the United States Code, in meeting the transit demand identified pursuant to paragraph (1).
 3. An analysis of the potential alternative public transportation and specialized transportation services and service improvements that would meet all or part of the transit demand.
 4. An analysis of the need to acquire or lease vans and related equipment for a farmworker vanpool program pursuant to subdivision (f) of Section 99400. This analysis is only required, however, upon receipt by the transportation planning agency of a request of an interested party identifying a potential need.
- (c) Identify the unmet transit needs of the jurisdiction and those needs that are reasonable to meet. The transportation planning agency shall hold at least one public hearing pursuant to Section 99238.5 for the purpose of soliciting comments on the unmet transit needs that may exist within the jurisdiction and that might be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services. The definition adopted by the transportation planning agency for the terms “unmet transit needs” and “reasonable to meet” shall be documented by resolution or in the minutes of the agency. The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for finding that a transit need is not reasonable to meet. An agency’s determination of needs that are

reasonable to meet shall not be made by comparing unmet transit needs with the need for streets and roads.

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

Definition of “Unmet Transit Need” and “Reasonable To Meet”

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

Unmet Transit Needs:

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

1. Feasibility

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

- The proposed transit service will be safe and comply with local, State, and federal law.
2. Community Acceptance
 - The proposed transit service has community support from the general public, community groups, and /or community leaders.
 3. Benefit to Population
 - The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.
 4. Cost-Effective
 - The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State TDA farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s) per CCR 6633.2.
 - The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.
 5. Consistent with Intent of Existing Transit Service(s) and Plans
 - Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).
 - The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

Social Services Transportation Advisory Council (SSTAC)

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

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

1. Annually participate in the identification of transit needs in the jurisdiction, including unmet transit needs that may exist within the jurisdiction of the council and that may be reasonable to meet by establishing or contracting for new public transportation or specialized transportation services or by expanding existing services.

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2. Annually review and recommend action by the transportation planning agency for the area within the jurisdiction of the council which finds by resolution, that (A) there are no unmet transit needs, (B) there are no unmet transit needs that are reasonable to meet, or (C) there are unmet transit needs, including needs that are reasonable to meet.
3. Advise the transportation planning agency on any other major transit issues, including the coordination and consolidation of specialized transportation services.

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

Social Services Transportation Advisory Council Members FY 2024-2025

Table 1: SSTAC Members FY 2024-2025

CATEGORY	APPOINTMENT	GEOGRAPHIC/ AGENCY REPRESENTATION	TERM EXPIRES
Potential Transit User 60 Years of Age or Older	Franklina Bogan	Community Member – City of Madera	October 2026
Potential Transit User 60 Years of Age or Older	Lynda Schafhauser	Community Member – County of Madera	October 2026
Potential Transit User Who Has a Disability	Cynthia Ortegon	Community Member – City of Madera	May 2027
Representative of a Local Social Service Provider for Older Adults	Mattie Mendez	Community Action Partnership of Madera County, Inc. (CAPMC)	May 2027
Representative of a Local Social Service Provider for Older Adults	Olga Olivia Saucedo-Garcia	City of Madera Parks and Community Services Department – Senior Services	March 2025
Potential Transit User Who Has a Disability	Frank Simonis	Community Member – Community of Oakhurst	June 2027
Representative of a Local Social Service Provider for Persons with Disabilities	Nancy Ramirez	Madera County Department of Social Services	September 2027
Local Social Service Transportation Provider for Persons with Disabilities	Vincent Parker	MV Transit (Madera Metro)	February 2025
Representative of a Local Social Service Provider for Persons of Limited Means	Bertha Vega	Madera County Workforce Corporation	October 2026
Representative of a Social Service Transportation Provider for Older Adults	Monty Cox	Madera County	July 2026

Existing Conditions

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

Size and Location of Groups Likely to be Dependent on Transit

As identified in a previous section of this report, during each year's unmet transit needs assessment process, prior to making any allocation not directly related to public transportation services, MCTC must make an assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to, older adults, persons with disabilities (including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the Federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101, et seq.)), and persons of limited means, including, but not limited to, recipients under the CalWORKS program. Utilizing available data from the 2019-2023 American Community Survey (ACS) Five-Year Estimates, the following sections identify the size and location of population groups likely to be transit dependent.

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

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

General Population Estimates for Madera County

According to the 2019-2023 ACS Five-Year Estimates, Madera County's current population is 158,790. There are two incorporated cities in Madera County, the City of Madera and the City of Chowchilla. As identified in Table 2, below, the City of Madera is the largest incorporated city in Madera County, accounting for 42% of the County's total population. The City of Chowchilla is the second largest, accounting for 12% of Madera County's total population. Madera County's unincorporated community areas, which, combined, account for 46% of the County's total population. Table 2 illustrates the current population breakdown of Madera County.

Table 2: 2023 Population in Madera County

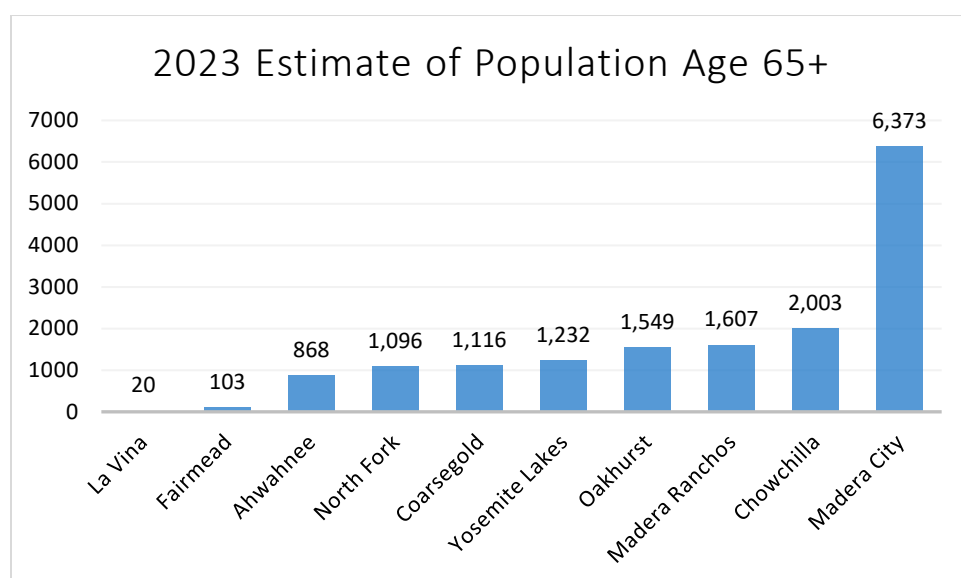
Jurisdiction	Population	Percent of County
Ahwahnee	1,532	1%
Chowchilla	18,876	12%
Coarsegold	4,301	3%
Fairmead	1,119	1%
La Vina	538	Less than 1%
Madera City	67,133	42%
Bonadelle Madera Ranchos	4,182	3%
Oakhurst	4,956	3%
Yosemite Lakes	5,095	3%
County Remainder	48,144	30%
TOTAL	158,790	100%

Source: U.S. Census Bureau, 2019-2023 American Community Survey (ACS) 5-Year Estimates

Assessing Transit Dependency by Age

As stated in the beginning of this section, the TDA identifies older adult populations to be potentially transit dependent. For the purposes of this section’s analysis, these individuals are 65 years of age or older. According to the 2019-2023 ACS Five-Year Estimates, 22,802 individuals in Madera County are identified as older adults, accounting for approximately 14.4% of the County’s total population. With 6,373 individuals, the City of Madera has the highest population of older adults in the County, followed by the City of Chowchilla, with an older adult population of 2,003.

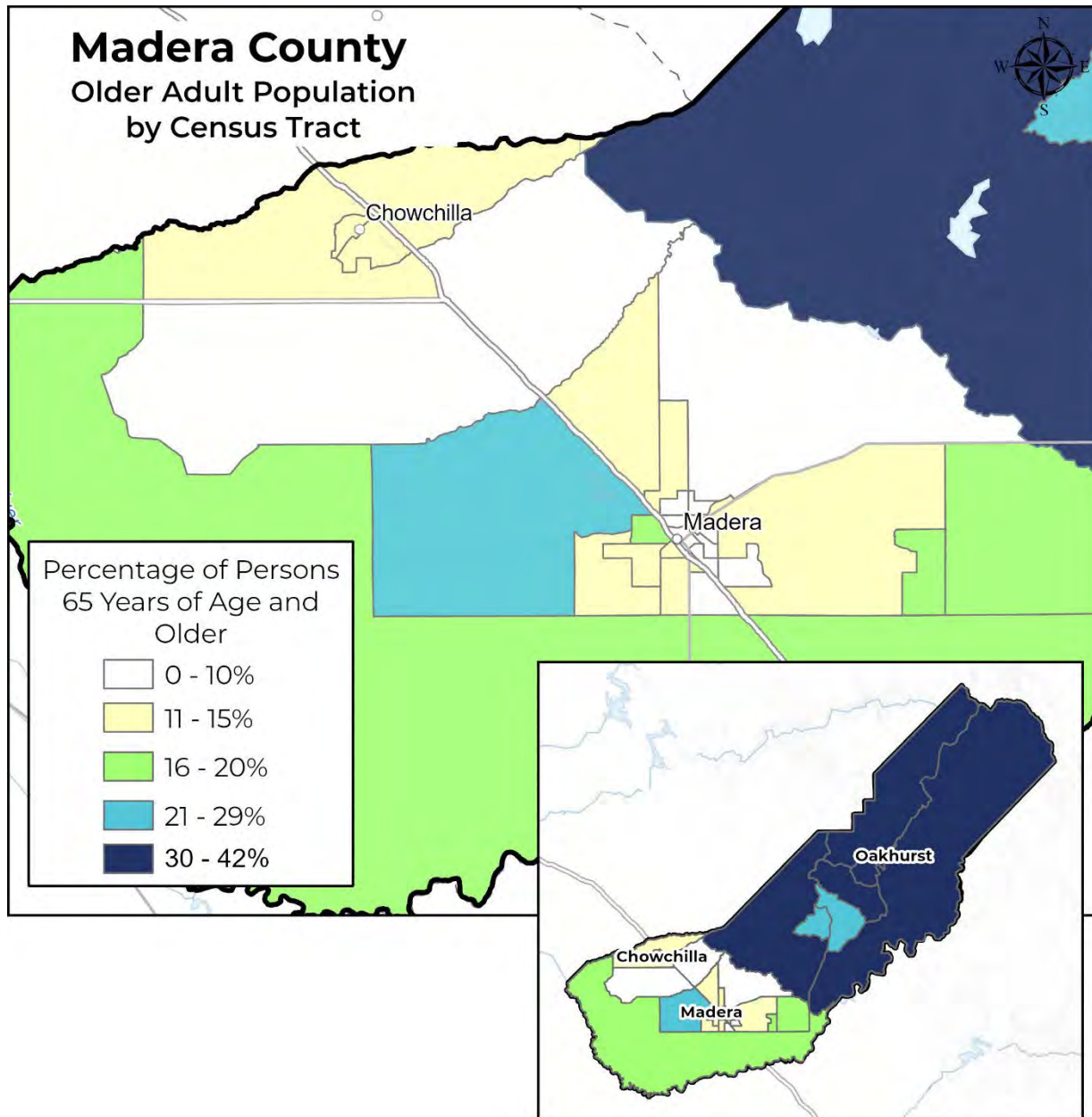
Figure 1: 2023 Estimate of Population 65+



Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S0101)

Figure 2, below, shows the geographic concentrations of the older adult population by census tract. The darker colors reflect a higher percentage of older adults, while lighter colors identify a lower percentage.

Figure 2: Population Distribution of Persons Aged 65 or Older by Census Tract



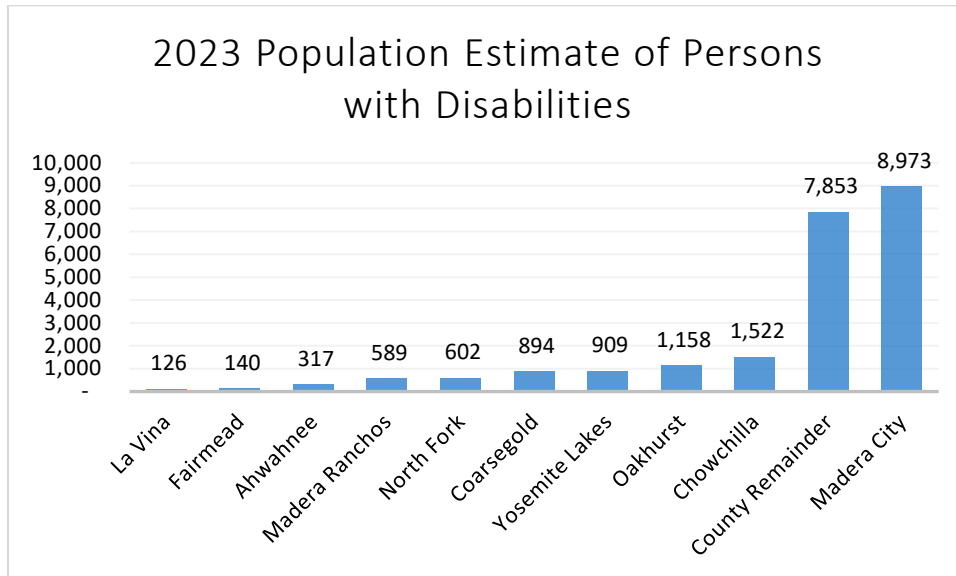
Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S0101)

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

Assessing Transit Dependency by Disability

According to the U.S. Census Bureau, respondents who report anyone of having the following six disability types, are considered to have a disability: hearing difficulty, vision difficulty, cognitive difficulty, ambulatory difficulty, self-care difficulty, or independent living difficulty. In the 2019-2023 ACS 5-Year Estimates, it was determined that 14.9% of the total civilian noninstitutionalized population within Madera had a disability. Figure 3, below, provides a population breakdown of persons with disabilities by jurisdiction in Madera County.

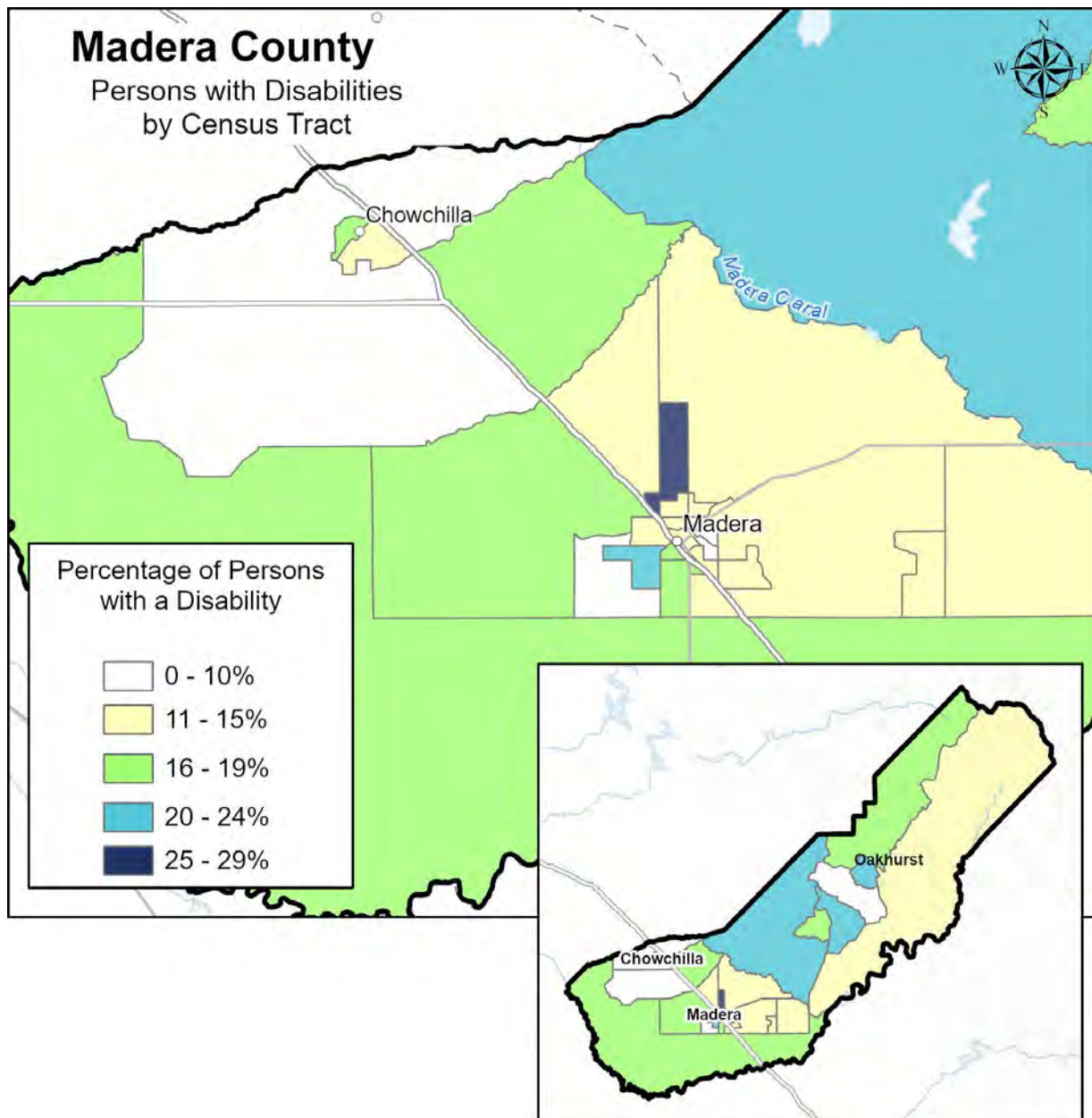
Figure 3: 2022 Population Estimate of Persons with Disabilities



Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S1810)

Using 2023 ACS data, Figure 4, on the following page, identifies the distribution of the population with disabilities within Madera County by census tract. The lighter portions of the map designate a lower percentage of persons with disabilities living in the census tract, while the darker portions of the map designate a higher percentage of persons with disabilities living in the census tract.

Figure 4: Population Distribution of Persons with Disabilities by Census Tract



Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S1810)

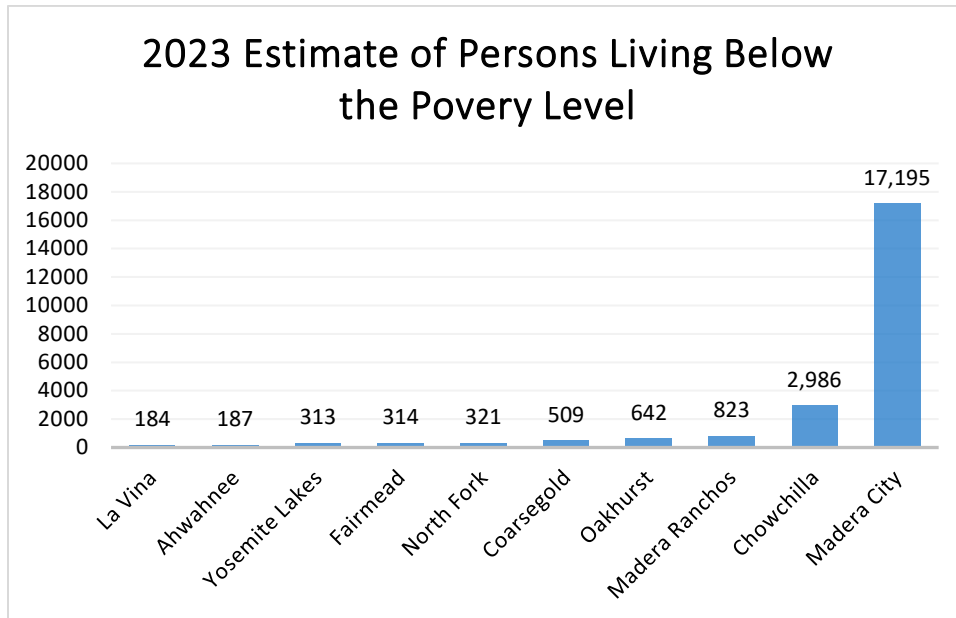
As illustrated in Figure 4 above, there are higher percentages of persons with a disability located in county areas near the City of Madera and Eastern Madera County.

Assessing Transit Dependency by Income (Persons of Limited Means)

The 2023 ACS provides an estimated breakdown of individuals in Madera County whose income was determined to be 100% below the federal poverty level (FPL). The ACS data estimates that as of 2023, 20% (30,154) of Madera County's population were identified as persons of limited means. Madera and Chowchilla are the cities that have the largest populations of persons of limited means, accounting for

12.1% and 1.4% respectively, of the County's total population. Figure 5, below, provides a further breakdown of the estimated population of persons of limited means living within Madera County.

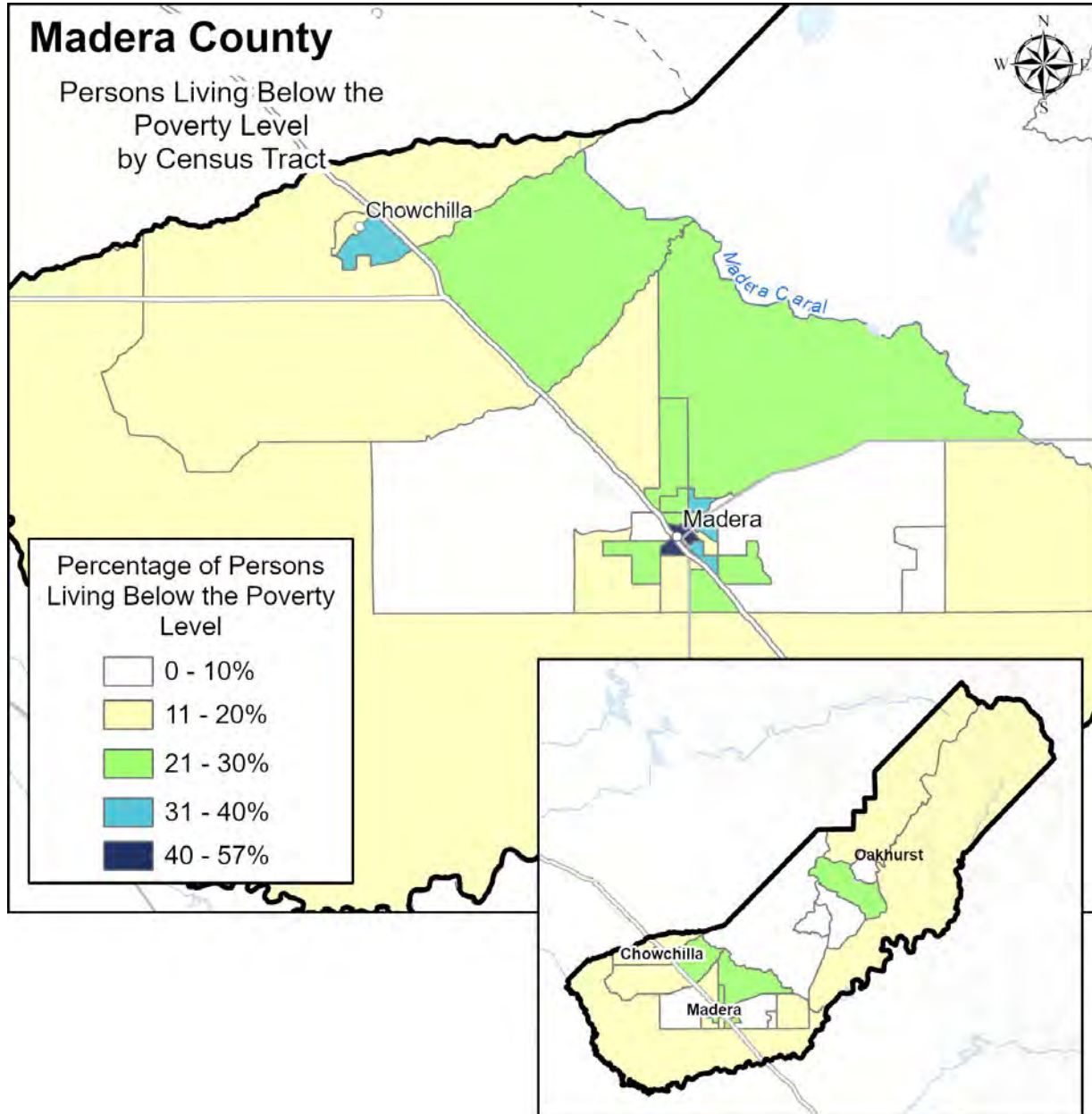
Figure 5: 2023 Estimate of Persons of Limited Means



Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S1701)

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

Figure 6: Population Distribution of Persons Living Below the Poverty Level by Census Tract



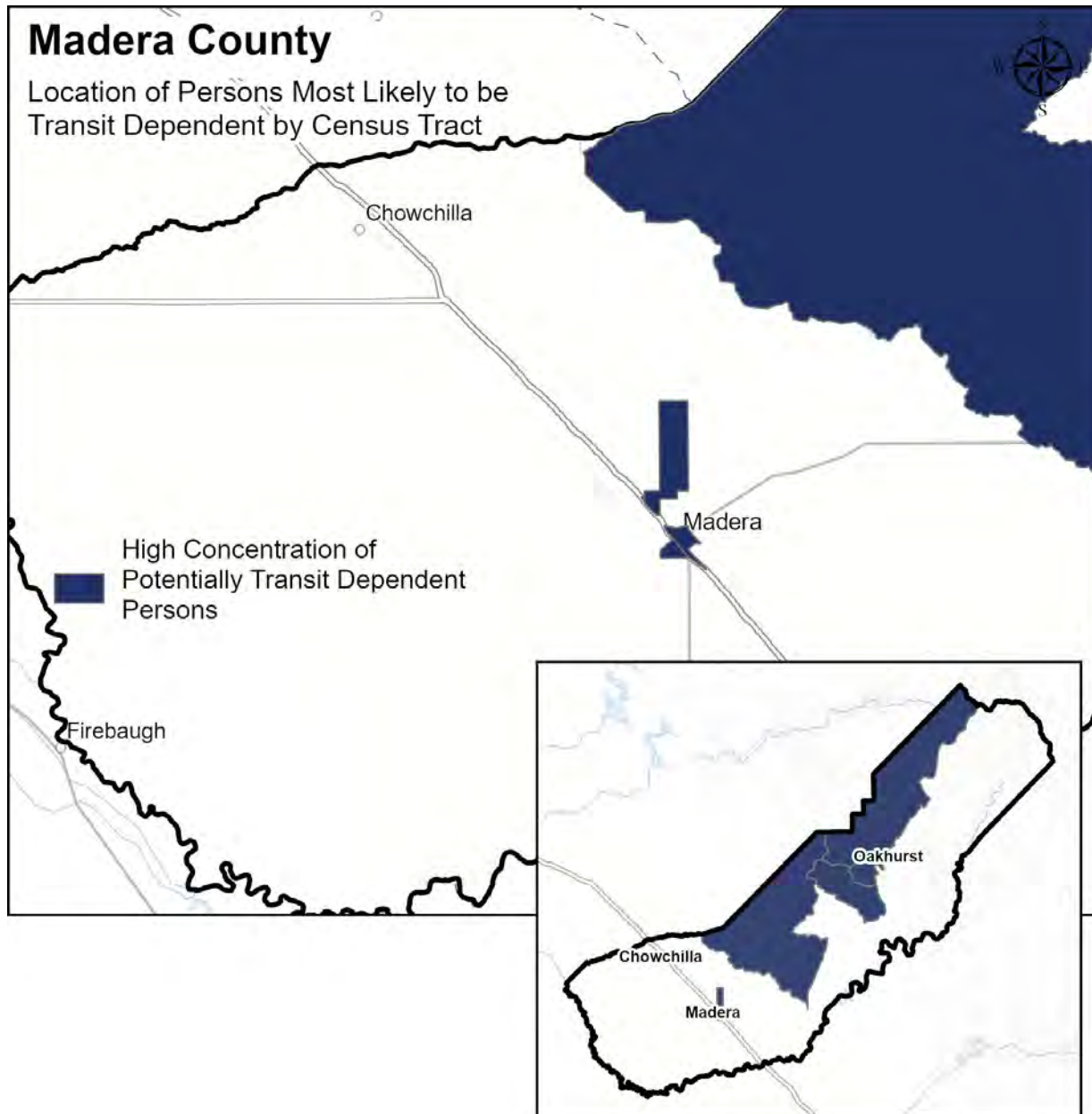
Source: U.S. Census Bureau, 2019-2023 5-Year ACS (Table S1701)

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

Transit Dependent Census Tracts

Figure 7 below identifies the census tracts that have a higher probability of having populations that are transit dependent. The census tracts with the highest concentrations of older adults, persons with a disability, and persons living below the poverty-level, were used to determine which areas were more likely to have transit dependent populations.

Figure 7: Distribution of Potentially Transit Dependent Populations by Census Tract



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

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

Transportation Services in Madera County

CITY OF MADERA

The City of Madera is served by a number of public and private transportation providers. The City operates the Madera Metro fixed-route system and Dial-A-Ride, a general public demand-responsive system. Both services are operated under contract with MV Transit. The fixed-route system is operated weekdays from 7:00 a.m. to 6:30 p.m. and Saturdays from 9:00 a.m. to 4:00 p.m. Service operates primarily within the City limits, as shown in Figure 8. The system transported 77,213 riders during FY 2023-24.

Dial-A-Ride is a general public system primarily serving older adults and persons with disabilities. The service also includes complementary paratransit services for ADA-eligible riders. The service operates weekdays from 7:00 a.m. to 6:30 p.m., Saturdays from 9:00 a.m. to 4:00 p.m. and Sundays from 8:30 a.m. to 2:30 p.m. The system operates within the Madera city limits, as depicted in Figure 9, and transported 17,667 riders during FY 2023-24.

Figure 8: Madera Metro Service Area Map

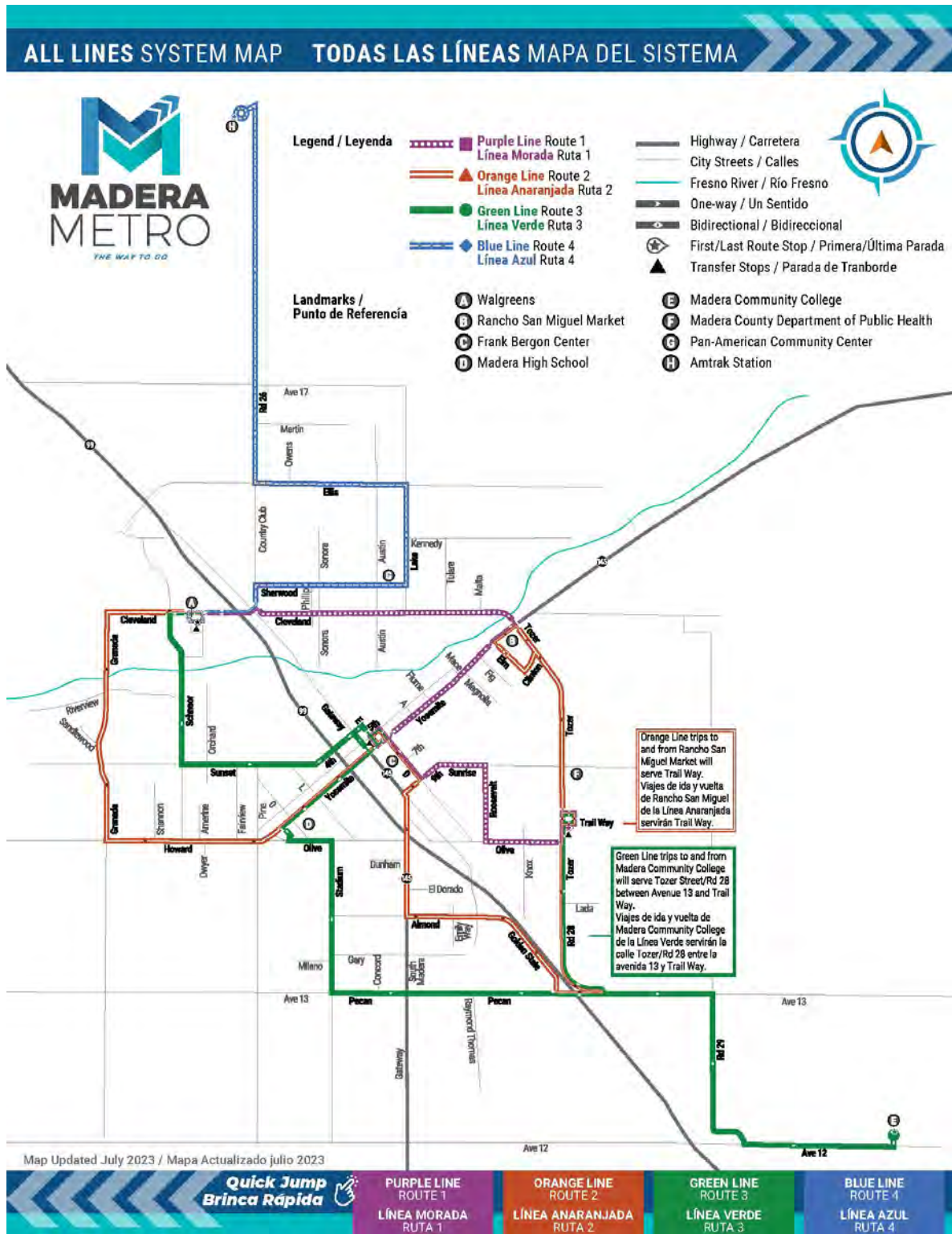
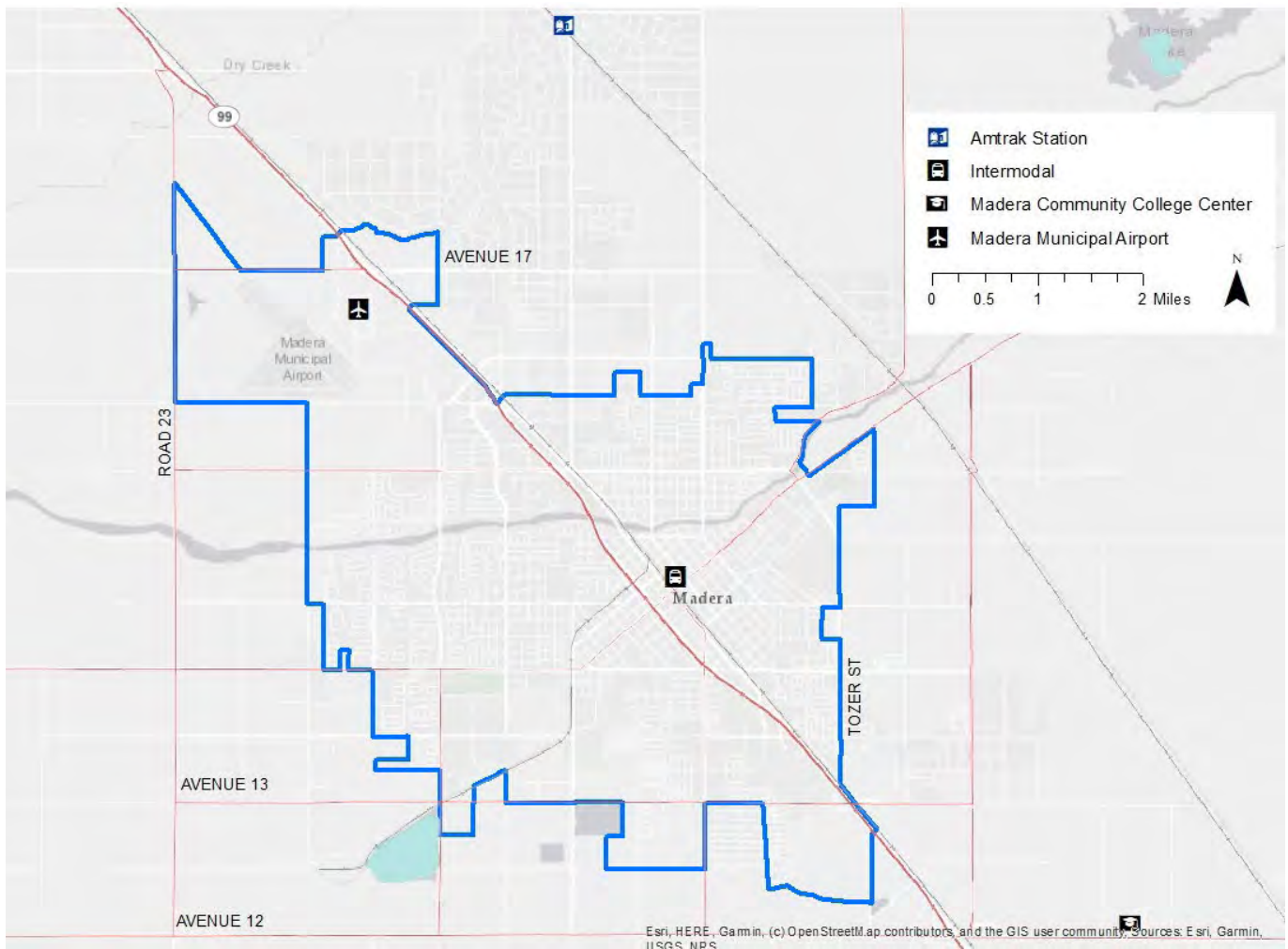


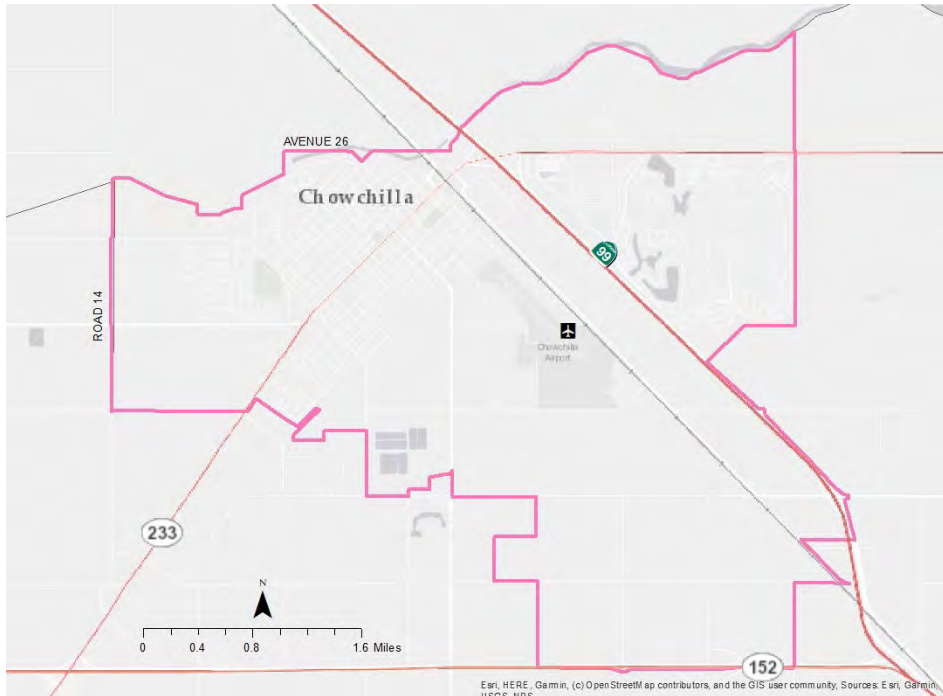
Figure 9: DAR Service Area Map



CITY OF CHOWCHILLA

The City of Chowchilla operates Chowchilla Area Transit Express (CATX), a general public, demand-responsive service. CATX service was initiated in 1995 and incorporated the senior bus program. Service is offered weekdays from 7:30 a.m. to 3:30 p.m. As shown in Figure 10, the CATX service area encompasses the City limits of Chowchilla.

Figure 10: CATX Service Area Map



COUNTY OF MADERA

Madera County currently manages a general public, fixed-route system, a specialized senior transit service and a demand-response service, which is operated by Fresno Economic Opportunities Commission. The Madera County Connection (MCC) is an inter-city fixed-route bus service. MCC Madera Dial-A-Ride and MCC Chowchilla Dial-A-Ride are general public, demand-response services. The Eastern Madera County Senior Bus Program, an intra-community demand-response bus service, serves older adults and residents with disabilities and the Eastern Madera County Medical Escort Program is an inter-city demand-response bus service.

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

a.m. to 9:00 p.m. on the Eastern Madera County route and from 7:00 a.m. to 7:00 p.m. on the Chowchilla/Fairmead route. The Eastin Arcola/Ripperdan/La Vina route is scheduled on Wednesday and Friday from 8:45 a.m. to 2:00 p.m. The County initiated additional runs on this route in 2022.

Figure 11: MCC Service Area Map



MCC also provides general public demand-response service to County areas surrounding the cities of Madera and Chowchilla., as reflected in Figures 12 and 13. MCC Madera Dial-A-Ride service is provided Monday through Friday from 7:00 a.m. to 6:30 p.m., Saturday from 9:00 a.m. to 4:00 p.m., and Sunday from 8:30 a.m. to 2:30 p.m. MCC Chowchilla Area Dial-A-Ride service is provided Monday through Friday from 8:30 a.m. to 3:30 p.m. Each of these services operates with one 16-passenger bus. Reservations can be made a day in advance or up to two hours prior to the time of pick up.

Figure 12: MCC Madera Dial-A-Ride Service Area

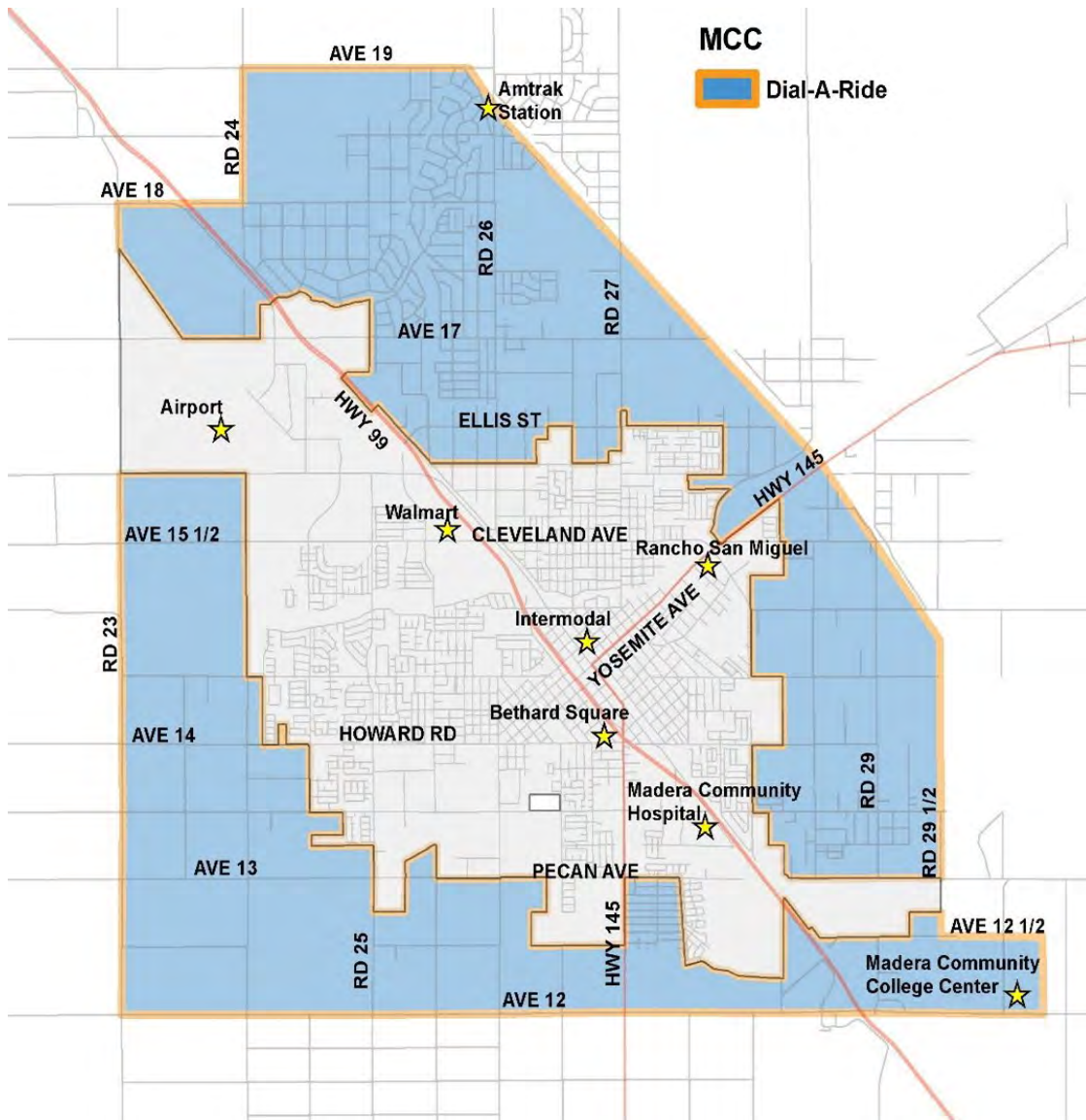
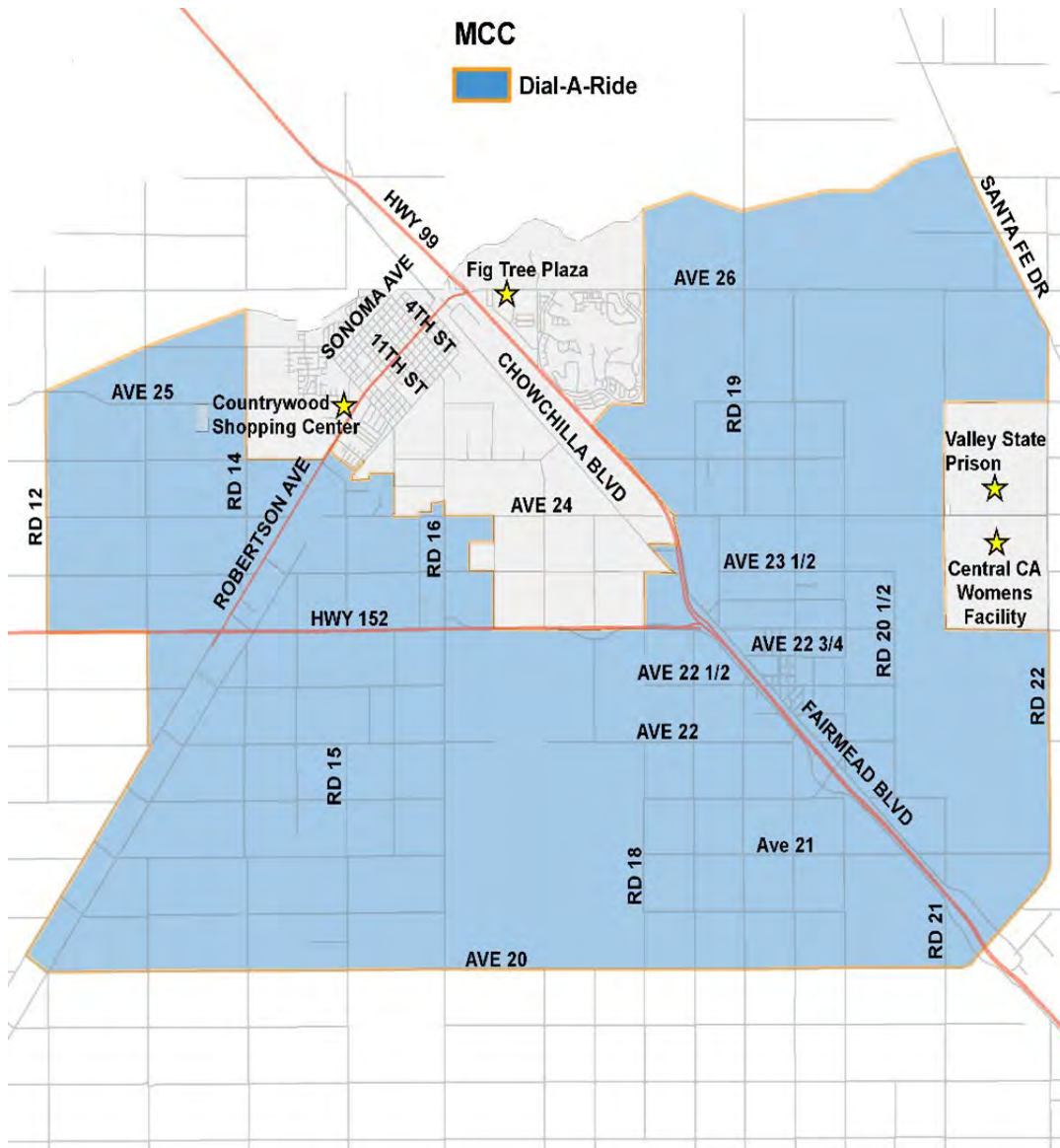


Figure 13: MCC Chowchilla Dial-A-Ride Service Area

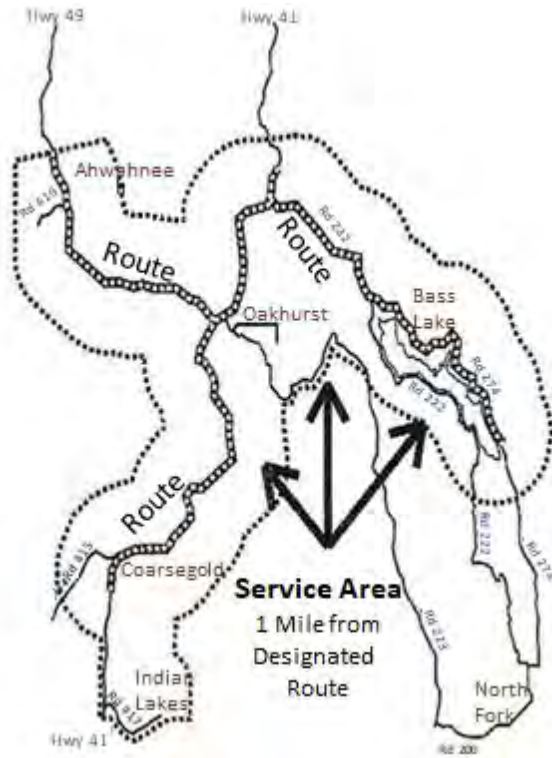


The Eastern Madera County Senior Bus has been in operation since 1983. It is a demand-response service operating Monday through Friday (except holidays) from 9:00 a.m. to 4:00 p.m. This program serves Eastern Madera County who are 60 years of age and older and residents who have disabilities. As shown in Figure 14, the service area encompasses a large region, including Oakhurst, Bass Lake, Coarsegold, and Ahwahnee.

The Medical Escort Program has been in operation since 1988 as a demand-response, public transportation service. The system provides medical-related appointments in Madera and Fresno Counties. It serves Eastern Madera County residents with an emphasis on providing service to residents 60 years of age and older and to persons with disabilities. Service is provided on Tuesdays and Thursdays

from 8:30 a.m. to 4:30 p.m. A 24-hour advance reservation is required, except for medical emergencies. Individuals requesting a ride are required to contact the Exchange to schedule their trip. The Medical Escort Program serves the area covered by the Senior Bus but also serves the community of North Fork and offers trips beyond the Eastern Madera County Region as far as the Cities of Madera, Fresno, and Clovis.

Figure 14: Eastern Madera County Senior Bus Service Area Map



Madera County Transit Services Statistics

Table 3: Madera County Transit Service FY 2023-2024

TRANSIT SERVICE	PASSENGERS	REVENUE MILES	REVENUE HOURS
Fixed Routes	28,687	287,615	9,603
Para-Transit	5,242	40,134	3,452
Totals	33,929	327,749	13,055

Other Transportation Providers

CALVANS (CALIFORNIA VANPOOL AUTHORITY)

CalVans is a ridesharing program with safe, affordable vans that allow employees to drive themselves and others to work, while once agricultural farmworker vanpool program, the service has grown beyond the agricultural industry to include general labor and student vanpooling. CalVans is sponsored by the California Vanpool Authority and currently has vanpools originating in 22 counties in California including Madera, Fresno, Kings, Merced, San Joaquin, and Tulare.

YOSEMITE AREA REGIONAL TRANSPORTATION SYSTEM (YARTS)

YARTS was created in 2000 as a solution to congestion and pollution created by millions of people visiting Yosemite National Park every year in personal vehicles. YARTS is the product of a partnership between the member counties of its Joint Powers Authority, the U.S. Forest Service, and the National Park Service. The original YARTS Joint Powers Authority was entered into on September 21, 1999, between Merced, Mariposa, and Mono Counties. Madera County and Tuolumne County joined in 2020 with the City of Fresno coming on board in 2024. YARTS service launched in the spring of 2000 and the Merced County Association of Governments (MCAG) has provided administrative and staffing services, and operational support for the system since its inception.

YARTS provides quality transit service into Yosemite National Park along each of the four state highways into Yosemite. The area served by YARTS spans six counties and 480 square miles, between the cities of Merced and Fresno in the San Joaquin Valley to Sonora, Oakhurst, Mariposa and Mammoth Lakes in the Sierra Nevada mountains.

YARTS operates year-round on Highway 140 through Merced and Mariposa Counties, and seasonally (May – September) on Highway 41 through Fresno and Madera Counties, Highway 120 through Tuolumne County, and Highway 395/120E through Mono County.

YARTS routes connect to a number of transportation providers throughout the service area including Amtrak, Greyhound, Eastern Sierra Transit Authority, The Bus in Merced County, UC Merced's "CatTracks", Mari-Go in Mariposa County, Clovis Transit, Fresno County Rural Transit Agency, Madera County Connection, Tuolumne County Transit, Advanced Airlines at the Merced and Mammoth Lakes Airports, and the Fresno Yosemite International Airport.

TRI-COUNTY MEDICAL TRANSPORT

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

CENTRAL VALLEY REGIONAL CENTER

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

CALVIVA HEALTH TRANSPORTATION

CalViva Health Plan offers routine medical transportation for healthcare and services. There is no added cost for this service for CalViva insurance holders. CalViva Health Transportation provides access for routine medical transportation services: non-emergency transportation and non-medical transportation. Rides need to be scheduled in advance. Vehicles count with wheelchairs and gurneys depending on the type of service needed. There is no mileage limit for this service and rides can be scheduled to any place that offers medical care or health care services. Mass transit rides are also available but need to be scheduled five (5) days in advance, so bus passes or tokens can be mailed.

PRIVATE PROVIDERS

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

PASSENGER RAIL/SUPPORT FACILITIES

Madera County is served by the Burlington Northern Santa Fe (BNSF) and the Union Pacific (UP) Railroads. Amtrak operates seven days a week with twelve (12) daily stops in Madera along the BNSF Railroad alignment. The station is located on Avenue 15 ½ and Road 29. The nearest stop to the north is Merced and to the south, Fresno. Amtrak services are provided on the BNSF tracks located east of Madera. The San Joaquin Amtrak route provides passenger rail service to Oakland five times a day, Bakersfield six times a day, and Sacramento once a day. Amtrak also provides thruway bus service from various rail stations along the San Joaquin route to cities that are not accessible by rail, such as Los Angeles, San Francisco and San Jose.

[Additional Transportation Services and Assistance](#)

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

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

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

REDUCED FARES

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

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

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

COORDINATED TRANSIT SERVICE PLAN

The Madera County Coordinated Public Transit Human Services Plan was updated and adopted by MCTC in July 2022 in response to requirements established by SAFETEA-LU and upheld by MAP-21. This document outlines existing public and private social service transportation systems within Madera County and offers strategies for improvement of transportation service through increased coordination and consolidation. The Coordinated Plan is being updated and expected to be finalized this year.

SOCIAL SERVICE TRANSPORTATION PROVIDERS

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

Adequacy of Existing Service

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

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

Farmworker Vanpool Analysis

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

MCTC has not received any request from an interested party identifying a direct need for vans or equipment needed for a farmworker vanpool program. As part of the unmet transit needs assessment process, no further analysis is required. However, MCTC will continue to coordinate with CalVans, and

social service providers to identify if any future needs in this area are present and determine feasible means to address those needs.

Unmet Transit Needs Assessment

During this year's unmet transit needs assessment, staff received a total of 24 public comments regarding potential unmet transit needs, service improvement requests, and community needs in the region. Based on the Madera County Transportation Commission's adopted definitions of "unmet transit need" and "reasonable to meet", unmet transit needs, including needs that are reasonable to meet, were identified.

Public Outreach

Pursuant to TDA regulations, MCTC is required to conduct at least one public hearing to receive potential unmet transit needs comments from the public. A public hearing was held on April 23, 2025, at the MCTC office. To give residents additional opportunities to provide comments, one virtual workshop and four in-person workshops were held in various locations throughout the county. Attendees were given bilingual handouts that explained the "unmet transit need" and "reasonable to meet" definitions and how to participate in the unmet transit needs process.

Table 4: Unmet Transit Needs Workshops for FY 2025-26

LOCATION AND TIME	NUMBER IN ATTENDANCE*
Casas De la Vina, 03/11/25, 6:00 PM (in Spanish)	11
Madera Ranchos Library, 03/12/25, 6:00 PM	2
Fairmead Elementary School, 03/18/25, 6:00 PM	8
Virtual Workshop, 03/20/25, 6:00 PM	0
River Grove Apartments, Oakhurst, 04/16/25, 5:00 PM	6

*Number in attendance does not include MCTC staff, interpreters, transit agency staff, or SSTAC members

However, in Madera County it is easy to participate in the unmet transit needs process all year long in many convenient ways. Options include submitting a comment by phone, mail, email, or by filling out an online survey.

The unmet transit needs webpage on MCTC's website is a good resource to find information regarding the unmet transit needs process, submit a comment, or to look at past years' unmet transit needs reports.

MCTC Unmet Transit Needs webpage: <https://www.maderactc.org/bc-transportation/page/unmet-transit-needs>

Unmet Transit Needs Bilingual Survey link: https://www.surveymonkey.com/r/UTNSurvey_MCTC

Unmet Transit Needs English and Spanish Comment Form:

https://www.maderactc.org/sites/default/files/fileattachments/social_services_transportation_advisory_council_sstac/page/1761/2025_utn_comment_form_en_sp_r_fillable.pdf

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

- Notice of the public hearing was published in the Madera Tribune on March 1, 2025 (Figure 15).
- Twenty-one social media posts regarding the workshops and the public hearing were posted on maderactc.org, MCTC's Facebook page, and MCTC's Instagram page. (Figures 16 and 17).
- Information, schedules, and flyers regarding the workshops and the public hearing were included in the meeting agendas for the Social Services Transportation Advisory Council in February 2025, and Technical Advisory Committee and the Madera County Transportation Commission's Policy Board in February, March, and April 2025.
- Information about the unmet transit needs process, workshops, and the public hearing was featured in the February edition of The Commission Vision, MCTC's quarterly newsletter.
- Information regarding the public hearing was either mailed or emailed to a list of interested individuals and organizations (Table 5).
- Special flyers (in English and Spanish) were posted at over 60 locations including:
 - a) Madera County Library
 - b) Madera Intermodal Center
 - c) First 5 Madera County
 - d) Frank Bergon Senior Center
 - e) Chowchilla Civic Center
 - f) Madera County Transportation Commission
 - g) Oakhurst Community Center
 - h) Madera County Behavioral Services
 - i) Coarsegold Market
 - j) The Pines Resort
 - k) The North Fork Library
 - l) Madera Community College (Madera and Oakhurst campuses)
 - m) La Vina Market
- Flyers (in English and Spanish) regarding the workshops and the public hearing were placed on the local transit agencies' buses (Figures 18 and 19).

Spanish language interpreting services were available at most of the workshops and the public hearing.

Figure 15: Proof of Publication

The Madera Tribune
P.O. Box 269, Madera, Ca 93639
Ph: 559-674-2424 | Fax: 559-673-6526 | legals@maderatribune.net

PROOF OF PUBLICATION (2015.5 C.C.P.)

STATE OF CALIFORNIA)
County of Madera) ss.

PUBLIC NOTICE

MADERA COUNTY TRANSPORTATION COMMISSION

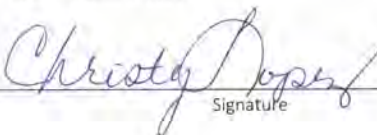
REF. NO. 8044

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

PUBLISHED ON: MARCH 1, 2025

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

Dated: March 1, 2025


Signature

The Madera County Transportation Commission (MCTC) will hold a Public Hearing to take testimony regarding transportation needs within Madera County. The hearing will be held on Wednesday, April 23, 2025, at 3:00 p.m. at the **Madera County Transportation Commission, 2001 Howard Road, Suite 201, Madera, California 93637** and via teleconference using Zoom. To participate in the live hearing via Zoom, use this link:

<https://us06web.zoom.us/j/87669618417?pwd=HkZxZkZuOWhYb1JGWHhhaUJGUGlnZGpEL1>

Webinar ID: 876 6961 8417
Passcode: 517654
Call-in number: (408) 638-0968

In-person testimony will take place at the Madera County Transportation Commission.

MCTC staff encourages you to submit your comment utilizing other strategies such as our online survey, email, mail, or by phone. Each comment received will be read to the Board directly to make sure your voice is heard.

A Spanish language interpreter will be available during the public hearing for those who wish to testify before the Commission in Spanish. If you would like to testify in a language other than Spanish or English or require other special accommodations in order to testify, please contact the Commission at (559) 675-0721 or publiccomment@maderactc.org by April 10, 2025, at 3:00 p.m.

REASONABLE ACCOMMODATIONS: Persons who require accommodation for any audio, visual or other disability or other interpretation in order to review an agenda, or to participate in a meeting of the Policy Board of the Madera County Transportation Commission per the Americans with Disabilities Act (ADA), may obtain assistance by requesting such accommodation in writing. Please address your written request to the Administrative Analyst, 2001 Howard Road, Suite 201, Madera, California, 93637 or email sandy@maderactc.org, or telephonically by calling (559) 675-0721. Any such request for accommodation should be made at least 3 business days prior to the scheduled meeting for which assistance is requested.

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

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

Those that are unable to participate in the hearing via Zoom, or in person, are encouraged to submit their comments in writing prior to April 23, 2025, for inclusion in the public record. You may email publiccomment@maderactc.org, call 559-675-0721 ext. 5, send your comment to 2001 Howard Road, Suite 201, Madera, CA 93637 or take the survey at the link below:
https://www.surveymonkey.com/r/UTNSurvey_MCTC

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

La Comisión de Transporte del Condado de Madera (MCTC), por sus siglas en inglés llevará a cabo una Audiencia Pública para tomar testimonio en cuanto a las necesidades de transporte público dentro del Condado de Madera. La audiencia se llevará a cabo el miércoles, 23 de abril, 2025 a las 3:00 p.m., en las oficinas de la Comisión de Transporte del Condado de Madera, 2001 Howard Road, Suite 201, Madera, California 93637 y virtualmente, usando Zoom. Para participar en la audiencia en vivo, usando Zoom, use el siguiente enlace:

<https://us06web.zoom.us/j/87669618417?pwd=HkZxZkZuOWhYb1JGWHhhaUJGUGlnZGpEL1>

Código de Junta: 876 6961 8417
Clave: 517654
Por Teléfono: (408) 638-0968

El testimonio en persona se llevará a cabo en las oficinas de la Comisión de Transporte del Condado de Madera.

El personal de MCTC le recomienda que envíe su comentario utilizando otras estrategias, como nuestra encuesta en línea, correo electrónico, correo postal o por teléfono. Cada comentario recibido se leerá directamente a la Junta para asegurarse de que se escuche su voz.

Un intérprete de español estará disponible durante la audiencia pública para aquellos que deseen testificar ante la Comisión en español. Si desea testificar en un idioma que no sea español o inglés o necesita otras adaptaciones especiales para testificar, comuníquese con la Comisión al (559) 675-0721 o publiccomment@maderactc.org antes del 10 de abril de 2025, antes de las 3:00 p.m.

ADAPTACIONES RAZONABLES: Personas que requieren adaptaciones para cualquier discapacidad auditiva, visual o de otro tipo u otra interpretación para revisar una agenda o participar en una reunión de la Junta de Políticas de la Comisión de Transporte del Condado de Madera según la Ley de Discapacidades Estadounidenses (ADA), puede obtener asistencia solicitando una adaptación por escrito. Dirija su solicitud por escrito al Analista Administrativo, 2001 Howard Road, Suite 201, Madera, California, 93637 o envíe un correo electrónico a sandy@maderactc.org, o llame por teléfono al (559) 675-0721. Cualquier solicitud de este tipo debe realizarse al menos 3 días hábiles antes de la reunión programada para la cual se solicita asistencia.

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

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

Se anima a aquellos que no pueden participar en la audiencia a través del Zoom, o en persona, a enviar sus comentarios por escrito antes del 23 de abril de 2025 para su inclusión en el registro público. Puede enviar un correo electrónico a publiccomment@maderactc.org, llamar al 559-675-0721 extensión 5, enviar su comentario a 2001 Howard Road, Suite 201, Madera, CA 93637 o completar la encuesta en el siguiente enlace:

Figure 16: Social Media Posts for the Workshops in La Vina and Fairmead - English



Figure 17: Social Media Posts for the Workshops in La Vina and Fairmead - Spanish



Figure 18: Unmet Transit Needs Flyer - English



Tell us about your transit needs!

Join Us!

11 MARCH Casa de la Vina (In Spanish)
23784 Avenue 9, Madera
6:00 PM

12 MARCH Madera Ranchos Library
37398 Berkshire Drive, Madera
6:00 PM

13 MARCH Oakhurst Library
49044 Civic Circle Drive, Oakhurst
5:00 PM

18 MARCH Fairmead Elementary
19421 Ave. 22 3/4, Chowchilla
6:00 PM

20 MARCH Zoom Webinar
ID: 882 7273 5705
Passcode: 554773
6:00 PM

Contact Us:
 (559) 675-0721
 naustin@maderactc.org



Does local public transit meet your transportation needs?

- Are there places in Madera County you are unable to travel to by bus?
- Is transit service unavailable for you to make important trips, such as traveling to work or doctor's appointments?

We want to hear from you!

Take an online survey

If you prefer to provide your comments electronically, fill out the online survey by scanning the QR code or go to:
www.surveymonkey.com/r/UTNSurvey_MCTC



Comment at the public hearing

MCTC Policy Board Meeting
Wednesday, April 23 at 3:00 PM
2001 Howard Road, Suite 201, Madera

Bonus

Join an in-person workshop and share your thoughts on the 2026 Sustainable Communities Strategy!
We need your feedback!



Figure 19: Unmet Transit Needs Flyer - Spanish

¡Cuéntenos sobre su necesidad de transporte público insatisfecha!



¡Únirte a nosotros!

11 MARZO	Casa de la Vina (en español) 23784 Avenue 9, Madera 6:00 PM
12 MARZO	Biblioteca en Madera Ranchos 37398 Berkshire Drive, Madera 6:00 PM
13 MARZO	Biblioteca en Oakhurst 49044 Civic Circle Drive, Oakhurst 5:00 PM
18 MARZO	Fairmead Elementary 19421 Ave. 22 3/4, Chowchilla 6:00 PM
20 MARZO	Talleres Virtuales - Zoom ID: 882 7273 5705 Código: 554773 6:00 PM

Contactarnos al:
 (559) 675-0721
 evelyn@maderactc.org



Madera County Transportation Commission

¿El transporte público local satisface sus necesidades de transporte público?

- ¿Hay lugares en el condado de Madera a los que no se puede viajar en autobús?
- ¿No está el servicio de transporte público disponible para realizar viajes importantes, como ir al trabajo o acudir a citas médicas?

¡Queremos saber de usted!

Llene una encuesta en línea

Si prefiere proveer comentarios en línea, llene la encuesta en línea escaneando el código QR o llenando a:
www.surveymonkey.com/r/UTNSurvey_MCTC



Para comentar en la audiencia pública

MCTC Junta Directiva
Miércoles, Abril 23 a las 3:00 PM
2001 Howard Road, Suite 201, Madera

Extra



¡Únete a un taller presencial y comparte lo que piensas sobre la Estrategia de Comunidades Sostenibles 2026!
¡Necesitamos tus comentarios!

Figure 20: Unmet Transit Needs Workshop Handout Side 1 – English

HELP US IDENTIFY UNMET TRANSIT NEEDS

WHAT:

An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. It can also be a need that is required to comply with the Americans with Disabilities Act (ADA).

WHY:

To provide an opportunity for the public to identify all "unmet transit needs" that are "reasonable to meet" in Madera County

WHEN:

Comments are accepted throughout the year

Comments can also be received at the MCTC Policy Board Meeting public hearing typically held in April

YOU CAN MAKE A DIFFERENCE!

Submit a comment form or fill out the survey to have your comment considered



FOR MORE INFORMATION:

559-675-0721
naustin@maderactc.org
maderactc.org

https://www.surveymonkey.com/r/UTNSurvey_MCTC



Figure 21: Unmet Transit Needs Workshop Handout Side 2 – English



ARE THE UNMET TRANSIT NEEDS REASONABLE TO MEET?

The term "reasonable to meet" shall apply to public or specialized transportation services that meet the following minimum criteria:

FEASIBILITY

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

COMMUNITY ACCEPTANCE

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

COST-EFFECTIVE

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

BENEFIT TO POPULATION

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

CONSISTENT WITH THE INTENT OF EXISTING TRANSIT SERVICE(S) AND PLANS

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

Figure 22: Unmet Transit Needs Workshop Handout Side 1 – Spanish

AYÚDENOS A IDENTIFICAR NECESIDADES DE TRANSPORTE PÚBLICO INSATISFECHAS

¿QUÉ ES?

Una necesidad de transporte público insatisfecha es una necesidad expresada o identificada que actualmente no se satisface a través de los servicios de transporte público existentes. Una necesidad de transporte público insatisfecha también es una necesidad requerida para cumplir con la Ley de Estadounidenses con Discapacidades (ADA).

OBJETIVO:

Oportunidad para que el público identifique todas las "necesidades de transporte público insatisfechas" que son "razonables de satisfacer" en el Condado de Madera

¿CUANDO?

Se aceptan comentarios durante todo el año

La Audiencia Pública de Necesidades de Transporte Público Insatisfechas normalmente se lleva a cabo en la Reunión de la Junta Normativa de MCTC de abril

¡TU PUEDES HACER LA DIFERENCIA!

Envíe el formulario de comentarios o complete la encuesta para que se considere su necesidad de transporte público no satisfecha



https://www.surveymonkey.com/r/UTNSurvey_MCTC

PARA MÁS INFORMACIÓN

559-675-0721
evelyn@maderactc.org
maderactc.org



Figure 23: Unmet Transit Needs Workshop Handout Side 2 – Spanish



¿LAS NECESIDADES DE TRANSPORTE PÚBLICO INSATISFECHAS SON RAZONABLES PARA CUMPLIR?

El término "razonable para cumplir" se aplicará a los servicios de transporte público o especializados que cumplan con los siguientes criterios mínimos:

VIABILIDAD

- El servicio propuesto puede proporcionarse con fondos disponibles de la Ley de Desarrollo del Transporte (TDA) y / u otras fuentes de financiamiento (según la ley estatal, la falta de recursos disponibles no será la única razón para determinar que una necesidad de transporte público no es razonable de satisfacer, PUC § 99401.5 (c))
- Existe suficiente potencial de pasajeros para servicios de transporte público nuevos, ampliados o revisados
- El servicio de transporte público propuesto será seguro y cumplirá con las leyes locales, estatales y federales

ACEPTACIÓN DE LA COMUNIDAD

- El servicio de transporte público propuesto cuenta con el apoyo de la comunidad, del público en general, grupos comunitarios, y/o líderes comunitarios

ECONÓMICO

- El servicio de transporte público propuesto no afectará a la capacidad del sistema general del organismo u organismos de ejecución para cumplir los objetivos de rendimiento del régimen de transporte público aplicables o el requisito de la relación tarifaria estatal después de cualquier periodo o periodos de exención si el servicio es elegible para una exención/exenciones, CCR 6633.2
- El servicio de transporte público propuesto, si se implementa o se financia, no provocaría que el operador responsable incurra en gastos que excedan la cantidad máxima de fondos LTF, STA, FTA, e ingresos por tarifas y apoyo local

BENEFICIO PARA LA POBLACIÓN

- El servicio de transporte público propuesto atiende a un número significativo de residentes donde es necesario y beneficiará al público en general y/o a las personas mayores y discapacitadas en general

CONSISTENTE CON LA INTENCIÓN DE SERVICIO(S) DE TRANSPORTE PÚBLICO Y PLANES

- Una vez establecido, el servicio de transporte público propuesto no abusará ni oscurecerá la intención de los servicios de transporte público existentes
- La necesidad de transporte público propuesta debe estar en conformidad con las metas incluidas en el Plan Regional de Transporte/Estrategia de Comunidades Sustentables, y consistente con la intención de las metas del Plan de Transporte público de Corto Plazo adoptado

Figure 24: Unmet Transit Needs Public Hearing Flyer – English

The flyer features a dark blue background with light blue and white curved graphic elements. At the top left is the MCTC logo, which includes a stylized blue and white circular icon and the text 'MCTC' in large bold letters, with 'Madera County Transportation Commission' in smaller text below. The main title 'UNMET TRANSIT NEEDS' is in large, bold, dark blue capital letters, followed by 'PUBLIC HEARING' in bold, light blue capital letters. A paragraph of text explains the purpose of the hearing. Below this is a dark blue rounded rectangle containing the text 'WAYS TO PARTICIPATE' in white. Underneath, the date and time 'Wednesday, April 23, at 3:00PM' are listed, followed by 'In-Person' details (address) and 'Teleconference via Zoom' details (ID, passcode, and call-in number). A 'TAKE OUR SURVEY!' section includes a QR code and a link to a survey. A circular inset on the right shows a white bus at a traffic light during sunset. A light orange rounded rectangle at the bottom right contains instructions for submitting comments in writing if unable to attend. Contact information is provided at the bottom left.

MCTC
Madera County Transportation Commission

UNMET TRANSIT NEEDS PUBLIC HEARING

The Madera County Transportation Commission (MCTC) invites you to a Public Hearing to provide your comments on public transportation needs in Madera County.

WAYS TO PARTICIPATE

Wednesday, April 23, at 3:00PM

In-Person
2001 Howard Road, Suite 201
Madera, CA 93637

Teleconference via Zoom
Webinar ID: 876 6961 8417
Passcode: 517654
Call-in number: (408) 638-0968

TAKE OUR SURVEY!
https://www.surveymonkey.com/r/UTNSurvey_MCTC

For more information:
(559) 675-0721
naustin@maderactc.org

If you're unable to attend the hearing in person or via Zoom, submit your comments in writing to publiccomment@maderactc.org before April 23, 2025, for inclusion in the public record.

Figure 25: Unmet Transit Needs Public Hearing Flyer – Spanish



NECESIDADES DE TRANSPORTE PÚBLICO INSATISFECHAS

AUDIENCIA PÚBLICA

La Comisión de Transporte del Condado de Madera (MCTC) le invita a una Audiencia Pública para dar sus comentarios sobre las necesidades de transporte público en el Condado de Madera.

PARA PARTICIPAR

Miércoles 23 de Abril, a las 3:00PM

Presencial
2001 Howard Road, Suite 201
Madera, CA 93637

Teleconferencia vía Zoom
Código de Junta: 876 6961 8417
Clave: 517654
Por Teléfono: (408) 638-0968

¡TOMA NUESTRA ENCUESTA!

https://www.surveymonkey.com/r/UTNSurvey_MCTC



Para más información:
(559) 675-0721
evelyn@maderactc.org



Se anima a aquellos que no pueden participar en la audiencia a través del Zoom, o en persona, a enviar sus comentarios por escrito antes del 23 de abril de 2025 para su inclusión en el registro público. Puede enviar un correo electrónico a publiccomment@maderactc.org

Table 5: List of Interested Individuals and Organizations

AGENCY	ADDRESS
City of Chowchilla – Rod Pruett	145 Robertson Boulevard, Chowchilla, CA 93610
City of Chowchilla – Robin Roman	130 S. 2 nd Street, Chowchilla, CA 93610
MV – Dial-A-Ride	123 North E Street #102, Madera, CA 93638
Madera County Health Department	1604 Sunrise Avenue, Madera, CA 93638
City of Madera – Ellen Bitter	205 West 4th Street, Madera, CA 93637
City of Madera – Marcela Zuniga	205 West 4 th Street, Madera, CA 93637
County of Madera – Phil Toler	200 West 4 th Street, Madera, CA 93637
Department of Social Services – Bill Martin, CALWORKS Program Manager	P.O. Box 569, Madera, CA 93638
Department of Social Services – Deborah Martinez	1626 Sunrise Avenue, Madera, CA 93638
Department of Social Services – Susan Arteaga	1626 Sunrise Avenue, Madera, CA 93638
Center for Independent Living – Tamala Fields	1225 Gill Avenue, Madera, CA 93637
Community Action Partnership of Madera County	1225 Gill Avenue, Madera, CA 93637
Center for Independent Living	1225 Gill Avenue, Madera, CA 93637
First 5 Madera County	525 E Yosemite Avenue, Madera, CA 93638
Madera Parks and Community Services	1030 South Gateway Drive, Madera, CA 93637
Madera County Public Health Department – Sara Bosse, Executive Director	1604 Sunrise Avenue, Madera, CA 93638
Madera County Public Health Department – Zoltan Torok, Health Ed. Coord.	1604 Sunrise Avenue, Madera, CA 93638
Madera County Public Health Department – Comprehensive Prenatal Outreach – Cheryl Edgar, R.N.	1604 Sunrise Avenue, Madera, CA 93638
Moy and Associates	6082 Millerton Road, Friant, CA 93626

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Camarena Health Center – Paulo Soares	201 South B Street, Madera, CA 93638
Fresno-Madera Area Agency on Aging – Linda Descoteaux	2037 West Bullard Ave. #512, Fresno, CA 93711
Fresno-Madera Area Agency on Aging – Melinda Jo Johnson	2037 West Bullard Ave. #512, Fresno, CA 93711
Community Integrated Work Program	968 Emily Way, Madera, CA 93637
Kings View Community Services	125 South D Street #101, Madera, CA 93638
Madera County Welfare Dept – Child Protective Services	P.O. Box 569, Madera, CA 93639
Picayune Rancheria of the Chukchansi Indians – Member Hillary Hammond	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Picayune Rancheria of the Chukchansi Indians – Secretary Michael Wynn	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Picayune Rancheria of the Chukchansi Indians – Chairwoman Traci Hopkins	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Picayune Rancheria of the Chukchansi Indians – Vice Chair Melvin Espe	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Picayune Rancheria of the Chukchansi Indians – Treasurer McCombs-Esquivel	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Picayune Rancheria of the Chukchansi Indians – Member Elena Sanders	49260 Chapel Hill Drive PO Box 2226, Oakhurst, CA 93614
Madera County Behavioral Health	209 E. 7 th St. Madera, CA 93638
Madera County Department of Social Services	1626 Sunrise Avenue, Madera, CA 93637
Oakhurst Sierra Senior Care	49111 Cinder Lane P.O. Box 122, Oakhurst, CA 93644
Oakhurst Area Chamber of Commerce	40343 Highway 41, Oakhurst, CA 93644
Madera Community College Faculty Assoc. – Norma Kaser	30277 Avenue 12, Madera, CA 93638
Madera Community College – Annette Presley	30277 Avenue 12, Madera, CA 93638
Madera Community College – Traci Menz	30277 Avenue 12, Madera, CA 93638

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Heartland Opportunity Center – Maureen Rosiere	323 North E Street, Suite 2, Madera, CA 93638
Heartland Opportunity Center – Kristi Anderson, Executive Director	323 North E Street, Suite 2, Madera, CA 93638
Oakhurst Counseling Center – Alisha Carlson	49774 Road 426, Suite D, Oakhurst, CA 93644
Oakhurst Counseling Center – Jenifer Strait	49774 Road 426, Suite D, Oakhurst, CA 93644
SCCD - Oakhurst Center	P.O. Box 1910, Oakhurst, CA 93644
North Fork Rancheria of Mono Indians – Secretary Christina McDonald	33143 Road 222 P.O. Box 929, North Fork, CA 93643
North Fork Rancheria of Mono Indians – Chairman Fred Beihn	33143 Road 222 P.O. Box 929, North Fork, CA 93643
North Fork Rancheria of Mono Indians – Treasurer Maryann McGovran	33143 Road 222 P.O. Box 929, North Fork, CA 93643
North Fork Rancheria of Mono Indians – Council Member Elaine Fink	33143 Road 222 P.O. Box 929, North Fork, CA 93643
Sierra Mono Indian Museum	33103 Road 228, North Fork, CA 93643
American Association of Retired Persons	2713 Monocott Drive, Madera, CA 93637
Da Vita Madera Dialysis	720 North I Street, Madera, CA 93637
Bass Lake Chamber of Commerce	P.O. Box 126, Bass Lake, CA 93604
Frank A. Bergon Senior Center	238 South D Street, Madera, CA 93637
Golden Valley Chamber of Commerce	37167 Avenue 12, Suit 5C, Madera, CA 93638
Madera County Council on Aging	1030 S. Gateway Drive, Madera, CA 93637
North Fork Chamber of Commerce	P.O. Box 426, North Fork, CA 93643
Chowchilla District Chamber of Commerce	P.O. Box 638, Chowchilla, CA 93610
Ranchos/Hills Senior Center	37330 Berkshire Drive, Madera, CA 93638
Madera Coalition for Community Justice – Maria Rios	219 S. D Street, Madera, CA 93638
Madera Coalition for Community Justice – Lourdes Herrera	219 S. D Street, Madera, CA 93638

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Madera Chamber of Commerce	120 North E Street, Madera, CA 93638
Rolling Hills Citizens Association	41016 Ave 11, Madera, CA 93636
Coarsegold Chamber of Commerce	P.O. Box 815, Coarsegold, CA 93614
Leadership Counsel for Justice and Accountability	2210 San Joaquin St. Fresno, CA 93721
Fairmead and Friends	P.O. Box 517, Chowchilla, CA 93610
Chowchilla Senior Center	130 S. Second St. Chowchilla, CA 93610
Madera County Food Bank	1055 Knox Road, Madera, CA 93638
Valley Children's Hospital	9300 Valley Children's Pl., Madera, CA 93638
Madera County Connection	201 W Almond Ave, Madera, CA 93637
Madera County Workforce	2037 W Cleveland Ave, Madera, CA 93637
Sierra Senior Society, Inc	P.O. Box 122, Oakhurst, CA 93644

INDIVIDUALS	
Cynthia Ortegon	Russell Shaw
Daniel Rivera	Nancy Fitzgerald
Doris Harley	Pamela Mashack
Jose Munera	Linda Clark
Mike Fuller	Modesta Avila
Gloria T. Media	

[Analysis of the Public Comments Received for FY 2025-26](#)

The SSTAC reviewed twenty-four comments. Eight of the comments were identified as potential unmet transit needs and were evaluated using the “unmet transit need” and “reasonable to meet” definitions. The SSTAC has made the following recommendations for each jurisdiction:

SSTAC Recommendation for Madera County: There are no unmet transit needs.

SSTAC Recommendation for the City of Madera: There are no unmet transit needs.

SSTAC Recommendation for the City of Chowchilla: There are no unmet transit needs.

The MCTC Policy Board approved the SSTAC recommendations for all three jurisdictions.

The rest of the comments received were determined to be either operational or non-transit issues. These comments were forwarded to the appropriate agencies to be addressed. Agenda items and minutes of the meetings held by the SSTAC during this fiscal year, the SSTAC recommendations letter to the MCTC Policy Board, and the signed resolution by the MCTC Policy Board of the unmet transit needs findings for FY 2025-26 will be included in the Appendix.

All twenty-four public comments received and subsequent SSTAC responses and recommendations are following:

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: (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: 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.

[SSTAC 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, 1025

*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 Medical 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 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: XXXX 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

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Ahmed, Gonzales, Gallegos, Poythress, 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 criteria¹. 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

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

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 list². 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 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.

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 (pg 19)

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 Nuñez
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.

*Unmet Transit Needs FY 2025-2026
Final Analysis and Recommendations Report June 2025*

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.

Appendix

- A. Social Services Transportation Advisory Council Meeting Agenda – August 6, 2024
- B. Social Services Transportation Advisory Council Meeting Agenda – November 5, 2024
- C. Social Services Transportation Advisory Council Meeting Agenda – February 4, 2025
- D. Social Services Transportation Advisory Council Meeting Agenda – April 29, 2025
- E. Social Services Transportation Advisory Council Recommendations to MCTC Policy Board
- F. MCTC Policy Board Signed Resolution 25-03 – Unmet Transit Needs Findings FY 2025-26



Madera County Transportation Commission Social Services Transportation Advisory Council (SSTAC)

LOCATION

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

or join via Zoom

<https://us06web.zoom.us/j/86975908818?pwd=efDZaLbpZ04Rbr5hhpuZFa6pRO7hSb.1>

Meeting ID: 869 7590 8818

Passcode: 527175

Call in: +1 408 638 0968

DATE

August 06, 2024

TIME

12:00 PM

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Has a Disability
Sabrina Garibay	Local Social Service Provider for Persons with Disabilities
VACANT	Social Service Transportation Provider for Seniors
Monty Cox	Social Service Transportation Provider for Seniors
Bertha Vega	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Social Service Transportation Provider for Persons with Disabilities
Mattie Mendez	Local Social Service Provider for Seniors
Franklina Bogan	Potential Transit User Who is 60 Years of Age or Older
Lynda Schafhauser	Potential Transit User Who is 60 Years of Age or Older
Olga Olivia Saucedo-Garcia	Local Social Service Provider for Seniors
Cynthia Ortegon	Potential Transit User Who Has a Disability

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

AGENDA

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MEETING CONDUCT

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

RECORD OF THE MEETING

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

Agenda

1. **ROLL CALL**
2. **INTRODUCE NEW MEMBERS**
3. **PUBLIC COMMENT**

This time is made available for comments from the public on matters within the Council's jurisdiction that are not on the agenda. Each speaker will be limited to three (3) minutes. Attention is called to the fact that the Council is prohibited by law from taking any substantive action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Council does not respond to the public comment at this time. It is requested that no comments be made during this period on items that are on today's agenda. Members of the public may comment on any item that is on today's agenda when the item is called and should notify the Chairman of their desire to address the Council when that agenda item is called.

4. **APPROVE MINUTES**

- [A.](#) **Social Services Transportation Advisory Council Minutes**

Enclosure: Yes

Action: Approve the minutes of the April 30, 2024, Social Services Transportation Advisory Council Meeting

5. **ELECTION OF OFFICERS**

- A. Appoint Chair and Vice Chair**

Enclosure: No

Action: Appoint Chair and Vice Chair of the Social Services Transportation Advisory Council

6. **PRESENTATION**

- A. Green Raiteros Presentation**

Enclosure: No

Action: Rey Leon from the Leap Institute will present information about the indigenous rural ridesharing service based in Huron.

7. **ANNOUNCEMENTS**

8. ADJOURNMENT



ITEM 4A

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, April 30, 2024

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, April 30, 2024, and was called to order by Chair Frank Simonis, at 12:03 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Has a Disability – appeared via Zoom

Bertha Vega, Local Social Service Provider for Persons of Limited Means*

Olga Olivia Saucedo-Garcia, Local Social Service Provider for Seniors

Rosalind Esqueda, Social Service Transportation Provider for Seniors

Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older

Lynda Schafhauser, Potential Transit User Who is 60 Years of Age or Older

Monty Cox, Social Service Transportation Provider for Seniors

Sabrina Garibay on behalf of Alycia Falley, Vice Chair, Social Service Provider for Persons with Disabilities

Vincent Parker, Social Service Transportation Provider for Persons With Disabilities

MEMBERS ABSENT

Michelle Hernandez, Local Social Service Provider for Seniors

MCTC STAFF PRESENT:

Natalia Austin, Senior Regional Planner

Evelyn Espinosa, Senior Regional Planner

Jeff Findley, Principal Regional Planner

VISITORS PRESENT:

Alycia Falley, Madera County Department of Social Services

Liliana Zapien, Madera County Public Works

Xochitl Villasenor, City of Madera Transit

Joann McClendon, City of Chowchilla

Cynthia Ortegon, Madera resident

*appeared after roll call

1. Roll Call

At 12:03 pm, Chair Frank Simonis called the meeting to order and instructed that the roll call for attendance be taken. It was determined that a quorum was present.

2. Public Comment

Franklina Bogan, SSTAC member, shared that she was traveling out on Avenue 12 near the Ranchos and was pleased to see a shelter at a bus stop that was very well lit as a result of the solar lights. Would like to see more shelters like this within the city of Madera. Xochital, Transit Manager for the City of Madera, noted that she also saw the shelter and was happy to see it.

3. Approve Minutes of the February 6, 2024, Social Services Transportation Advisory Council Meeting

Monty Cox moved to approve the minutes of the February 6, 2024, Social Services Transportation Advisory Council Meeting.

Seconded by Olga Saucedo-Garcia

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Franklina Bogan, Lynda Schafhauser, Monty Cox, Sabrina Garibay, Rosalind Esqueda

Noes: None

Abstain: Vincent Parker

MOTION CARRIED UNANIMOUSLY

4. Unmet Transit Needs Comment Analysis

The SSTAC reviewed twenty-seven comments. During the discussion, seventeen of the comments were identified as potential unmet transit needs and were evaluated using the “unmet transit need” and “reasonable to meet” definitions.

The potential unmet transit needs that have been evaluated and the recommendations made by the SSTAC for Madera County (MCC) are as follows:

- CONNECT TO MERCED, SPECIFICALLY TO THE MERCED AMTRAK STATION

SSTAC Recommendation: Not an unmet transit need

Discussion: There is not enough documented demand for a route to Merced. There was a route in the past that was discontinued due to low ridership. There are options to get to Merced Amtrak utilizing existing local transit service combined with rail service. The Madera Metro Blue Line serves the Madera Amtrak Station (MDR). Amtrak tickets from Madera to Merced cost \$9.00 for a direct one-way trip and have six different time options. The train ride takes less than 35 minutes.

- ADD LATER SERVICE TO/FROM THE COMMUNITY OF LA VINA, SO RIDERS CAN MAKE IT BACK HOME FROM APPOINTMENTS THAT RUN LATE.

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: There is not enough documented demand to provide later Fixed Route service to and from La Vina. The County is conducting a study to implement a microtransit service that could address the specific needs of the area and help document when increased fixed route service is warranted. A microtransit or demand-response type of service may provide the flexibility needed to serve the needs of this community better.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Will be determined with microtransit study	Yes	Yes	Will be determined with microtransit study	Yes

- ADD MORE FREQUENT FIXED ROUTE SERVICE IN THE COMMUNITY OF LA VINA

SSTAC Recommendation: Unmet transit need, not reasonable to meet.

Discussion: There is not enough documented demand for more frequent Fixed Route service in La Vina. The County is conducting a study to implement a microtransit service that could address the specific needs of the area and help document when increased fixed route service is warranted. A microtransit or demand-response type of service may provide the flexibility needed to serve the needs of this community better.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Will be determined with microtransit study	Yes	Yes	Will be determined with microtransit study	Yes

- PROVIDE SERVICE TO VALLEY CHILDREN'S HOSPITAL AT 8PM (EVENING) AND BACK TO YOSEMITE AVENUE IN MADERA AT 7AM (MORNING)

SSTAC Recommendation: Unmet transit need, not reasonable to meet.

Discussion: There is not enough documented demand for transit service to Valley Children's Hospital in the evenings. The microtransit study will provide guidance on the amount of ridership needed to support this service if implemented.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Will be determined with microtransit study	Unknown - There was only one comment regarding this need	Unknown - It is unclear how many people this will benefit	Will be determined with microtransit study	Yes

- PROVIDE MEDICAL TRANSIT SERVICE FROM THE MOUNTAINS (EASTERN MADERA COUNTY) TO HOSPITALS IN FRESNO, MADERA, OR MARIPOSA

SSTAC Recommendation: Unmet transit need, not reasonable to meet.

Discussion: The County provides the Medical Escort Service for residents in the Eastern Madera County communities, including the mountain communities. The service runs on Tuesdays, Wednesdays, and Thursdays. Some residents are not healthy enough to utilize this service, since the ride and wait times can be long. In some instances, riders are dropped off in the morning for their appointments and then wait to get picked up, in some cases several hours later, after the rest of the riders are done with their appointments to head back home. The County believes that microtransit service will assist in making these medical trips more convenient, increasing the benefit to residents.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Will be determined with microtransit study	Yes	Yes	Will be determined with microtransit study	Yes

- ADD A STOP CLOSER TO ROAD 200 IN NORTH FORK

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: There is not enough documented demand for a new stop that would add ten minutes or more to the route at this time.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Will be determined with microtransit study	Unknown - There was only one comment regarding this need	Unknown - It is unclear how many people this will benefit	Will be determined with microtransit study	Yes

- ADD A BUS SHELTER AT THE STORE IN LA VINA

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: There is not sufficient room for a bus shelter at the store; however, the County will continue to work with the store owner to find a solution. There may be a stop added on the other side of the street where there are planned sidewalks. Most of the MCC stops are in the unincorporated area that lacks infrastructure like sidewalks to add an ADA compliant shelter.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
No – Existing infrastructure will not support a shelter	Yes	Yes	Yes	Yes

- ADD TRASH CANS AT THE STOPS IN LA VINA

SSTAC Recommendation: Not an unmet transit need

Discussion: The County transit administration will not allow trash cans at the stops because of the sustained maintenance that would be required.

- ADD MORE LIGHTING AT THE BUS STOPS AND ALONG THE ROUTES TO BUS STOPS IN LA VINA; ADD LIGHTED SCHEDULES TO SHOW IF THE BUS IS RUNNING ON TIME

SSTAC Recommendation: Unmet transit need, reasonable to meet

Discussion: The Transit App (by Swiftly) provides the location of the bus in real-time. The schedules are also accessible on the app. However, the app may not perform well in areas with weak internet service. The County has plans to install new schedule holders that have a solar light at bus stops throughout the county, including in the community of La Vina. Together with the app and the lighted schedule holders, this unmet transit need will be met.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Yes	Yes	Yes	Yes	Yes

- ADD MORE SHELTERS AND BENCHES AT STOPS IN LA VINA

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: The residential areas of La Vina tend to lack the supporting infrastructure (sidewalks) for the installation of benches and shelters. The County continues to look for opportunities to add shelters where they can be installed safely and with adequate ADA access.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
No – lack of support infrastructure prevents installation in many locations	Yes	Yes	Yes	Yes

The potential unmet transit needs that have been evaluated and the recommendations made by the SSTAC for the City of Madera (Madera Metro) are as follows:

- TRAVEL TO ST. AGNES MEDICAL CENTER IN FRESNO BY MADERA METRO DIAL-A-RIDE

SSTAC Recommendation: Not an unmet transit need

Discussion: There are options to get to Fresno for medical appointments from Madera. Madera County provides fixed route service from Madera to Valley Children's Medical Center, where riders can connect to Fresno Area Express to get to destinations (including medical) in the City of Fresno. Madera County also provides the Medical Escort service on Tuesday, Wednesday, & Thursday specifically for medical trips to the Fresno and Clovis Area.

- ADD SERVICE ON SUNDAYS IN THE CITY OF MADERA

SSTAC Recommendation: Not an unmet transit need

Discussion: Dial-a-ride service is available on Sundays. A greater need would have to be established (i.e. community acceptance, potential ridership) before amending the budget and contracting with MV Transit to add a fixed route service on Sundays. Even though utilizing Dial-a-ride requires an advance reservation, same-day service is available if there are cancellations. 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.

- PROVIDE A STOP NEAR SHERWOOD WAY TO GET TO MADERA COLLEGE

SSTAC Recommendation: Not an unmet transit need

Discussion: To get to Madera City College from Sherwood Way, there are a couple of options. A rider can reserve Dial-a-Ride to get to the college, or they can use the fixed route system. To use the fixed route system, get on the bus at one of the three bus stops along Sherwood Way. Take the blue line to Walgreens, then transfer to the green line to get to the college.

- PROVIDE SERVICE AFTER 5:30 PM IN THE CITY OF MADERA

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: Many events, including public meetings, begin at the end of the business day. Providing public transit service later in the evenings would provide transit dependent persons with increased mobility options. However, when the City surveyed residents as part of its recent needs assessment, later service was not an issue. The need for later service would need to be established by further analysis and demonstrated possibly by a pilot study.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Unknown	Unknown – There was only one comment regarding this need	Yes	Unknown	Yes

- PROVIDE SERVICE TO ALL THE CAMARENA CLINICS

SSTAC Recommendation: Not an unmet transit need

Discussion: All but two of the Camarena clinics are being served by the current route system in the city. In most cases, the riders are dropped off right at the clinic.

- ABILITY FOR USERS TO SAVE THE TRANSIT SCHEDULES

SSTAC Recommendation: Not an unmet transit need

Discussion: There are many ways for Madera Metro transit users to access and save the schedules. They are available in hardcopy or for download on the agency's website.

The potential unmet transit needs that have been evaluated and the recommendations made by the SSTAC for the City of Chowchilla are as follows:

- PROVIDE SERVICE UNTIL 5PM AND ADD WEEKEND SERVICE IN CHOWCHILLA

SSTAC Recommendation: Unmet transit need, not reasonable to meet

Discussion: Several years ago, the City approved a pilot program with extended hours until 5 pm. For two years it was underutilized, so the service was discontinued. The City will continue to monitor community needs to determine if there should be an

extension of service hours based on information collected during outreach efforts and ridership data.

Reasonable to Meet Requirements

Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistency with Existing Service and Plans
Unknown - it is unclear how many residents of Chowchilla would utilize the service in the evenings and on weekends	Unknown – There was only one comment regarding this need	Unknown	Unknown	Yes

The rest of the comments received were determined to be either operational or non-transit issues. Direction was given to forward these comments to the appropriate agencies to be addressed.

Monty Cox made a motion to recommend for Madera County:

There are unmet transit needs, including needs that are reasonable to meet.

For the City of Madera: There are no unmet transit needs that are reasonable to meet.

For the City of Chowchilla: There are no unmet transit needs that are reasonable to meet.

Seconded by Chair Frank Simonis

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Franklina Bogan, Lynda Schafhauser, Monty Cox, Sabrina Garibay, Rosalind Esqueda, Bertha Vega

Noes: None

Abstain: Vincent Parker

MOTION CARRIED UNANIMOUSLY

5. Appoint SSTAC Representative to attend MCTC Policy Board Meeting on May 29, 2024

Monty Cox nominated Frank Simonis to represent the SSTAC at the MCTC Policy Board meeting on May 29, 2024.

Seconded by Linda Schafhauser.

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Franklina Bogan, Lynda Schafhauser, Monty Cox, Sabrina Garibay, Rosalind Esqueda, Bertha Vega

Noes: None

Abstain: Vincent Parker

MOTION CARRIED UNANIMOUSLY

6. Discuss Future Meetings

The SSTAC agreed upon the following dates for upcoming quarterly meetings: August 6, 2024, November 5, 2024, February 5, 2025, and April 29, 2025. Meetings will continue to be held at noon at the MCTC office.

7. Announcements

SSTAC member, Olga Saucedo-Garcia, announced that Madera County Behavioral Health has partnered with the City of Madera Parks and Community Services to host a Wellness Walk at Town and Country Park on Friday, May 3, 2024, from 9:30am – 11:30am for older adults and persons with disabilities. Breakfast is included. SSTAC chair, Frank Simonis, announced that the annual Smokey the Bear Run-Walk at Bass Lake will be on September 28, 2024. The proceeds benefit the Madera County Sheriff Volunteer Program and the Cal Fire Prevention Program. This year celebrates the 80th anniversary of Smokey the Bear. The roads around Bass Lake will be closed for the event. SSTAC member, Olga Saucedo-Garcia announced that the City of Madera is hosting a Mother's Day luncheon for older adults at the Pan-Am Senior Center at 11:30am on Friday, May 10, 2024. SSTAC member, Monty Cox, introduced the new Madera County Public Works Analyst, Liliana Zapien. MCTC staff, Natalia Austin, mentioned that MCTC will be advertising to fill vacancies on the SSTAC for Representatives of a Social Service Provider for Persons with Disabilities and Seniors. SSTAC members were asked to forward contact information for anyone with those qualifications.

8. Adjourn

The meeting was adjourned by Chair Frank Simonis at 2:00 PM.



Meeting of the Social Services Transportation Advisory Council

MEETING LOCATION

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

Or join via Zoom

<https://us06web.zoom.us/j/87124247849?pwd=q1VdEzfsy2beVz39kC4lvUVkb7c7hg.1>

Meeting ID: 871 2424 7849

Passcode: 314722

Call in: +1 408 638 0968

DATE

November 5, 2024

TIME

12:00 PM

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Has a Disability
Nancy Ramirez	Local Social Service Provider for Persons with Disabilities
Monty Cox	Social Service Transportation Provider for Seniors
Bertha Vega, Vice Chair	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Social Service Transportation Provider for Persons with Disabilities
Mattie Mendez	Local Social Service Provider for Seniors
Franklina Bogan	Potential Transit User Who is 60 Years of Age or Older
Lynda Schafhauser	Potential Transit User Who is 60 Years of Age or Older
Olga Olivia Saucedo-Garcia	Local Social Service Provider for Seniors
Cynthia Ortegon	Potential Transit User Who Has a Disability

REASONABLE ACCOMMODATIONS AND ADA

MCTC has adopted a Reasonable Accommodations Policy that provides a procedure for receiving and resolving requests for accommodation to participate in this meeting (see <https://www.maderactc.org/administration/page/reasonable-accommodations-policy>). If you need assistance in order to attend the meeting, or if you require auxiliary aids or services, e.g., listening devices or signing services to make a presentation, MCTC is happy to assist you. Please contact MCTC offices at (559) 675-0721 so such aids or services can be arranged. Requests may also be made by email to sandy@maderactc.org, or mailed to 2001 Howard Road, Suite 201, Madera, CA 93637. Accommodations should be requested as early as possible as additional time may be required in order to provide the requested accommodation; 72 hours in advance is suggested.

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MEETING CONDUCT

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RECORD OF THE MEETING

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PUBLIC COMMENT

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

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

Agenda

Item	Description	Enclosure	Action
1.	Roll Call		
2.	Public Comment This time is made available for comments from the public on matters within the Council's jurisdiction that are not on the agenda. Each speaker will be limited to three (3) minutes. Attention is called to the fact that the Council is prohibited by law from taking any substantive action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Council does not respond to the public comment at this time. It is requested that no comments be made during this period on items that are on today's agenda. Members of the public may comment on any item that is on today's agenda when the item is called and should notify the Chair of their desire to address the Council when that agenda item is called.		
3.	Approve Minutes of the August 6, 2024, Social Services Transportation Advisory Council Meeting	Yes	Action
4.	Presentation Monty Cox, Transit Manager for Madera County, will present the results of the Madera County Microtransit Study	No	Presentation
5.	Results of the Unmet Transit Needs Process for FY 2024-2025 Resolution 24-05 Caltrans Unmet Transit Needs Documentation Letter Unmet Transit Needs and Reasonable to Meet Definitions Unmet Transit Needs Bilingual Flyer	Yes	Information
6.	Announcements		
7.	Adjourn		



ITEM 3

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, August 6, 2024

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, August 6, 2024, and was called to order by Chair Frank Simonis, at 12:05 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Has a Disability – appeared via Zoom
Bertha Vega, Local Social Service Provider for Persons of Limited Means
Olga Olivia Saucedo-Garcia, Local Social Service Provider for Seniors
Lynda Schafhauser, Potential Transit User Who is 60 Years of Age or Older
Monty Cox, Social Service Transportation Provider for Seniors
Sabrina Garibay, Social Service Provider for Persons with Disabilities
Mattie Mendez, Local Social Service Provider for Seniors
Cynthia Ortegón, Potential Transit User Who Has a Disability

MEMBERS ABSENT

Vincent Parker, Social Service Transportation Provider for Persons with Disabilities
Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older

MCTC STAFF PRESENT:

Natalia Austin, Senior Regional Planner
Evelyn Espinosa, Senior Regional Planner
Jeff Findley, Principal Regional Planner

VISITORS PRESENT:

Rey Leon, LEAP Institute
Eric Ramirez, LEAP Institute
Xochitl Villasenor, City of Madera, Transit Program Manager

*appeared after roll call

1. Roll Call

At 12:05 pm, Chair Frank Simonis called the meeting to order and instructed that the roll call for attendance be taken. It was determined that a quorum was present.

2. Introduce New Members

All the members present introduced themselves. Sabrina Garibay mentioned that she will no longer be employed at the Madera County Department of Social Services, but that a replacement from the agency would fill her position.

3. Public Comment

None

4. Approve Minutes - Approve Minutes of the April 30, 2024, Social Services Transportation Advisory Council Meeting

SSTAC member, Cynthia Ortegon, requested an edit to the minutes to show that she attended the meeting as a representative of the City of Madera ADA Advisory Council and not as a resident of the city of Madera as indicated.

Monty Cox moved to approve the minutes of the April 30, 2024, Social Services Transportation Advisory Council Meeting with the requested change.

Seconded by Cynthia Ortegon

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Sabrina Garibay, Lynda Schafhauser, Monty Cox, Mattie Mendez, Bertha Vega, Cynthia Ortegon

Noes: None

MOTION CARRIED UNANIMOUSLY

5. Election of Officers - Appoint Chair and Vice Chair of the Social Services Transportation Advisory Council

Mattie Mendez nominated Chair Frank Simonis to serve another term as Chair.

Seconded by Cynthia Ortegon

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Sabrina Garibay, Lynda Schafhauser, Monty Cox, Mattie Mendez, Bertha Vega, Cynthia Ortegon

Noes: None

MOTION CARRIED UNANIMOUSLY

Mattie Mendez nominated Bertha Vega to serve as Vice Chair.

Seconded by Cynthia Ortegon

Roll Call Vote:

Ayes: Frank Simonis, Olga Saucedo-Garcia, Sabrina Garibay, Lynda Schafhauser, Monty

Cox, Mattie Mendez, Bertha Vega, Cynthia Ortegon

Noes: None

MOTION CARRIED UNANIMOUSLY

6. Green Raiteros Presentation

Eric Ramirez and Rey Leon of the Latino Equity Advocacy & Policy Institute LEAP Institute presented information about the Green Raiteros, electric vehicle ride-sharing service. Currently, LEAP provides roughly 500 rides per month, 80% of these rides are for healthcare appointments, 10% for social services, and 10% for rides to educational facilities. Green Raiteros offers riders a subsidized ride through established partnerships with employment training centers, government entities and tribal partners. The LEAP Institute is applying for a grant to expand service in 15 locations and would appreciate a letter of support from agencies in Madera County. They are also seeking to identify contacts within the Veterans Affairs office and with Eastern Madera County. A question-and-answer discussion followed, and the presenters provided their contact information.

7. Announcements

MCTC Staff, Natalia Austin, requested that members pay attention to their emails as that is the primary source of communication between MCTC and the SSTAC members.

8. Adjournment

The meeting was adjourned by Chair Frank Simonis at 1:11 PM.



STAFF REPORT
Social Services Transportation Advisory
Council Meeting
November 5, 2024

AGENDA ITEM: 5

PREPARED BY: Natalia Austin, Senior Regional Planner

SUBJECT:

Results of the Unmet Transit Needs Process for FY 2024-2025

Enclosure: Yes

Action: For information and discussion

SUMMARY:

MCTC is the administrator of the Transportation Development Act (TDA) funds for Madera County and is responsible for performing the annual “unmet transit needs” process. The purpose of this process is to ensure that all “unmet transit needs” that are “reasonable to meet” are met before any TDA funds are expended for non-transit uses, such as street and roads.

The TDA also requires that MCTC establish a Social Services Transportation Advisory Council (SSTAC). The Public Utilities Code (PUC) defines the required membership of the SSTAC. The SSTAC solicits public input regarding transit service needs for the transit-dependent and transportation-disadvantaged persons, including the elderly, persons with disabilities and low-income persons. Annually, the SSTAC makes a recommendation to the MCTC Policy Board that:

- There are no unmet transit needs, or
- There are no unmet transit needs that are reasonable to meet, or
- There are unmet transit needs, including needs that are reasonable to meet.

Typically, the annual unmet transit needs public hearing is held in the spring, prior to the end of each fiscal year. However, Madera County residents can participate in the unmet transit needs process all year long in a way that is convenient for them. Options include submitting a comment by phone, mail, email, or by filling out an online survey. In addition, the unmet transit needs webpage on the MCTC website makes information regarding the unmet transit needs process, submitting a comment, or looking at past years’ unmet transit needs reports readily accessible.

MCTC Unmet Transit Needs webpage: [Click here](#)

Unmet Transit Needs Bilingual Survey link: [Click here](#)

Unmet Transit Needs English and Spanish Comment Form: [Click here](#)

On May 29, 2024, the MCTC Policy Board adopted Resolution Number 24-05, approving the unmet transit need finding for FY 2024-2025:

“The Madera County Transportation Commission finds that there are unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the County of Madera.

- 1. Testimony was received regarding the need for more lighting at bus stops and to provide schedules with lighting at the bus stops that show if the bus is running on time, particularly in La Vina. These were found to be unmet transit needs that are reasonable to meet. The Transit App (by Swiftly) provides the location of the bus in real-time. The schedules are also accessible on the app. The County has plans to install new schedule holders that have a solar light at bus stops throughout the county, including in the community of La Vina. Together with the app and the lighted schedule holders, this unmet transit need will be met.*
- 2. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Chowchilla.*
- 3. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Madera.”*

For the latest unmet transit needs finding and assessment for Madera County, please see the [Unmet Transit Needs Final Analysis and Recommendations Report for FY 2024-2025](#).

The required unmet transit needs documentation for FY 2024-2025 has been submitted to the California Department of Transportation and has been approved.

For more information, please contact Natalia Austin at naustin@maderactc.org or 559-675-0721 ext. 6.

FISCAL IMPACT:

No fiscal impact to the approved FY 2024-25 Overall Work Program and Budget.

**BEFORE
THE COMMISSIONERS OF THE
MADERA COUNTY TRANSPORTATION COMMISSION
COUNTY OF MADERA, STATE OF CALIFORNIA**

In the matter of
**FINDINGS OF THE FY 2024-25 UNMET
TRANSIT NEEDS HEARING**

Resolution No.: **24-05**

WHEREAS, The Madera County Transportation Commission (MCTC) is a Regional Transportation Planning Agency and a Metropolitan Planning Organization, pursuant to State and Federal designation; and

WHEREAS, The Madera County Transportation Commission adopted the following definitions by Resolution No. 22-01 for its Unmet Transit Needs process:

- A. **UNMET TRANSIT NEEDS**: An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).
- B. **REASONABLE TO MEET**: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:
 1. **Feasibility**
 - The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).
 - Sufficient ridership potential exists for new, expanded or revisited transit services.
 - The proposed transit service will be safe and comply with local, state and federal law.
 2. **Community Acceptance**
 - The proposed service has community support from the general public, community groups, and/or community leaders.
 3. **Benefit to Population**
 - The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.

4. Cost-Effective

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

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

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

WHEREAS, The Madera County Transportation Commission has given consideration to the requirements pursuant to Public Utilities Code, Section 99401.5.; and

WHEREAS, The Madera County Transportation Commission has determined that there are no public transportation or specialized transportation services that are identified in the 2022 Regional Transportation Plan which are not being implemented and/or funded; and

WHEREAS, The Madera County Transportation Commission, pursuant to Public Utilities Code, Section 99401.5 has noticed and held a public hearing on April 24, 2024, to receive testimony on unmet public transportation needs; and

WHEREAS, The Madera County Transportation Commission has considered the testimony received at said hearing and through other methods of receiving public feedback pursuant to Public Utilities Code, Section 99238.5.

NOW, THEREFORE, LET IT BE RESOLVED, that the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Madera, there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Chowchilla, and that there are unmet transit needs, including needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the County of Madera.

BE IT FURTHER RESOLVED, the Madera County Transportation Commission staff and the Social Service Transportation Advisory Council recommend the following:

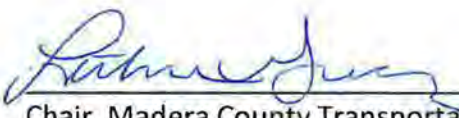
1. That the Madera County Transportation Commission finds that there are unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the County of Madera.

- Testimony was received regarding the need for more lighting at bus stops and to provide schedules with lighting at the bus stops that show if the bus is running on time, particularly in La Vina. These were found to be unmet transit needs that are reasonable to meet. The Transit App (by Swiftly) provides the location of the bus in real-time. The schedules are also accessible on the app. The County has plans to install new schedule holders that have a solar light at bus stops throughout the county, including in the community of La Vina. Together with the app and the lighted schedule holders, this unmet transit need will be met.
- 2. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Chowchilla.
- 3. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Madera.
- 4. Maintain existing transit systems in Madera County: The Madera County Connection (MCC) provides inter-city transportation from Chowchilla, Fairmead, Madera, La Vina, Madera Ranchos and Eastern Madera County to Children's Hospital Central California where a connection can be made to Fresno via the Fresno Area Express (FAX) while the Senior Bus Program and the Escort Service provide transportation to the Eastern Madera County Communities, Madera Metro and the Madera Dial-A-Ride provide transportation services that cover the entire City of Madera, and the Chowchilla Area Transit Express (CATX) provides transportation services that cover the entire City of Chowchilla as well as Valley State Prison.

BE IT FURTHER RESOLVED, the Madera County Transportation Commission finds that the existing transit system meets a continuing transit need and it is reasonable to continue the funding for the existing transit systems.

The foregoing resolution was adopted this 29th day of May 2024 by the following vote:

Commissioner Ahmed	YES
Commissioner Gallegos	YES
Commissioner Gonzalez	YES
Commissioner Poythress	YES
Commissioner Rodriguez	YES
Commissioner Wamhoff	YES


 Chair, Madera County Transportation Commission


 Executive Director, Madera County Transportation Commission

California Department of Transportation

DIVISION OF TRANSPORTATION PLANNING
P.O. BOX 942873, MS-32 | SACRAMENTO, CA 94273-0001
PHONE (916) 654-8811 FAX (916) 654-9366 TTY 711
www.dot.ca.gov



June 27, 2024

Ms. Patricia Taylor
Executive Director
Madera County Transportation Commission
2001 Howard Road, Suite 201
Madera, CA 93637

Dear Ms. Taylor:

Thank you for submitting your agency's unmet transit needs documentation for Fiscal Year 2024-25. I have reviewed your documentation, as required under Public Utilities Code Section 99401.6 of the Transportation Development Act, and find the documentation to be complete and in accordance with current statutes.

Please continue to work with Nicholas Isla, telephone number (559) 981-7373, at the local Caltrans District 6 office to help identify solutions in meeting your region's transit needs.

If you have any questions or need to contact us, please do not hesitate to call myself at (279) 789-2075.

Sincerely,

A handwritten signature in black ink that reads 'Cayman Morgan'.

CAYMAN MORGAN, Transit Programs Oversight Chief
Office of Transit Planning

c: Nicholas Isla, Associate Transportation Planner, Planning Caltrans District 6, California
Department of Transportation
Natalia Austin, Senior Regional Planner, Madera County Transportation Commission



**Madera County Transportation Commission
Unmet Transit Needs and Reasonable to Meet Definitions
Policy Board Adopted by Resolution No. 22-01**

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

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



- The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

DOES LOCAL PUBLIC **TRANSIT** MEET YOUR TRANSPORTATION **NEEDS?**

- Are there places in Madera County you are unable to travel to by bus?
- Is transit service unavailable for you to make important trips, such as traveling to work or doctor's appointments?

TELL US ABOUT YOUR UNMET TRANSIT NEED!

An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. It is also a need required to comply with the Americans with Disabilities Act (ADA).

We want to hear from you!

In coordination with the Madera County Transportation Commission, the Social Services Transportation Advisory Council would like to receive comments regarding unmet transit needs that may exist in the local transit services in Madera County from transit dependent persons, including the elderly, persons with disabilities, and persons of limited means.



Fill out an online survey

If you prefer to submit your comments electronically, fill out the online survey by scanning the QR code or go to:

https://www.surveymonkey.com/r/UTNSurvey_MCTC



Submit a comment form

Fill out a comment form to give details about the transit improvements you are suggesting.

Share your
thoughts in the
way that's
convenient for
you!



¿EL TRANSPORTE PÚBLICO LOCAL SATISFACE SUS NECESIDADES DE TRANSPORTE PÚBLICO?

- ¿Hay lugares en el condado de Madera a los que no se puede viajar en autobús?
- ¿No está el servicio de transporte público disponible para realizar viajes importantes, como ir al trabajo o acudir a citas médicas?

¡CUÉNTENOS SOBRE SU NECESIDAD DE TRANSPORTE PÚBLICO INSATISFECHA!

Una necesidad de transporte público insatisfecha es una necesidad expresada o identificada que actualmente no se satisface a través de los servicios de transporte público existentes. Una necesidad de transporte público insatisfecha también es una necesidad requerida para cumplir con la Ley de Estadounidenses con discapacidades (ADA).

¡Queremos saber de ti!

En coordinación con la Comisión de Transporte del Condado de Madera, el Consejo Asesor de Transporte Público de Servicios Sociales desea recibir comentarios sobre las necesidades de transporte no satisfechas que puedan existir en los servicios de transporte público locales en el Condado de Madera por parte de personas dependientes del transporte público, incluidos los ancianos, las personas con discapacidades y las personas de recursos limitados.



Llene una encuesta en línea

Si prefiere proveer comentarios en línea, llene la encuesta en línea escaneando el código QR o llenando a:
https://www.surveymonkey.com/r/UTNSurvey_MCTC



Llene un formulario

Llene un formulario de comentarios para dar detalles acerca de las mejoras de transporte público que sugiere.

Comparta sus
ideas de la
forma más
conveniente
para usted!



Para más información:



(559) 675 0721



evelyn@maderactc.org



Meeting of the Social Services Transportation Advisory Council

MEETING LOCATION

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

Or join via Zoom

<https://us06web.zoom.us/j/81452772680?pwd=RKAffvc2bdf0la9kbm9ONcLDcl6iZZ.1>

Meeting ID: 814 5277 2680

Passcode: 456602

Call in: +1 408 638 0968

DATE

February 4, 2025

TIME

12:00 PM

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Has a Disability
Nancy Ramirez	Local Social Service Provider for Persons with Disabilities
Monty Cox	Social Service Transportation Provider for Seniors
Bertha Vega, Vice Chair	Local Social Service Provider for Persons of Limited Means
Vincent Parker	Social Service Transportation Provider for Persons with Disabilities
Mattie Mendez	Local Social Service Provider for Seniors
Franklina Bogan	Potential Transit User Who is 60 Years of Age or Older
Lynda Schafhauser	Potential Transit User Who is 60 Years of Age or Older
Olga Olivia Saucedo-Garcia	Local Social Service Provider for Seniors
Cynthia Ortegon	Potential Transit User Who Has a Disability

REASONABLE ACCOMMODATIONS AND ADA

MCTC has adopted a Reasonable Accommodations Policy that provides a procedure for receiving and resolving requests for accommodation to participate in this meeting (see <https://www.maderactc.org/administration/page/reasonable-accommodations-policy>). If you need assistance in order to attend the meeting, or if you require auxiliary aids or services, e.g., listening devices or signing services to make a presentation, MCTC is happy to assist you. Please contact MCTC offices at (559) 675-0721 so such aids or services can be arranged. Requests may also be made by email to sandy@maderactc.org, or mailed to 2001 Howard Road, Suite 201, Madera, CA 93637. Accommodations should be requested as early as possible as additional time may be required in order to provide the requested accommodation; 72 hours in advance is suggested.

AGENDA

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

INTERPRETING SERVICES

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

Servicios de interprete no son ofrecidos en las juntas públicas de MCTC al menos de que se soliciten con tres (3) días de anticipación. Para solicitar estos servicios por favor contacte a Evelyn Espinosa at (559) 675-0721 x 5 durante horas de oficina.

MEETING CONDUCT

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

RECORD OF THE MEETING

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

PUBLIC COMMENT

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

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

Agenda

Item	Description	Enclosure	Action
1.	Roll Call		
2.	Public Comment This time is made available for comments from the public on matters within the Council's jurisdiction that are not on the agenda. Each speaker will be limited to three (3) minutes. Attention is called to the fact that the Council is prohibited by law from taking any substantive action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Council does not respond to the public comment at this time. It is requested that no comments be made during this period on items that are on today's agenda. Members of the public may comment on any item that is on today's agenda when the item is called and should notify the Chair of their desire to address the Council when that agenda item is called.		
3.	Approve Minutes of November 5, 2024, Social Services Transportation Advisory Council Meeting	Yes	Action
4.	Local Transit Agency Updates • City of Madera – Madera Metro • City of Chowchilla – CATX • County of Madera - MCC	No	Information
5.	Unmet Transit Needs FY 2025 - 2026 • Madera County "Unmet Transit Need" and "Reasonable to Meet" Definitions	Yes	Information
6.	Announcements		
7.	Adjourn		



ITEM 3

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, November 5, 2024

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, November 5, 2024, and was called to order by Chair Frank Simonis, at 12:06 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Has a Disability – appeared via Zoom
Bertha Vega, Vice Chair, Local Social Service Provider for Persons of Limited Means
Lynda Schafhauser, Potential Transit User Who is 60 Years of Age or Older
Monty Cox, Social Service Transportation Provider for Seniors
Nancy Ramirez, Social Service Provider for Persons with Disabilities
Cynthia Ortegon, Potential Transit User Who Has a Disability
Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older
Mattie Mendez, Local Social Service Provider for Seniors* - appeared via Zoom

MEMBERS ABSENT

Vincent Parker, Social Service Transportation Provider for Persons with Disabilities
Olga Olivia Saucedo-Garcia, Local Social Service Provider for Seniors

MCTC STAFF PRESENT:

Natalia Austin, Senior Regional Planner
Evelyn Espinosa, Senior Regional Planner
Jeff Findley, Principal Regional Planner
Troy McNeil, Deputy Director/Fiscal Supervisor

VISITORS PRESENT:

Deborah Martinez, Director of Social Services for Madera County, Public Guardian
Xochitl Villasenor, City of Madera, Transit Program Manager
Marcela Zuniga, City of Madera, City Grants Administrator
Liliana Zapien, County of Madera, Transit Administrative Analyst

*appeared after roll call

1. Roll Call

At 12:06 pm, Chair Frank Simonis called the meeting to order and instructed that the roll call for attendance be taken. It was determined that a quorum was present.

2. Public Comment

Deborah Martinez, Director of Social Services and Public Guardian, commented that they are in the process of completing a Madera County Local Aging and Disability Action Plan. Four hundred and seven surveys were collected, including information about how constituents feel about transportation that is provided in Madera County. She wanted to make the group aware because the results of the survey may coincide with the unmet transit needs process. Many respondents of the survey indicated that they did not have walkable options to access public transit. The final report will be completed in March 2025. Deborah will make the survey available to MCTC before the final report is completed.

Approve Minutes - Approve Minutes of the August 6, 2024, Social Services Transportation Advisory Council Meeting

Frank Simonis moved to approve the minutes of the August 6, 2024, Social Services Transportation Advisory Council Meeting.

Seconded by Lynda Schafhauser

Roll Call Vote:

Ayes: Frank Simonis, Nancy Ramirez, Lynda Schafhauser, Monty Cox, Mattie Mendez, Bertha Vega, Cynthia Ortegon, Franklina Bogan

Noes: None

MOTION CARRIED UNANIMOUSLY

3. Presentation – Madera County Microtransit Study

SSTAC Member and Madera County Transit Manager, Monty Cox, presented the results of the Madera County Microtransit Study. He presented information on the background of microtransit, existing transit services in the area, recommended microtransit service options, possible funding sources for the services, and next steps. A question-and-answer discussion followed. Comments were made about the flexibility of the vans that would be used for the service, the needs of the communities of La Vina and Fairmead, security for older adults and people with disabilities, and other ways to reserve microtransit service without the app. Existing transit service will not be reduced. Microtransit service would be provided in addition to existing service.

4. Results of the Unmet Transit Needs Process for FY 2024-2025

Natalia Austin, MCTC Senior Regional Planner, gave an update on the results of the unmet transit needs process for FY 2024-2025. On May 29, 2024, the MCTC Policy Board

adopted Resolution Number 24-05, approving the unmet transit need finding for FY 2024-2025:

“The Madera County Transportation Commission finds that there are unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the County of Madera.

- 1. Testimony was received regarding the need for more lighting at bus stops and to provide schedules with lighting at the bus stops that show if the bus is running on time, particularly in La Vina. These were found to be unmet transit needs that are reasonable to meet. The Transit App (by Swiftly) provides the location of the bus in real-time. The schedules are also accessible on the app. The County has plans to install new schedule holders that have a solar light at bus stops throughout the county, including in the community of La Vina. Together with the app and the lighted schedule holders, this unmet transit need will be met.*
- 2. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Chowchilla.*
- 3. That the Madera County Transportation Commission finds that there are no unmet transit needs that are reasonable to meet in FY 2024/25 within the jurisdiction of the City of Madera.”*

Natalia Austin reminded the Council that the latest unmet transit needs finding and assessment for Madera County, can be found on the website here: [Unmet Transit Needs Final Analysis and Recommendations Report for FY 2024-2025](#). The required unmet transit needs documentation for FY 2024-2025 has been submitted to the California Department of Transportation and has been approved. The unmet transit needs process for FY 2025-2026 will begin in February 2025.

5. Announcements

Evelyn Espinosa, MCTC Senior Regional Planner, provided a link to the 2026 Sustainable Communities Strategy Survey and asked the Council to share it.

Survey link: [MCTC 2026 Sustainable Communities Strategy Survey](#)

Natalia Austin, MCTC Senior Regional Planner, introduced the newest member of the Council, Nancy Ramirez, from the Department of Social Services for Madera County. She is representing a local Social Service Provider for Persons with Disabilities.

6. Adjournment

The meeting was adjourned by Chair Frank Simonis at 1:22 PM.



STAFF REPORT
Social Services Transportation Advisory
Council Meeting
February 4, 2025

AGENDA ITEM: 5

PREPARED BY: Natalia Austin, Senior Regional Planner

SUBJECT:

Several workshops and a public hearing are scheduled during the next few months to receive comments regarding unmet transit needs in Madera County for FY 2025-2026.

Enclosure: Yes

Action: For information and discussion

SUMMARY:

MCTC is the administrator of the Transportation Development Act (TDA) funds for Madera County and is responsible for performing the annual “unmet transit needs” process. The purpose of this process is to ensure that all “unmet transit needs” that are “reasonable to meet” are met before any TDA funds are expended for non-transit uses, such as street and roads.

The TDA also requires that MCTC establish a Social Services Transportation Advisory Council (SSTAC). The Public Utilities Code (PUC) defines the required membership of the SSTAC. The SSTAC solicits public input regarding transit service needs for transit-dependent and transportation-disadvantaged persons, including older adults, persons with disabilities and low-income. Annually, the SSTAC makes a recommendation to the MCTC Policy Board that:

- There are no unmet transit needs, or
- There are no unmet transit needs that are reasonable to meet, or
- There are unmet transit needs, including needs that are reasonable to meet.

There are several opportunities for Madera County residents to give their input on transit service needs. As required by law, a public hearing will be held at the regular MCTC Policy Board meeting on April 23, 2025. In addition, in-person and virtual workshops will be held in various locations throughout the county for residents to learn about the unmet transit needs process and provide comments. Interpreting services will be available at all workshops and the public hearing. However, it is easy to participate in the unmet transit needs process all year long in many convenient ways. Options include submitting a comment by phone, mail, email, or by filling out an online survey. Also, the unmet transit needs webpage on the MCTC

website makes information regarding the unmet transit needs process, submitting a comment, or looking at past years' unmet transit needs reports readily accessible.

MCTC Unmet Transit Needs webpage: [Click here](#)

Unmet Transit Needs Bilingual Survey link: [Click here](#)

Unmet Transit Needs English and Spanish Comment Form: [Click here](#)

When	Where	In-Person	Virtual
Spanish Language Workshop Tuesday, March 11 at 6:00 PM	Casas De La Vina 23784 Avenue 9 Madera, CA 93637	Yes	No
Workshop Wednesday, March 12 at 6:00 PM	Madera Ranchos Library 37398 Berkshire Drive Madera, CA 93636	Yes	No
Workshop Thursday, March 13 at 5:00 PM	Oakhurst Library 49044 Civic Circle Drive Oakhurst, CA 93644	Yes	No
Workshop Tuesday, March 18 at 6:00 PM	Fairmead Elementary School 19421 Avenue 22 ¾ Chowchilla, CA 93610	Yes	No
Workshop - Zoom Webinar Thursday, March 20 at 6:00 PM	Webinar ID: 882 7273 5705 Passcode: 554773 Click here to join!	No	Yes
Public Hearing Wednesday, April 23 at 3:00 PM	MCTC Policy Board Meeting 2001 Howard Road, Ste. 201 Madera, CA 93637 See MCTC website for Zoom information	Yes	Yes

For details regarding last year's unmet transit needs finding and an assessment of the size and location of groups likely to be transit-dependent in Madera County, please see the [Unmet Transit Needs Final Analysis and Recommendations Report for FY 2024-2025](#).

In addition to participating in the unmet transit needs process, attendees will have the opportunity to learn about and provide feedback on the 2026 Sustainable Communities Strategy at the in-person workshops. Find out more on MCTC's website here:

<https://www.maderactc.org/transportation/page/2026-madera-county-regional-transportation-plan-and-sustainable-communities>

For more information, please contact Natalia Austin at naustin@maderactc.org or 559-675-0721 ext. 6.

FISCAL IMPACT:

No fiscal impact to the approved 2024-25 Overall Work Program and Budget.



**Madera County Transportation Commission
Unmet Transit Needs and Reasonable to Meet Definitions
Policy Board Adopted by Resolution No. 22-01**

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

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



- The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.



Meeting of the Social Services Transportation Advisory Council

MEETING LOCATION

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

Or join via Zoom

<https://us06web.zoom.us/j/85278694327?pwd=amINXCoyQTElN1m6QLtCCbnhfiE3RK.1>

Meeting ID: 852 7869 4327

Passcode: 213662

Call in: +1 408 638 0968

DATE

April 29, 2025

TIME

12:00 PM

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL MEMBERS

Frank Simonis, Chair	Potential Transit User Who Has a Disability
Nancy Ramirez	Local Social Service Provider for Persons with Disabilities
Monty Cox	Social Service Transportation Provider for Older Adults
Bertha Vega, Vice Chair	Local Social Service Provider for Persons of Limited Means
VACANT	Social Service Transportation Provider for Persons with Disabilities
Mattie Mendez	Local Social Service Provider for Older Adults
Franklina Bogan	Potential Transit User Who is 60 Years of Age or Older
Lynda Schafhauser	Potential Transit User Who is 60 Years of Age or Older
Olga Garcia	Local Social Service Provider for Older Adults
Cynthia Ortegon	Potential Transit User Who Has a Disability

REASONABLE ACCOMMODATIONS AND ADA

MCTC has adopted a Reasonable Accommodations Policy that provides a procedure for receiving and resolving requests for accommodation to participate in this meeting (see <https://www.maderactc.org/administration/page/reasonable-accommodations-policy>). If you need assistance in order to attend the meeting, or if you require auxiliary aids or services, e.g., listening devices or signing services to make a presentation, MCTC is happy to assist you. Please contact MCTC offices at (559) 675-0721 so such aids or services can be arranged. Requests may also be made by email to sandy@maderactc.org, or mailed to 2001 Howard Road, Suite 201, Madera, CA 93637. Accommodations should be requested as early as possible as additional time may be required in order to provide the requested accommodation; 72 hours in advance is suggested.

AGENDA

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

INTERPRETING SERVICES

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

Servicios de interprete no son ofrecidos en las juntas públicas de MCTC al menos de que se soliciten con tres (3) días de anticipación. Para solicitar estos servicios por favor contacte a Evelyn Espinosa at (559) 675-0721 x 5 durante horas de oficina.

MEETING CONDUCT

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

RECORD OF THE MEETING

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

PUBLIC COMMENT

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

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

Agenda

Item	Description	Enclosure	Action
1.	Roll Call		
2.	Public Comment This time is made available for comments from the public on matters within the Council's jurisdiction that are not on the agenda. Each speaker will be limited to three (3) minutes. Attention is called to the fact that the Council is prohibited by law from taking any substantive action on matters discussed that are not on the agenda, and no adverse conclusions should be drawn if the Council does not respond to the public comment at this time. It is requested that no comments be made during this period on items that are on today's agenda. Members of the public may comment on any item that is on today's agenda when the item is called and should notify the Chair of their desire to address the Council when that agenda item is called.		
3.	Approve Minutes of February 4, 2025, Social Services Transportation Advisory Council Meeting	Yes	Action
4.	Unmet Transit Needs Comment Analysis • Madera County "Unmet Transit Need" and "Reasonable to Meet" Definitions • Unmet Transit Needs Comments Summary Table – Potential Unmet Transit Needs – FY 2025-2026 • Unmet Transit Needs Comments FY 2025-2026	Yes	Action
5.	Appoint SSTAC Representative to attend MCTC Policy Board Meeting on May 21, 2025	No	Action
6.	Discuss Future Meeting Dates and UTN Process Schedule • Tuesday, September 9, 2025 • Tuesday, December 9, 2025 • Tuesday, March 10, 2026 • Tuesday, June 9, 2026	No	Discussion
7.	Announcements		
8.	Adjourn		



ITEM 3

SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL

MINUTES

DATE

Tuesday, February 4, 2025

The regular meeting of the Social Service Transportation Advisory Council was held Tuesday, February 4, 2025, and was called to order by Chair Frank Simonis, at 12:03 pm.

MEMBERS PRESENT

Frank Simonis, Chair, Potential Transit User Who Has a Disability – appeared via Zoom
Bertha Vega, Vice Chair, Local Social Service Provider for Persons of Limited Means
Lynda Schafhauser, Potential Transit User Who is 60 Years of Age or Older
Monty Cox, Social Service Transportation Provider for Older Adults
Nancy Ramirez, Social Service Provider for Persons with Disabilities
Cynthia Ortegon, Potential Transit User Who Has a Disability
Olga Garcia, Local Social Service Provider for Older Adults

MEMBERS ABSENT

Vincent Parker, Social Service Transportation Provider for Persons with Disabilities
Franklina Bogan, Potential Transit User Who is 60 Years of Age or Older
Mattie Mendez, Local Social Service Provider for Older Adults

MCTC STAFF PRESENT:

Natalia Austin, Senior Regional Planner
Evelyn Espinosa, Senior Regional Planner
Jeff Findley, Principal Regional Planner
Troy McNeil, Deputy Director/Fiscal Supervisor

VISITORS PRESENT:

Deborah Martinez, Director of Social Services for Madera County, Public Guardian
Xochitl Villasenor, City of Madera, Transit Program Manager

*appeared after roll call

1. Roll Call

At 12:03 pm, Chair Frank Simonis called the meeting to order and instructed that roll call for attendance be taken. It was determined that a quorum was present.

2. Public Comment

None.

3. Approve Minutes of November 5, 2024, Social Services Transportation Advisory Council Meeting

Monty Cox moved to approve the minutes of the November 5, 2024, Social Services Transportation Advisory Council Meeting.

Seconded by Lynda Schafhauser

Roll Call Vote:

Ayes: Frank Simonis, Nancy Ramirez, Lynda Schafhauser, Monty Cox, Olga Garcia, Bertha Vega, Cynthia Ortegon

Noes: None

MOTION CARRIED UNANIMOUSLY

4. Local Transit Agency Updates

Xochitl Villaseñor, Transit Manager for Madera Metro, provided the Council with an update on transit services in the city of Madera. Bus stops have been upgraded with new signage and ID numbers, and solar-powered lights are being installed to improve visibility. The team is continuing work on a shelter project, which involves relocating shelters from deactivated stops to active or new locations. A Request for Proposals (RFP) for a microtransit feasibility study has been issued, with responses due by the end of February. Another RFP is being prepared for a new transit operator, as the current contract with MV Transportation expires in June. The City of Madera recently completed the Federal Transit Administration (FTA) Triennial Review and is addressing its findings. The Transit Advisory Board held a meeting last week, and efforts are underway to strengthen the City's social media presence to share updates and promote ridership.

The City of Chowchilla is looking for a new part-time driver and is trying to keep up with the influx of student riders.

Monty Cox, Transit Manager for Madera County Connection, briefed the Council on transit services in the county's unincorporated areas. For FY 2024–2025, the identified unmet transit need that was reasonable to meet was to enhance lighting and provide schedule information at bus stops. In response, the County has installed four new shelters equipped with lighting. However, progress has been slowed due to the lack of sidewalks and necessary infrastructure in some areas. New shelter locations include the Oakhurst Thrift Store, Oakhurst Denny's, and both sides of Avenue 12 at Road 36. With over 30 bus stops

countywide, schedules and solar lighting have been installed at most, including at Eastin Arcola, Casa De La Viña, and the La Viña Market. The County has expanded its fleet with the purchase of three new gas-powered buses, three electric buses, and one 10-passenger van, which will support the medical escort service. A new operations contract has been initiated with MV Transportation, and the County has transitioned to using its own maintenance crews for vehicle upkeep. During the meeting, new marketing materials were presented and distributed to Council members. Additionally, the Almond Yard project is moving forward, with plans to go out to bid for the installation of electric vehicle chargers, a solar canopy, and a bus wash system. The County is also looking to increase outreach efforts and provide bus information to the public.

5. Unmet Transit Needs FY 2025-2026

Natalia Austin, MCTC Senior Regional Planner, provided information on the kickoff of the unmet transit needs process for FY 2025-2026. The required public hearing will be on April 23, 2025. Several workshops will be held throughout the county to provide an opportunity for residents to learn about the unmet transit needs process and to get assistance filling out comment forms. At the in-person workshops, residents can also provide input on the Regional Transportation Plan/Sustainable Communities Strategy.

6. Announcements

SSTAC member, Lynda Schafhauser, provided information on a poetry competition, *Poetry Out Loud*, and a presentation on *Water: Our Valley's Life Blood*, at the Madera County Arts Council. Lynda also commented about the difficulties faced by older adults and individuals with disabilities in getting their pets to the veterinarian, as current public transportation policies do not allow animals on board (except for service animals).

7. Adjourn

The meeting was adjourned by Chair Frank Simonis at 1:00 PM.

AGENDA ITEM: 4

PREPARED BY: Natalia Austin, Senior Regional Planner

SUBJECT:

The Social Services Transportation Advisory Council will analyze public comments received to determine if there are any transit needs that meet the criteria of the adopted definitions of “Unmet Transit Need” and “Reasonable to Meet” before making a recommendation of findings to the MCTC Policy Board.

Enclosure: Yes

Action:

Recommend the MCTC Policy Board adopt by resolution a finding of fact for Fiscal Year 2025-2026 with the following options for each jurisdiction within Madera County:

- a.) There are **no unmet transit needs**, or
- b.) There are **no unmet transit needs that are reasonable to meet**, or
- c.) There are **unmet transit needs**, including needs that are reasonable to meet.

BACKGROUND:

The Transportation Development Act (TDA) provides two major sources of funding for public transportation: The Local Transportation Fund (LTF) and the State Transit Assistance fund (STA). These funds are for the development and support of public transportation needs that exist in California and are allocated to each eligible county based on population, taxable sales and transit performance.

All counties eligible for this funding are required to establish and implement a process of public participation, utilizing the Social Services Transportation Advisory Council (SSTAC) to identify the needs of transit dependent or disadvantaged persons. CA PUC Section 99238.5 (a) requires that this process provides at least one public hearing annually.

If the MCTC Policy Board through the unmet transit needs process identifies an “unmet transit need” and determines the need is “reasonable to meet”, these transit needs must be met before any TDA funds are expended for non-transit uses, such as street and road projects. (Definitions of “unmet transit need” and “reasonable to meet” were adopted by the MCTC Policy Board and are attached for reference.)

According to CA PUC Section 99401.5 (c), an agency's determination of needs that are “reasonable to meet” shall not be made by comparing unmet transit needs with the need for streets and roads. 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. Annually, the SSTAC makes a recommendation to the MCTC Policy Board that:

- There are no unmet transit needs, or
- There are no unmet transit needs that are reasonable to meet, or
- There are unmet transit needs, including needs that are reasonable to meet.

SUMMARY:

In accordance with the Transportation Development Act (TDA), MCTC held a public hearing on April 23, 2025, to solicit public comment regarding transit needs in Madera County. MCTC also received comments regarding unmet transit needs through mail, email, phone, social media and an online survey. Additionally, during the month of March and April, MCTC hosted five workshops in various locations throughout the county for residents to learn about the unmet transit needs process and to receive assistance in filling out comment forms.

MCTC staff have provided all transit related public comments received through these efforts between the period of April 26, 2024, through April 24, 2025, for the SSTAC to evaluate and apply the “Unmet Transit Need” and “Reasonable to Meet” MCTC Policy Board adopted definitions.

For more information, please contact Natalia Austin at naustin@maderactc.org or 559-675-0721 ext. 6.

FISCAL IMPACT:

No fiscal impact to the approved 2024-25 Overall Work Program and Budget.



**Madera County Transportation Commission
Unmet Transit Needs and Reasonable to Meet Definitions
Policy Board Adopted by Resolution No. 22-01**

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

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



- The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

APPLICATION OF "UNMET TRANSIT NEED" AND "REASONABLE TO MEET" MCTC POLICY BOARD ADOPTED DEFINITIONS TO

FY 2025- 2026 UNMET TRANSIT NEEDS PUBLIC COMMENTS (received April 26, 2024 - April 24, 2025)

PUBLIC COMMENT	IS THIS AN UNMET NEED?	SSTAC RECOMMENDATION / DISCUSSION	TRANSIT AGENCY RESPONSE	Reasonable to Meet Requirements				
				Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistent with Existing Service and Plans
NEW SERVICE								
1	Transportation to UC Merced and Merced College		(MCC) Currently there is not enough documented demand for a route to Merced. There was a route in the past that was discontinued due to low ridership. Amtrak has stops in Madera & Merced. We will include this in a future study.					
EXPANDED SERVICE								
2	Increase the frequency on the Valley Children's Route. The gap between the 11:51am and 3:15pm departures is too long.		(MCC) Currently there is not enough documented demand for increased frequency on the Valley Children's Route. We will include this in a future study.					
3	Increase the frequency in the community of La Vina to Monday - Friday between 7:30am - 3:30pm or at 7:30am, 1:00pm, and 5-6:00pm. Riders get stranded because there isn't enough frequency to get back home after appointments in Madera.							
4	Increase the frequency of buses and Sunday service as well as expand the hours of operation in the city of Madera		(Metro) 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. At this time, the City's budget can only afford the existing services.					

APPLICATION OF "UNMET TRANSIT NEED" AND "REASONABLE TO MEET" MCTC POLICY BOARD ADOPTED DEFINITIONS TO

FY 2025- 2026 UNMET TRANSIT NEEDS PUBLIC COMMENTS (received April 26, 2024 - April 24, 2025)

PUBLIC COMMENT	IS THIS AN UNMET NEED?	SSTAC RECOMMENDATION / DISCUSSION	TRANSIT AGENCY RESPONSE	Reasonable to Meet Requirements				
				Feasibility	Community Acceptance	Benefit to Population	Cost Effective	Consistent with Existing Service and Plans
5	Need service from Oakhurst (all mountain communities) to get to Madera County Superior Court by 8:00 AM, Monday -Friday for court appearances, jury duty, etc.							
6	Need local service in Oakhurst on Sunday to go to church services.							
7	Add a bus stop at the River Grove Apartments in Oakhurst. (New Self-Help Enterprises complex)							
AMENITIES OR IMPROVEMENTS								
8	Need an app to track the bus and get updates like late buses, high traffic, etc...(Madera Metro) (MCC)		(Metro) We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate this study will include the integration of technology platforms to address the identified feedback.					



Unmet Transit Needs Comments

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.

Madera County Response (MCC): Currently there is not enough documented demand for a route to Merced. There was a route in the past that was discontinued due to low ridership. Amtrak has stops in Madera & Merced. We will include this in a future study.

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.

Madera County Connection Response (MCC): Currently there is not enough documented demand for increased frequency on the Valley Children's Route. We will include this in a future study.

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.

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

5. Comment Form – In person workshop – La Vina

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 Vina 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

Madera County Connection Response (MCC):

6. Comment Form – In Person Workshop – La Vina

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.*

Madera County Connection Response (MCC):

7. Comment Form – In-person Workshop – La Vina

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 Vina 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.

Madera County Response (MCC):

8. Comment Form – In-person Workshop – La Vina

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. *

Madera County Response (MCC):

9. Comment Form – In-person Workshop - La Vina

Name: Guadalupe Nuñez – La Vina

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.

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

10. Comment Form – In-person Workshop – La Vina

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)

Madera County Response (MCC):

11. Comment Form – In-person Workshop - La Vina

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.

Madera County Response (MCC):

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.)

Madera County Response (MCC): 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.

City of Madera Response (Madera Metro): 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.

We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate 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).

Madera County Response (MCC): 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.

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

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.

City of Madera Response (Madera Metro): We are currently in the process of contracting with a vendor to work on a Micro-Transit Feasibility Study. We anticipate 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

City of Madera Response (Madera Metro): 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. At this time, the City's budget can only afford the existing services.

As was previously mentioned, Sunday services are currently offered through our 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.

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.

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.

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.

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.

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

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

publiccomment@maderactc.org

Name: Andrea Uribe, Policy Advocate, Leadership Counsel for Justice and Accountability

Received: April 23, 2025

(letter attached)



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

Dear Commissioners Ahmed, 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 criteria¹. 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 list². 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

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

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 (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

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

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

I. Unmet Transit Needs

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

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



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

II. Request for Additional Information

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

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

Gratefully,

Madeline Harris
Policy Advocate



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

Submitted electronically via email to: publiccomment@maderactc.org

Re: Comments on Unmet Transit Needs in Madera County

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

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

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

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

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



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

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

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

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

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

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

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

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



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

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

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

Gratefully,

Madeline Harris
Policy Advocate

- (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

Surveys and Comment Forms 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

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?

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

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.

#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

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.

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.

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

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?

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]

#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

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)

#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

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

Page 1

Q1

(Metro) 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.

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

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.

#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

Page 1

Q1

Madera Metro (Metro)

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.

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]

#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

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.

#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

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.

#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

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: _____

City*: Fresno Phone Number: _____

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

- | | |
|---|--|
| ☐ Madera Metro | ☒ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Other (please specify) | ☐ 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.*

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 , mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: 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: [REDACTED]

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

- | | |
|---|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 Sr. 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?

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 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

*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?*

- | | |
|---|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Other (please specify) | ☐ 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.*

* 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, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required



* for 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 Ca. Número de Teléfono: 93637

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

- | | |
|--|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☒ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 si? 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 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

*Respuesta es requerida



Necesitamos una ruta que funcione para todas. Para que el bus pueda ser utilizado por mas 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?*

- | | |
|--|--|
| ☐ Madera Metro | ☒ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☒ Otro (por favor especifique)
<u>Carro</u> | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 si? 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 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

*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?*

- | | |
|--|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☒ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 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

*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?*

- | | |
|---|---|
| ☒ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 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

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Guadalupe Nuñez

Correo electrónico: _____

Ciudad*: Lavina Número de Teléfono: [REDACTED]

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

- | | |
|---|--|
| ☐ Madera Metro | ☒ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 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

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Berta Garcia

Correo electrónico: _____

Ciudad*: La Vlna Número de Teléfono: [REDACTED]

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

- | | |
|---|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 ^{the last route} 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 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

*Respuesta es requerida





Necesidades Insatisfechas de Transporte Público Formulario para Comentarios

Nombre*: Jose Mariscal

Correo electrónico: —

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

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

- | | |
|---|---|
| ☐ Madera Metro | ☐ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Otro (por favor especifique) | ☐ Eastern Madera County Senior Bus |
| | ☐ 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 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

*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?*

- | | |
|---|--|
| ☒ Madera Metro | ☒ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Other (please specify) | ☒ 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.*

- 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, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: 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 | ☒ Madera County Connection (MCC) |
| ☐ Metro Dial-A-Ride (DAR) | ☐ MCC Madera Dial-A-Ride (DAR) |
| ☐ Chowchilla Area Transit Express (CATX) | ☐ MCC Chowchilla Dial-A-Ride (DAR) |
| ☐ Other (please specify) _____ | ☐ 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, mail 2001 Howard Road, Suite 201, Madera, CA 93637, or on-line survey: https://www.surveymonkey.com/r/UTNSurvey_MCTC

*Response is required



Social Services Transportation Advisory Council

Madera County Transportation Commission Members

•

Chair
Jose Rodriguez
City of Madera

•

Vice Chair
Robert Poythress
Madera County

•

Waseem Ahmed
City of Chowchilla

•

Robert Macaulay
Madera County

•

David Rogers
Madera County

•

Rohi Zacharia
City of Madera

May 21, 2025

Jose Rodriguez, Chair
Madera County Transportation Commission
2001 Howard Road, Suite 201
Madera, California 93637

SUBJECT: SSTAC FY 2025/26 "Unmet Transit Needs" Recommendation

Dear Chair Rodriguez:

It is with great pleasure that the Social Service Transportation Advisory Council (SSTAC) again makes a recommendation to the Madera County Transportation Commission concerning potential Unmet Transit Needs in Madera County. The SSTAC met in November 2024 and February 2025 prior to the public hearing to review last year's findings and prepare for this year's unmet transit needs process. Comments regarding transit needs in Madera County were received at the "Unmet Transit Needs" Public Hearing on April 23, 2025. The SSTAC met again on April 29, 2025, following the public hearing to review all comments received and evaluate them based on the MCTC Policy Board adopted definitions of "unmet transit need" and "reasonable to meet". After thorough evaluation, we recommend the Commission adopt by resolution the following findings:

1. **For FY 2025-26 there are no unmet transit needs within the jurisdiction of the County of Madera.**

MCTC Staff and the SSTAC recommend the following items be addressed during the upcoming fiscal year:

- Testimony was received regarding the need for increased frequency or an adjusted bus schedule on the Eastin Arcola – Ripperdan - La Vina route to accommodate riders trying to return home from Madera to La Vina after appointments within a short timeframe. The County of Madera (Madera County Connection) 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.

2. **For FY 2025-26 there are no unmet transit needs within the jurisdiction of the City of Chowchilla.**

3. **For FY 2025-26 there are no unmet transit needs within the jurisdiction of the City of Madera.**

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

Patricia Taylor
MCTC
Executive Director
2001 Howard Rd, Suite 201
Madera, CA 93637
(559) 675-0721
patricia@maderactc.org

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

The existing systems are:

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

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

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

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

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

Sincerely,

Frank Simonis

Frank Simonis, SSTAC Chair

Consejo Asesor de Transporte de Servicios Sociales

Madera County Transportation Commission Members

•

Presidente
Jose Rodriguez
City of Madera

•

Vice Presidente
Robert Poythress
Madera County

•

Waseem Ahmed
City of Chowchilla

•

Robert Macaulay
Madera County

•

David Rogers
Madera County

•

Rohi Zacharia
City of Madera

Mayo 21, 2025

Jose Rodriguez, Presidente
Madera County Transportation Commission
2001 Howard Road, Suite 201
Madera, California 93637

ASUNTO: Recomendación de la SSTAC sobre “Necesidades de transporte público insatisfechas” para el
año fiscal 2025/26

Estimado Presidente Rodriguez:

Con gran satisfacción, el Consejo Asesor de Transporte de Servicios Sociales (SSTAC) presenta nuevamente una recomendación a la Comisión de Transporte del Condado de Madera sobre las posibles Necesidades de Transporte Público Insatisfechas el Condado de Madera. El SSTAC se reunió en noviembre de 2024 y febrero de 2025 antes de la audiencia pública para revisar las conclusiones del año anterior y prepararse para el proceso de necesidades de transporte público insatisfechas de este año. Se recibieron comentarios sobre las necesidades de transporte público en el Condado de Madera en la Audiencia Pública sobre Necesidades de Transporte Público Insatisfechas, celebrada el 23 de abril de 2025. El SSTAC se reunió nuevamente el 29 de abril de 2025, tras la audiencia pública, para revisar todos los comentarios recibidos y evaluarlos con base en las definiciones de "necesidad de transporte insatisfecha" y "razonable de satisfacer" adoptadas por la Junta de Políticas del MCTC. Tras una evaluación exhaustiva, recomendamos que la Comisión adopte mediante resolución las siguientes conclusiones:

1. Para el año fiscal 2025-26 no habrá necesidades de transporte público insatisfechas dentro de la jurisdicción del condado de Madera.

El personal de MCTC y el SSTAC recomiendan que se aborden los siguientes temas durante el próximo año fiscal:

- Se recibieron testimonios sobre la necesidad de aumentar la frecuencia o ajustar el horario de autobuses en la ruta Eastin Arcola – Ripperdan – La Vina para atender a los pasajeros que intentan regresar a casa de Madera a La Vina después de sus citas en un plazo breve. El Condado de Madera (Conexión del Condado de Madera) realizará más encuestas a los pasajeros de esta ruta para comprender mejor sus necesidades específicas de transporte y sus patrones de viaje, a fin de garantizar que cualquier cambio futuro se ajuste a las preferencias actuales de los pasajeros.

Patricia Taylor
MCTC
Director Ejecutivo
2001 Howard Rd. Suite 201
Madera, CA 93637
(559) 675-0721
patricia@maderactc.org

2. **Para el año fiscal 2025-26 no hay necesidades de transporte público insatisfechas dentro de la jurisdicción de la ciudad de Chowchilla.**
3. **Para el año fiscal 2025-26 no hay necesidades de transporte público insatisfechas dentro de la jurisdicción de la Ciudad de Madera.**
4. **Maintain existing transit systems in Madera County: Madera Transit System (Madera Metro and Dial-A-Ride) in the City of Madera; Madera County Connection; Chowchilla Area Transit Express; Eastern Madera County Medical Escort Service; and Eastern Madera County Senior Bus**

El personal de MCTC y el SSTAC recomiendan que los sistemas de transporte público actuales sigan funcionando en el condado de Madera. Estos sistemas satisfacen la necesidad de servicios de transporte público en el condado.

Los sistemas existentes son:

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

El Madera Metro y el Madera Dial-A-Ride brindan servicios de transporte público que cubren toda la ciudad de Madera.

El Chowchilla Area Transit Express (CATX) proporciona servicios de transporte que cubren toda la ciudad de Chowchilla, así como Fairmead y la prisión estatal de Valley.

Madera County Connection (MCC) ofrece transporte interurbano desde Chowchilla, Fairmead, Madera, La Vina, Madera Ranchos y el este del condado de Madera hasta el Children's Hospital Central California, donde se puede hacer una conexión a Fresno a través del Fresno Area Express (FAX).

El Programa de Autobuses para Personas Mayores y el Servicio de Acompañamiento Médico ofrecen transporte a las comunidades del este del condado de Madera, incluyendo el servicio a Raymond. Este servicio se ofrece los miércoles de 8:30 a.m. a 4:30 p.m.

Sinceramente,

Frank Simonis, SSTAC Chair

**BEFORE
THE COMMISSIONERS OF THE
MADERA COUNTY TRANSPORTATION COMMISSION
COUNTY OF MADERA, STATE OF CALIFORNIA**

In the matter of
**FINDINGS OF THE FY 2025-26 UNMET
TRANSIT NEEDS HEARING**

Resolution No.: **25-03**

WHEREAS, The Madera County Transportation Commission (MCTC) is a Regional Transportation Planning Agency and a Metropolitan Planning Organization, pursuant to State and Federal designation; and

WHEREAS, The Madera County Transportation Commission adopted the following definitions by Resolution No. 25-03 for its Unmet Transit Needs process:

- A. **UNMET TRANSIT NEEDS**: An unmet transit need is an expressed or identified need that is not currently being met through existing public transportation services. An unmet transit need also is a need required to comply with the Americans with Disabilities Act (ADA).
- B. **REASONABLE TO MEET**: The term “reasonable to meet” shall apply to public or specialized transportation services that meet the following minimum criteria:
 1. **Feasibility**
 - The proposed service can be provided with available Transportation Development Act (TDA) funding and/or other funding sources (per State law, the lack of available resources shall not be the sole reason for finding that a transit need is not reasonable to meet per PUC § 99401.5 (c).
 - Sufficient ridership potential exists for new, expanded or revisited transit services.
 - The proposed transit service will be safe and comply with local, state and federal law.
 2. **Community Acceptance**
 - The proposed service has community support from the general public, community groups, and/or community leaders.
 3. **Benefit to Population**
 - The proposed transit service serves a significant number of residents where it is needed and would benefit the general public and/or senior and disabled persons as a whole.
 4. **Cost-Effective**

- The proposed transit service will not affect the ability of the overall system of the implementing agency or agencies to meet applicable transit system performance objectives or the State TDA farebox ratio requirement after any exemption(s) period(s) if the service is eligible for an exemption(s) per CCR 6633.2.
 - The proposed transit service, if implemented or funded, would not cause the responsible operator to incur expenditures in excess of the maximum amount of LTF, STA, FTA funds, and fare revenues and local support.
5. Consistent with Intent of Existing Transit Service(s)
- Once established, the proposed transit service will not abuse or obscure the intent of existing transit service(s).
 - The proposed transit need should be in conformance with the goals included in the Regional Transportation Plan/Sustainable Communities Strategy, and consistent with the intent of the goals of the adopted Short Range Transit Plan.

WHEREAS, The Madera County Transportation Commission has given consideration to the requirements pursuant to Public Utilities Code, Section 99401.5.; and

WHEREAS, The Madera County Transportation Commission has determined that there are no public transportation or specialized transportation services that are identified in the 2022 Regional Transportation Plan which are not being implemented and/or funded; and

WHEREAS, The Madera County Transportation Commission, pursuant to Public Utilities Code, Section 99401.5 has noticed and held a public hearing on April 23, 2025, to receive testimony on unmet public transportation needs; and

WHEREAS, The Madera County Transportation Commission has considered the testimony received at said hearing and through other methods of receiving public feedback pursuant to Public Utilities Code, Section 99238.5.

NOW, THEREFORE, LET IT BE RESOLVED, that the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2025/26 within the jurisdiction of the City of Madera, there are no unmet transit needs in FY 2025/26 within the jurisdiction of the City of Chowchilla, and that there are no unmet transit needs in FY 2025/26 within the jurisdiction of the County of Madera.

BE IT FURTHER RESOLVED, the Madera County Transportation Commission staff and the Social Service Transportation Advisory Council recommend the following:

1. That the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2025/26 within the jurisdiction of the County of Madera and that the following items be addressed during the upcoming fiscal year:
 - Testimony was received regarding the need for increased frequency or an adjusted bus schedule on the Eastin Arcola – Ripperdan - La Vina route to accommodate

riders trying to return home from Madera to La Vina after appointments within a short timeframe. The County of Madera (Madera County Connection) 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.

2. That the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2025/26 within the jurisdiction of the City of Chowchilla.
3. That the Madera County Transportation Commission finds that there are no unmet transit needs in FY 2025/26 within the jurisdiction of the City of Madera.
4. Maintain existing transit systems in Madera County: The Madera County Connection (MCC) provides inter-city transportation from Chowchilla, Fairmead, Madera, La Vina, Madera Ranchos and Eastern Madera County to Children's Hospital Central California where a connection can be made to Fresno via the Fresno Area Express (FAX) while the Senior Bus Program and the Medical Escort Service provide transportation to the Eastern Madera County Communities, Madera Metro and the Madera Dial-A-Ride provide transportation services that cover the entire City of Madera, and the Chowchilla Area Transit Express (CATX) provides transportation services that cover the entire City of Chowchilla as well as Valley State Prison.

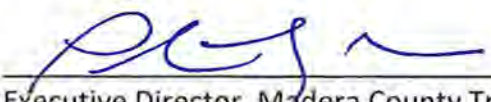
BE IT FURTHER RESOLVED, the Madera County Transportation Commission finds that the existing transit system meets a continuing transit need and it is reasonable to continue the funding for the existing transit systems.

The foregoing resolution was adopted this 21st day of May 2025 by the following vote:

Commissioner Rodriguez	Yes
Commissioner Poythress	Yes
Commissioner Ahmed	Yes
Commissioner Rogers	Yes
Commissioner Macaulay	Absent
Commissioner Zacharia	Yes
Commissioner Wamhoff	Yes



 Chair, Madera County Transportation Commission



 Executive Director, Madera County Transportation Commission