Unmet Transit Needs Comments with Social Services Transportation Advisory Council (SSTAC) Recommendations

FY 2024-2025

July 1, 2023 – April 24, 2024

1. **Comment Form – Mail:**
   Name: Fanny Sofia De La O – Madera
   Received: October 24, 2023
   *Answers translated from Spanish

   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: St. Agnes Community Hospital in Fresno. Above all for people over 60 like me. We need help*.

   Q3: Describe the transit improvements(s) you are requesting.
   A3: Metro (DAR) for hospital appointments in Fresno*.

   Q4: Do you feel safe using transit? Why or why not?
   A4: Yes, I haven't had any issues, and the drivers are very kind*.

   SSTAC Recommendation: Not an unmet transit need
   There are options to travel 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.

2. **Online Survey #1**
   Name: Anonymous
   Received: September 7, 2023
   *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: I want to save the schedules*.
   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: Not an unmet transit need
   There are many ways to access and save the schedules. They are available in hardcopy or for download on each agency's website.

3. **Online Survey #2**
   Name: Anonymous
   Received: September 9, 2023

   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: No.

   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: Yes, I never have problems when riding it.

   SSTAC Recommendation: None

4. **Online Survey #3**
   Name: Sarai Ortiz
   Received: February 14, 2024

   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 would if there was public transportation on Sundays, since that is the day the farm workers have off. The mayor attractions are the San Joaquin Church, Walmart, Lions Park*.

   Q3: Describe the transit improvements(s) you are requesting.
   A3: The last changes were good, maybe if the route would reach the train station, go by Camarena kids on Yosemite, by the fire station, the Toro Loco store, DDS or a stop by Country Club would have more ridership*.

   Q4: Do you feel safe using transit? Why or why not?
   A4: No, because of the waiting time, it can be more than 1 hour and then it won't come by. Perhaps if they had fixed schedules, even if they take 1 hour, but with the schedule set and update the schedules on-line, it will improve planning when to take the bus. Inside the bus there are no issues, the drivers are good drivers, and the use of seatbelts is also good*.

   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: Thank you, I took the bus for a long time, and I was waiting for the opportunity to share my thoughts, since there wasn't that option before*.

   SSTAC Recommendation: Not an unmet transit need
   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.

   St Joachim's Catholic Church, Camarena Kids, and Walmart are being served by the current fixed route system on Monday - Saturday.

5. **Online Survey #4**
   Name: Anonymous

Received: February 21, 2024

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: A connection to Merced, specifically to Merced Amtrak station

Q4: Do you feel safe using transit? Why or why not?
A4: In general, yes. Though I have not used Madera County services.

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: Please consider connections to Merced. Thank you!

SSTAC Recommendation: Not an unmet transit need
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.

6. **Online Survey #5**
   Name: Anonymous
   Received: March 1, 2024

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: (Respondent skipped this question)

Q3: Describe the transit improvements(s) you are requesting.
A3: Time punctuality for Madera Community College students.

Q4: Do you feel safe using transit? Why or why not?
A4: (Respondent skipped this question)

SSTAC Recommendation: None
The City values punctuality as a crucial aspect of a dependable and efficient transit system, a principle embraced by Madera Metro. Various reasons can cause a bus to run late, which would typically be categorized as an operational concern.

7. **Comment Form – In-person Workshop**
Name: Esther Cuevas V – La Vina
Received: March 1, 2024
*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: Camarena Health. There needs to be a returning bus after 1 pm because doctors take their time*.

Q3: Describe the transit improvements(s) you are requesting.
A3: At least three times per week to go to the doctor*.

Q4: Do you feel safe using transit? Why or why not?
A4: Always*.

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

8. **Comment Form – In-person Workshop**
Name: Bertha Garcia – La Vina
Received: March 1, 2024
*Answers translated from Spanish

Q1: Which systems do you most frequently use?
A1: La Vina, 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: There aren't buses that go directly to the hospital*.

Q3: Describe the transit improvements(s) you are requesting.
A3: Bus to come more days to per week and more frequently, like every half-hour. More stops in the City, more shelters, trash pick-up.*.

Q4: Do you feel safe using transit? Why or why not?
A4: No, the bus schedule makes me feel unsafe*.

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

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

9. **Comment Form – In-person Workshop**
Name: Guadalupe Nuñez – La Vina
Received: March 1, 2024
*Answers translated from Spanish

Q1: Which systems do you most frequently use?
A1: La Vina, 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: Connections to medical sites like Camarena, routes to the Madera College*.

Q3: Describe the transit improvements(s) you are requesting.
A3: Street lighting, sidewalks towards the store, electronic signage with bus schedule. Bus to come more often, more days, for more hours, and going to more places*.

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

A4: Yes*.

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

MCC and the Madera Metro have fixed routes to Madera College. 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.

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

SSTAC Recommendation: Unmet transit need, 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. 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.

10. **Comment Form – In-person Workshop**
Name: Lourdes Castillo – La Vina
Received: March 1, 2024
*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: MCC only arrives 3 times per week and I have to plan my trips.*.

Q3: Describe the transit improvements(s) you are requesting.
A3: MCC should arrive 4-5 times per week*.

Q4: Do you feel safe using transit? Why or why not?
A4: Yes*.

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

11. **Comment Form – In-person Workshop**
    Name: Armando Martes – La Vina
    Received: March 1, 2024
    *Answers translated from Spanish

    Q1: Which systems do you most frequently use?
    A1: Madera Metro, Metro Dial-A-Ride, Madera County Connection (MCC), MCC Madera Dial-A-Ride, MCC Chowchilla Dial-A-Ride

    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 La Vina*.

    Q3: Describe the transit improvements(s) you are requesting.
    A3: We need one bus stop at the La Vina Store*.

    Q4: Do you feel safe using transit? Why or why not?
    A4: Yes, very safe*.

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

12. **Comment Form – In-person Workshop**
    Name: Lidia Tinajero – La Vina
    Received: March 1, 2024
    *Answers translated from Spanish

    Q1: Which systems do you most frequently use?
    A1: Madera County Connection (MCC), 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: No*.

Q3: Describe the transit improvements(s) you are requesting.
A3: More days and more times per day. Everyday and every 3 hours*.

Q4: Do you feel safe using transit? Why or why not?
A4: Yes, it is comfortable and safe*.

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

13. Comment Form – In-person Workshop
Name: Catalina Ceja de Saldana – La Vina
Received: March 1, 2024
*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: Ave 9, (Casas de la Vina). That the bus comes over more times per week*.

Q3: Describe the transit improvements(s) you are requesting.
A3: Every day of the week. That the schedule is more accessible, more frequency*.

Q4: Do you feel safe using transit? Why or why not?
A4: Yes, the buses are comfortable, and the trip is safe*.

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

14. **Comment Form – In-person Workshop**
    Name: Ascencion Aguayo – La Vina
    Received: March 1, 2024
    *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: (Respondent skipped this question)

    Q3: Describe the transit improvements(s) you are requesting.
    A3: A bench on La Vina Street*.

    Q4: Do you feel safe using transit? Why or why not?
    A4: (Respondent skipped this question)

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

15. **Comment Form – In-person Workshop**
    Name: Lisbeth Lopez – La Vina
    Received: March 1, 2024
    *Answers translated from Spanish

    Q1: Which systems do you most frequently use?
    A1: Madera Metro, Other (Uber/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: To all the Camarena clinics since there is no hospital in Madera*.

    Q3: Describe the transit improvements(s) you are requesting.
    A3: For the bus to go to La Vina every day, at least twice per day. Install a shelter and bench*.

Q4: Do you feel safe using transit? Why or why not?
A4: Yes, I do feel safe since they provide a good service*.

SSTAC Recommendation: Not an unmet transit need
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.

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

16. Comment Form – Mail
Name: Cynthia Russell
Received: March 4, 2024

Q1: Which systems do you most frequently use?
A1: Madera Metro, Chowchilla Area Transit Express, Madera County Connection

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, I would like Chowchilla City Bus to run until 5PM with weekend service.

Q3: Describe the transit improvements(s) you are requesting.
A3: Chowchilla needs more drivers. One time there were no drivers available, and they canceled my trip.

Q4: Do you feel safe using transit? Why or why not?
A4: No, the driver XXX in Chowchilla drove with the door open twice and gave no explanation for it.

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

SSTAC Recommendation: None, operational concern
The City of Chowchilla has been experiencing staffing shortages, but a new part-time driver/dispatcher was hired and is being trained.

The driver in question was counseled and given a warning for driving with the door open. Unfortunately, from time to time there may be a passenger who carries an unpleasant odor; the driver drove with the doors open in an attempt to "air out" the bus. The City will provide deodorizers to help minimize the odor and drivers will not drive with the doors open again.

17. **Online Survey #6**
    Name: Anonymous
    Received: March 5, 2024

    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: Family member needs a ride on work days from Yosemite Ave to Valley Children's Hospital 8pm and pick up at 7am back to Yosemite Ave.

    Q3: Describe the transit improvements(s) you are requesting.
    A3: More availability on times for those working but unable to drive.

    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: My brother-in-law got a job at Valley Children's hospital, he is not a licensed driver, he needs transportation to and from work. Having affordable public transportation would be great.

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

18. **Online survey #7**
    Name: Anonymous
    Received: March 6, 2024

    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: None

Q3: Describe the transit improvements(s) you are requesting.
A3: May there please be a stop near Sherwood that the Madera college bus can pick us up and also have a more better time management.

Q4: Do you feel safe using transit? Why or why not?
A4: I feel safe.

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: Fix your stops.

SSTAC Recommendation: Not an unmet transit need
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.

19. Online Survey #8
Name: Anonymous
Received: March 12, 2024

Q1: Which systems do you most frequently use?
A1: Roads within Madera County and they are dangerous and a mess.

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 "bus" in EMC is empty every time I see it, so cut back or eliminate it and focus on safety and roads.

Q3: Describe the transit improvements(s) you are requesting.
A3: Safer main roads, as tired of reading about fatal accidents. What is the coordination and interaction that Co. can be taking with the State for some of these roads? Let's talk about fire escape roads and get them fixed. Don't ignore what is blatantly broken.

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: How about descent, safe roads for a start, as far more important than where dial a ride goes. Why are evacuation routes in Eastern Madera County not repaired and down to one lane? Address the real issues, please.

SSTAC Recommendation: None
Regarding empty buses at a specific location along a route, the nature of public transit is not for riders to get on and ride the entire route. They get on and off along the way. Therefore, there are points along the route where passengers have generally gotten off and others have not got on yet. These comments are appreciated, but they do not pertain to transit needs. They will be forwarded to the County of Madera's Public Works Department as the appropriate authority to address them, since it is responsible for road and traffic concerns.

20. Online Survey #9
Name: Anonymous
Received: March 12, 2024

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: (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)

SSTAC Recommendation: None

21. Virtual Workshop Comment
Name: Anonymous
Received: March 12, 2024

What we need in the mountains is medical transit to hospitals in Fresno, Madera, or Mariposa.

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

22. Online Survey #10
Name: Anonymous
Received: April 2, 2024
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: None, I don't use a bus.

Q3: Describe the transit improvements(s) you are requesting.
A3: Fix our roads, repair potholes countywide, repair 221 before it falls into the river, install or cause to be installed and maintained stop signs on all roads leading to Road 426, build sidewalks on Road 426 and the School Road. Sidewalks on SR 41 in Oakhurst.

Q4: Do you feel safe using transit? Why or why not?
A4: I do not use public transit.

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
These comments are appreciated, but they do not pertain to transit needs. They will be forwarded to the County of Madera's Public Works Department as the appropriate authority to address them, since it is responsible for road and traffic concerns.

23. Comment Letter – Mail
Name: Synergy Kauffman – North Fork
Received: April 5, 2024

A pick-up drop-off stop closer to Road 200 would be awesome. Like really near the fire station or maybe near the turn out.
Thank you,
Synergy Kauffman

SSTAC Recommendation: Unmet transit need, not reasonable to meet
There is not enough documented demand for a new stop that would add ten minutes or more to the route at this time.

24. Comment Letter – Mail
Name: Scott and Brenda McElroy – Madera Ranchos
Received: April 8, 2024
Thank you for this opportunity to share our requests and concerns. We've been Madera Ranchos residents for forty-four years and love the community. We want to see it be a safe and enjoyable place for generations to come. These are the issues we would like to see addressed:

1. The intersection at Avenue 12 and Hwy 41 needs double right turn lanes for cars turning right from Avenue 12 going onto south Hwy 41. This would keep the cars from backing up onto Avenue 12 and keep cars from illegally turning from the middle lane and causing issues with drivers unaware of their presence where they're not supposed to be there.

2. Drivers should not be able to turn left into Riverstone from westbound Avenue 12 unless there's a separate turn lane provided. Some of those streets have those little poles to block drivers from doing that, but Riverstone Blvd (I believe) has a double yellow but no barrier. Traffic suddenly stops, when someone decides to turn left over the double yellow at a point that people are not expecting. It is unsafe. Road 40 has a break in the double yellow, but no left turn lane which is also unsafe.

3. Our wonderful little street, XXXX Ave. (between XXX and XXX Way), has waited patiently to be cared for as many of our neighboring streets have been. There are many smooth roads that we love to ride our bikes on. XXXX is not one of them. It is really bad. Please consider putting it on the list for repaving in the near future.

Sincerely,

Scott and Brenda McElroy

SSTAC Recommendation: None
These comments are appreciated, but they do not pertain to transit needs. They will be forwarded to the County of Madera's Public Works Department as the appropriate authority to address them, since it is responsible for road and traffic concerns.

25. Public Hearing Comment – In person
Name: Cynthia Ortegon - Madera

Received: April 24, 2024

I'm with the City of Madera Transportation Advisory Board. I'm the chair. I'm also on the City of Madera ADA Advisory Board since 2006. I'm disabled and I come to meetings and I'm glad that this meeting is at 3:00pm because if I have a meeting at 5:00pm or later, the Dial-a-Ride bus can't pick me up and take me home because they stop picking people up at 5:30pm. So I know it's convenient for people who work and everything, but for the disabled community and seniors it is hard to be able to schedule rides for meetings held later in the evening. I was recently at our last Transportation Advisory meeting in January. The City did a workshop on micro-transportation, which is a door-to-door service, which would be like an Uber, and I am very excited about it. We have about 14 months to get this program going, which is a short period of time, because there's not a lot available in this area. There's not a lot of companies that have already established that work in the city and I'm hoping that the County will participate in this so the county people that live in the mountains and need to come down the mountain for services, will have a faster and more efficient ride. One of the things I found out doing some research on these micro projects they had a pilot program in LA. In LA they were charging each rider a $1 per ride and the City was paying $47 to that company for each ride. That was a lot of money and I know there was negotiations to be able to get that number down. For the amount of people that took the Madera Metro last year, which was about 68,000 and times that by $47, I got about $2M, mas y menos for that, and that's a lot of money. Madera is a little town, we don't have that many people and we don't have that much stuff. Transportation is very important for everybody in the town, in the city and the county especially. I go by where the County buses are parked on Almond, and I like to wave to the drivers there because they're really nice. I was concerned for them because it didn't look like they had a place to go inside and sit and get out of the sun. Their buses were sitting there in the heat, just getting hot. Then I found out, I went into the building, and I found out they do have a nice area for them to use the restrooms and get out of the sun and stuff. Even though their vans are sitting out there in the sun, there's no cover from the weather, the rain or anything. And I know that if we do incorporate this microtransit program, the Uber, then we need to install charging stations, solar farms, wind farms, something to generate that energy so it's not so costly to the City and the County. That's something we need to get going on if we have 14 months to do this. So, I'd like to really encourage the City and the County to work together on this program so that we have better transportation in the county.

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

26. Public Hearing Comment – Online
Name: Andrea Uribe, Leadership Counsel for Justice and Accountability
Received: April 24, 2024

I just wanted to say thank you for the workshop that was hosted in La Vina on March 1. I know a lot of community members had an opportunity to talk about their unmet needs there. I just wanted to highlight some of the things the community members talked about during that day. I think one of the biggest things that came up in conversation was safety and I know one of the questions from the survey was, "Do you feel safe using transit?" I'll just share a little excerpt from the meeting. At first most of the residents said 'yes, we feel safe riding the bus', because the residents were thinking mainly of their safety within the bus, like their route from Stop A to Stop B. Then we started talking about what it takes to get on the bus and make it back home and the conversation shifted. Residents brought out that they would like to have lighting at bus stops and on the pathways from their homes to the bus stop so that they could feel safe on their way to the bus stops. Additionally, one of the residents there shared a story of a time when one of her doctor's appointments ran late and she missed her bus back to La Vina and similar to what the person before me just said, there were no other buses that ran after that set time. And like I said also, she used an electric wheelchair to get along, and because of this, she wasn't able to just call a random taxi because she didn't know if they would be able to accommodate for her wheelchair. She also talked about how reception was spotty, and she couldn't just call an Uber or a Lyft because of not having reception, not having consistent access to data. She wasn't sure if these options would be ADA Compliant. So, I just wanted to point out that sometimes it's not that the residents are feeling scared or unsafe using public transit while they're on the bus, but they were scared to be stranded if they relied on the bus. I also think this just discourages people from using the bus in general and makes it seem like the necessity for public transport maybe isn't as needed in La Vina because the numbers of people using the bus aren't as high, but I think it's just that sometimes people aren't able to use it as much because they're not able to run their errands, or they're not able to feel ensured that they will be able to have a ride back home. And I just want to reiterate that safety is important outside of the physical bus driving and they need to feel safe while they are walking on their way to the bus stop and they need to be able to feel like they would be able to make it back home. With that being said, they also reiterated the need for more infrastructure at the bus stops, like a trash can, maybe a light or a way to show the bus schedule and if the bus is showing up on time or if it's running late and having additional route times and having the bus show up with more consistency.

SSTAC Recommendation: Unmet transit need, 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. 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.

SSTAC Recommendation: Not an unmet transit need

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

SSTAC Recommendation: Unmet transit need, not reasonable to meet

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.

27. Public Hearing Comment – Online
Name: Dan Metz, Oakhurst, Representing Sierra Citizens
Received: April 24, 2024

I'm not sure how much input you've had from the elderly and the disabled in the outlying areas, such as Oakhurst. We have a terrific community here of the elderly and the people who need rides to medical appointments, including into Fresno, primarily. I don't know what you can do about providing services of that type, but I'm also curious how much input you have received in total in your workshops, how many people participated. I'm also doubtful that you will have much input from the elderly or the disabled in the eastern county and the outlying areas without access to internet.

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

The final Unmet Transit Needs Analysis and Recommendations Report, scheduled for release in June 2024, will include a comprehensive overview of the entire unmet transit needs process for FY 2024-25. This will include details on outreach and advertising efforts, workshop participation, and all comments received.