FINAL 2020/21 Unmet Transit Needs Analysis Report

Adopted by Resolution 19-43
June 17, 2020
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Executive Summary

Each year, in accordance with the California Transportation Development Act (TDA), the Stanislaus Council of Governments (StanCOG), as the Regional Transportation Planning Agency (RTPA) and Metropolitan Planning Organization (MPO) for the Stanislaus Region, is required to identify any Unmet Transit Needs (UTNs) that may exist in the region. Should any UTNs be identified, a further determination must be made to establish whether or not those needs are reasonable to meet. In accordance with state law, TDA funds must be allocated to any UTN found to be Reasonable To Meet, before any remaining funds can be allocated to local jurisdictions for non-transit purposes. At a minimum, the annual UTN process requires StanCOG to do the following:

1. Maintain a Social Services Transportation Advisory Council (SSTAC) to participate in the identification of any UTNs and 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:
   - One representative of potential transit users who is 60 years of age or older.
   - One representative of potential transit users who has a disability.
   - Two representatives of the local service providers for seniors, including one representative of a social service transportation provider if one exists.
   - Two representatives of local social service providers for those with disabilities, including one representative of a social service transportation provider, if one exists.
   - One representative of a local social service provider for persons of limited means.
   - Two representatives from the local Consolidated Transportation Services Agency (CTSA), 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 Policy Board to determine definitions for both UTN and Reasonable to Meet and revise them every 5 years.

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 UTNs.

5. Meet with SSTAC members to identify potential UTNs and analyze those transit needs using the Policy Board’s adopted definitions of UTN and Reasonable to Meet. As part of the Reasonable to Meet determination, StanCOG staff and the SSTAC must consider whether or not a transit operator can reasonably accommodate an unmet need and still maintain the required fare box ratio established under the TDA.

6. Adopt, by resolution, a finding regarding transit needs that may be reasonable to meet. The Policy Board makes one of the following three possible findings:
   - There are no Unmet Transit Needs; or
   - There are no Unmet Transit Needs that are Reasonable to Meet; or
   - There are Unmet Transit Needs that are Reasonable to Meet.
If it is found that there are UTNs that are Reasonable to Meet, then those transit needs must be met before any TDA funds can be allocated for non-transit purposes.
Acknowledgements

StanCOG staff would like to acknowledge the hard work and support provided by the following members of the SSTAC, who participated in the development and adoption of the findings contained in this report:

Stacie Morales, Chairman
Lilian Castigliano, Vice-Chair
Adam Barth
Carla Strong
Mohammed Rashid

Staff would also like to acknowledge the coordination, outreach assistance and information provided by the following individuals:

Fred Cavanah, City of Ceres
Adam Barth, City of Modesto
Annette Borelli, Stanislaus County
Wayne York, City of Turlock
Hayley Vieyra, MOVE Stanislaus
Introduction

This is the Fiscal Year (FY) 2020/21 Unmet Transit Needs (UTN) Identification and Analysis Report that has been prepared for the StanCOG Policy Board’s adoption. This report has also been reviewed by the Social Services Transportation Advisory Council (SSTAC), the Citizens Advisory Committee (CAC), the Technical Advisory Committee (TAC), and the Management and Finance Committee (MFC) in order to provide additional comments to the Policy Board prior to the document’s adoption.

The following report outlines the annual UTN assessment process and provides StanCOG’s analysis of potential UTNs that were identified during this year’s assessment.

Summary of Findings for the FY 2020/21 UTN Assessment

On June 17, 2020 the StanCOG Policy Board adopted by Resolution 19-43, approving this report with a finding, that for FY 2020/2021:

There are no Unmet Transit Needs that are Reasonable to Meet.

A public hearing was held to gather public comments regarding potential UTNs in the Stanislaus Region on April 14, 2020. The meeting was conducted via teleconference due to the COVID-19 stay at home order. Additionally, extensive public outreach was conducted during the 2020/21 UTN assessment to encourage public participation during the process. The outreach activities are described below:

- **6 Public Outreach Workshops:**
  - Ceres Whitmore Oak Apartments, November 20, 2019
  - Newman McConnell Adult Education, December 4, 2019
  - Riverbank Community Center, December 5, 2019
  - Turlock Salvation Army, December 10, 2019
  - Salida Hospitality Center, December 11, 2019
  - Ralston Tower Apartments (Modesto), January 17, 2020

- **Presentations during StanCOG’s standing committees, November 2019 through February 2020**

- **Flyers distribution (English and Spanish) to:**
  - StanCOG standing committees
  - Local transit operators to display on fixed route buses and dial a ride vehicles
  - Senior centers, partner agencies, and community-based organizations
• **Public Survey (English and Spanish):**
  
  o A web-based survey was made available from November 1, 2019 through April 15, 2020 on StanCOG’s website and Facebook page.
  
  o A Quick Response (QR) code was shared with the StanCOG standing committees, Policy Board, StanCOG Facebook page and with the transit agencies in the region to permit access to the survey via smartphone in English and Spanish.

• **Public Comment Form:**
  
  o A comment form that is accessible through the StanCOG website year-round was shared with the StanCOG standing committees, Policy Board, partnered agencies and with the transit agencies in the region.

• **Outreach through Social Media:**
  
  o Staff published all of the outreach locations, dates, and times on StanCOG’s website and Facebook account and shared them with the local transit operators and partner agencies for further distribution.

• **Public Notice and Comment Period:**
  
  o A Public Notice was published in the local newspapers the week of February 10, 2020.
  
  o The public comment period began February 19, 2020 and concluded April 15, 2020 at 4:00PM.

• **Public Hearing:**
  
  o Due to the COVID 19 stay at home order, the public hearing was held via conference call on April 14, 2020 from 11:00 AM – 12:00 PM.

**Comments Received**

The public comment period for the FY 2020/21 UTN process ended on April 15, 2020 at 4:00 pm, and staff analyzed a total of 71 comments provided during this assessment period. Four of the comments received met the StanCOG Policy Board’s adopted definition of a UTN; however, none satisfy the definition of Reasonable to Meet as established by the California Department of Transportation and the StanCOG Policy Board.

Three of the public comments determined to meet the standard of an unmet need were related to Ceres Area Transit bringing service back to the Whitmore Oaks Senior Apartments:

- **Bring back bus service that used to be in front of the Whitmore Oaks Senior Apartments.**
- **Request for the fixed route bus stop in front of K-Mart to be moved between Kmart and Whitmore Oaks Apartments**
- **Bring back the bus service to Seniors in the Whitmore Oak apartments. The closest stop is now almost a mile and it’s too long for many seniors to walk there.**
StanCOG staff analyzed the comments against the adopted definitions and concluded that these requests are not reasonable for the transit system to meet. The StanCOG Policy Board’s adopted definition for reasonable to meet states that any service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the system-wide farebox recovery ratio performance standards. Previous fixed route services in these areas resulted in low ridership and were eliminated in an effort to preserve Ceres Transit. Therefore, these comments are not reasonable to meet per the StanCOG Policy Board’s adopted definitions as it would cause failure of the system to meet performance criteria. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist individuals when public transit cannot meet their needs.

The fourth public comment, which was also determined to meet the standard of an unmet need, was from a resident in Oakdale outside the service boundary:

- *I live in east Oakdale and dial-a-ride and east side shuttle both say I am too far out for them to help me. I am an amputee and need transportation to get to the doctor, post office, store and visit family/friends.*

Through the analysis of this need, StanCOG determined that this request is not reasonable for the transit system to meet. Pursuant to the StanCOG Policy Board’s adopted definition for reasonable to meet, any service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the system-wide performance standards. At present, there is insufficient potential ridership in this sparsely populated area to adequately support new service; therefore, this is not reasonable to meet per the StanCOG Policy Board's adopted definitions. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist qualified individuals when public transit cannot meet their needs.

An analysis of all the comments received during the FY 2020/2021 UTN assessment period can be found in Table 14.

**UTN Process**

The UTN process became an annual focus for transportation planning agencies in 1978, when the TDA was amended to require a specific finding that there are no UTNs that are Reasonable to Meet prior to local TDA funds being allocated for any non-transit purposes. In response to this requirement, StanCOG has conducted public outreach to identify transit needs and to determine reasonableness of funding any new or alternative services every year. As required by TDA, the definitions for a UTN and Reasonable to Meet were last amended by the Policy Board on October 23, 2019, through Resolution 19-14.

**StanCOG’s Adopted UTN Process**

In accordance with the California Public Utilities Code Section 99401.5, and as part of the transportation planning process, StanCOG must annually identify the transit needs of the jurisdictions within Stanislaus County, including:

- An assessment of the size and location of identifiable groups likely to be transit dependent
or transit disadvantaged, including but not limited to, the elderly, those with disabilities (including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the federal Americans with Disabilities Act of 1990, as amended (42 U.S.C. Sec. 12101, et seq.))), and persons of limited means, including, but not limited to, recipients under the CalWORKs program.

- An analysis of the adequacy of existing public transportation services and specialized transportation services, including privately and publicly provided services necessary to meet the plan prepared pursuant to Section 12143(c)(7) of Title 42 of the United States Code, in meeting the transit demand identified above.
- An analysis of the potential alternative public transportation services, specialized transportation services, and service improvements that would meet all or part of the transit demand.
- 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 of the Public Utilities Code. This analysis is only required, however, upon receipt by the transportation planning agency of an interested party identifying a potential need.

As part of the ongoing planning process, StanCOG will continue to consult with and consider the recommendations from the SSTAC satisfying a requirement of Public Utilities Code Section 99238.5. All counties eligible for other purpose funding under TDA Article 8 are required to have a process of citizen participation utilizing SSTAC to hear the transit needs of transit dependent or disadvantaged persons. PUC Section 99238.5(a) requires this process provide for at least one public hearing annually whether or not any Article 8 claims are actually filed. StanCOG staff will continue to provide support and technical assistance to the SSTAC in their evaluations of all comments received and SSTAC recommendations will be reflected in the report to the Policy Board. In addition, the Citizens Advisory Committee (CAC) and the Technical Advisory Committee (TAC) are encouraged to submit comments and recommendations to the StanCOG Policy Board regarding how identified needs can be met, whether it is reasonable to do so, and what steps are already being taken. At their own discretion, the CAC, TAC, and MFC may comment on the Unmet Transit Needs report or may make separate recommendations to the StanCOG Policy Board.

As part of this process, the StanCOG Policy Board shall hold at least one public hearing to receive testimony regarding potential UTNs in each annual report cycle. This shall not be at the same meeting at which the UTN finding is made. StanCOG may conduct a second public hearing, following staff analysis, before making its final determinations with respect to UTNs and Reasonable to Meet. (Potential UTNs heard for the first time at the second public hearing need not be analyzed or acted upon the same year, though, if not acted upon, they shall be acted upon in the subsequent year.) The notice of each hearing, including the date, place, and specific purpose of the hearing shall be given at least 30 days in advance through publication in one or more newspapers of general circulation, including in Spanish. Additionally, StanCOG shall send written notification to those persons and organizations that have indicated, through the StanCOG citizen participation process or any other source of information, an interest in the subject of the hearing.
All UTN comments received either through the year or at public hearings shall be presented to the SSTAC. These comments may be submitted through the StanCOG website form, by email, in writing, in person, or by hearing testimony, as is consistent with the StanCOG Public Participation Plan.

It is important to note that StanCOG recognizes that not all transit desires can or should be met. Comments that are deemed to be operational issues rather than UTNs shall be referred to the appropriate transit operator for further investigation or action as warranted. An operational issue is defined as any transit comment, complaint, or issue which may have merit but does not rise to the level of (meet the definition of) a UTN.

The StanCOG Policy Board approved process provides specific direction for several of the required steps:

- The list of all transit issues identified at the UTN public hearing shall be presented to the SSTAC committee. As part of that presentation, staff shall identify those issues that in staff’s opinion are minor operational issues believed not to merit further review. The remaining issues shall be discussed before the SSTAC, including a brief analysis. This analysis shall be the foundation for the analysis within the draft Report. The Policy Board shall be provided recommendations of UTNs from the SSTAC and staff.

- Public testimony received at the required hearing shall be compiled and evaluated by staff, based upon recommendations received from the SSTAC.

- StanCOG staff shall prepare a written analysis of potential UTNs, which have been identified and shall then recommend to the Policy Board if each issue raised is a UTN in accordance with the adopted definition.

- The Policy Board shall then determine if UTNs exist based on staff recommendations and the adopted definition and specifically identify such needs if they are determined to exist. Once StanCOG has determined that a request is a UTN, it shall determine whether it is Reasonable to Meet. For each UTN identified, staff shall recommend, based on the adopted definition and comments received, if it is Reasonable to Meet or not, and identify any steps that are already being taken to meet the need. The StanCOG Policy Board may make its determination regarding Reasonable to Meet at the same meeting at which the finding of specific UTNs is made or may make this determination at a subsequent meeting.

- If a UTN is determined by StanCOG to be Reasonable to Meet, then the UTN shall be funded before any allocation is made for Article 8 Other Claims within the County. Accordingly, the Transit Cost Sharing Committee may recommend, as a part of the Transit Cost Sharing process, to the Policy Board which transit operator should provide the service. The operator’s TDA claim shall document how the UTN is to be funded.

- Where a UTN is found to be Reasonable to Meet, the operator responsible to meet that need may track the productivity of the new service for a 6-month period after it is initiated to determine whether the identified need appears Reasonable to Meet. If the ridership during the first 6 months is too low to indicate that it is meeting a reasonable transit need, the operator may request that it begin the process of overturning the Reasonable to Meet finding. The operator shall document to the SSTAC that the service is not receiving acceptable levels of ridership and that it has acceptably marketed the service. If the SSTAC
agrees with the request of the operator, the operator may request the Policy Board reverse its Reasonable to Meet findings.

As with any transit planning activity, the UTN process should evolve over time in response to changing local conditions, including growth. The StanCOG Policy Board requires that the UTN process and associated definitions be reviewed comprehensively by StanCOG, the SSTAC, and other interested parties at least once every five years.

Definition of Unmet Transit Need

A UTN is a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented. UTNs include, but are not necessarily limited to, needs for traditional fixed-route transit, curb-to-curb or door-to-door paratransit service, and “door-through-door” service (trips that originate inside a building or residence and terminate inside a destination building or residence), as long as some portion of the trip is taken via a motorized vehicle having four or more wheels and operated by a professional or volunteer driver whose primary purpose is to transport individuals or groups of individuals over public rights of way. UTNs include “specialized services” that provide transportation tailored to the unique needs of the individual being served in a manner that exceeds the level of service described in the literature published by the city or county entity that provides traditional fixed-route or paratransit service to the area in which the UTN is thought to exist. Potential transit needs may be identified by community members or through a local or regional planning process. Although some services may be restricted or give priority to traditionally transit-dependent populations (such as elderly, youths, persons with disabilities, or low-income persons), all eligible users should have equivalent access or opportunity to use the service. At a minimum, this may include requests for transportation services which are identified through the annual TDA UTN hearing, by the SSTAC, in the Regional Transportation Plan, in the Short-Range Transit Plan of any transit operator, in any study of UTNs prepared or formally accepted by the StanCOG Policy Board, or in a compliance plan for the Americans with Disabilities Act (ADA) as prepared by any public or private entity. UTNs are not:

1. Trips, which would duplicate transportation services.
2. A need for transportation services beyond the fiscal year under consideration.

Definition of Reasonable to Meet

An identified UTN will be determined to be Reasonable to Meet if it is demonstrated, to the satisfaction of the StanCOG Policy Board, that the transit need can be met within the following performance and financial standards:

1. Any new service developed to meet a UTN shall achieve at least 50% of the systemwide performance standards, as found in the Transit Cost Sharing Procedures adopted by the StanCOG Policy Board, except in the case of an extension of service determined to be a necessary lifeline service for transit dependent population.

   a. A lifeline service is defined as a service necessary to access community services
within Stanislaus County that are needed to sustain an individual’s physical and mental health, as determined by StanCOG Policy Board.

2. Any new service developed to meet a UTN shall not cause the system of which it is a part to fail to meet the systemwide performance standards.

3. Any new service developed to meet a UTN will not require the expenditure of more LTF than available to the jurisdiction for transit.

4. Any new specialized service would be required to meet TDA requirements and be eligible for LTF funding under article 4 “Claims for Funds,” Article 4.5 “Claims for Community Transit Services,” or Article 8 “Other Claims for Funds.”

5. A UTN that requires specialized service will not reduce the amount of TDA funding needed by a City or County to continue to provide public transit services unless determined otherwise by the StanCOG Policy Board, as demonstrated by their approval of claims submitted under article 4.5 “Claims for Community Transit Services” of the TDA.

The determination of whether a UTN is Reasonable to Meet shall take into account as appropriate:

- If the time period needed to implement the required corrective action (e.g. major purchases, planning requirement) is greater than one year, a UTN may be declared not Reasonable to Meet. However, the funding must be delegated for actions necessary during the ensuing fiscal year to meet the UTN during the following fiscal year. A UTN shall not be determined unreasonable to meet more than once on these grounds.

- The fact that an identified transit need cannot be fully met based on available resources shall not be the sole reason for a finding that a transit need is not Reasonable to Meet.

- StanCOG’s Policy Board determination of needs that are Reasonable to Meet shall not be made by comparing UTNs with the need for streets and roads.

Social Services Transportation Advisory Council (SSTAC)

As previously identified, TDA regulations require StanCOG to annually consult with the 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 services transportation advisory council shall have the following responsibilities:

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

(2) Annually review and recommend action by the transportation planning agency for the area within the jurisdiction of the council which finds, by resolution, that (A) there are no unmet transit needs, (B) there are no unmet transit needs that are reasonable to meet, or (C) there are unmet transit needs, including needs that are reasonable to meet.
(3) Advise the transportation planning agency on any other major transit issues, including the coordination and consolidation of specialized transportation services. In accordance with these TDA requirements, StanCOG works with the SSTAC and meets with members on a monthly basis to identify and analyze any potential UTNs based upon the Policy Board’s adopted definitions of UTN and RTM. Upon completion of the annual UTN assessment, both staff and the SSTAC further recommend a finding to the Policy Board that:

- There are no Unmet Transit Needs; or
- There are no Unmet Transit Needs which are Reasonable to Meet; or
- There are Unmet Transit Needs including needs which are Reasonable to Meet.

If the Policy Board determines that a UTN is Reasonable to Meet, then that transit need must be funded prior to any allocations being made for other purposes within the region. Additionally, where a UTN is found to be Reasonable to Meet, the Transit Cost Sharing Committee may recommend to the Policy Board which transit operator should provide the service. The transit operator’s TDA claim shall document how the UTN will be funded.

Existing Conditions

In accordance with California Public Utilities Code Section 99401.5(b), the following sections provide analysis of the transit needs in the region.

Size and Location of Groups Likely to be Transit Dependent

During each year’s UTN assessment process, StanCOG must evaluate the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including, but not limited to: elderly, people with disabilities (including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code ADA of 1990 (42 U.S.C. Sec. 12101, et seq.)), and persons of limited means, including, but not limited to, recipients under the CalWORK’s program. Utilizing data from the 2014-2018 American Communities Survey (ACS) 5-year estimate, the following sections identify the size and location of population groups likely to be transit dependent.

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

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

According to the 2018 ACS, Stanislaus County’s current population is 539,301. There are 9 incorporated cities in Stanislaus County. As identified in Table 1, the City of Modesto is the largest incorporated city in Stanislaus County, accounting for 39.2% of the County’s total population. The City of Turlock is the second largest city, accounting for 13.4% of Stanislaus County’s total population, followed by the City of Ceres, which accounts for 8.9% of the County’s total population.

Table 1 also provides a population total for Stanislaus County’s 22 unincorporated communities, which combined, account for 20.7% of the County’s total population. Table 1 and Figure 1 illustrate the current population breakdown for Stanislaus County.

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Population</th>
<th>Percent of County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceres</td>
<td>47,975</td>
<td>8.9%</td>
</tr>
<tr>
<td>Hughson</td>
<td>7,370</td>
<td>1.4%</td>
</tr>
<tr>
<td>Modesto</td>
<td>211,336</td>
<td>39.2%</td>
</tr>
<tr>
<td>Newman</td>
<td>11,119</td>
<td>2.1%</td>
</tr>
<tr>
<td>Oakdale</td>
<td>22,599</td>
<td>4.2%</td>
</tr>
<tr>
<td>Patterson</td>
<td>21,783</td>
<td>4.0%</td>
</tr>
<tr>
<td>Riverbank</td>
<td>24,237</td>
<td>4.5%</td>
</tr>
<tr>
<td>Turlock</td>
<td>72,335</td>
<td>13.4%</td>
</tr>
<tr>
<td>Waterford</td>
<td>8,823</td>
<td>1.6%</td>
</tr>
<tr>
<td>Unincorporated Communities</td>
<td>111,724</td>
<td>20.7%</td>
</tr>
<tr>
<td>Total</td>
<td>539,301</td>
<td>100%</td>
</tr>
</tbody>
</table>

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

**Figure 1: Stanislaus County Population**

*Source: U.S. Census Bureau, 2014-2018 ACS (Table B01001)*
Assessing Transit Dependency by Age

The TDA identifies elderly populations to be potentially transit dependent. For the purposes of this section’s analysis, individuals considered to be elderly are people age 65 years or older. According to 2018 U.S. Census estimates, there are 67,770 people identified as elderly in Stanislaus County, accounting for 12.6% of the County’s total population. The heaviest concentrations of elderly populations are in Stanislaus County cities with transit systems: 29,261 in Modesto, 9,425 in Turlock, and 4,487 in Ceres. Table 2 and Figure 2 break down the Stanislaus County population 65 years or older.

Table 2: Population over 65 in Stanislaus County

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Population</th>
<th>Population over 65 by Jurisdiction</th>
<th>Percent of Jurisdiction population over 65</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceres</td>
<td>47,975</td>
<td>4,487</td>
<td>9.4%</td>
</tr>
<tr>
<td>Hughson</td>
<td>7,370</td>
<td>980</td>
<td>13.3%</td>
</tr>
<tr>
<td>Modesto</td>
<td>211,336</td>
<td>29,261</td>
<td>13.8%</td>
</tr>
<tr>
<td>Newman</td>
<td>11,119</td>
<td>1,191</td>
<td>10.7%</td>
</tr>
<tr>
<td>Oakdale</td>
<td>22,599</td>
<td>2,875</td>
<td>12.7%</td>
</tr>
<tr>
<td>Patterson</td>
<td>21,783</td>
<td>2,037</td>
<td>9.4%</td>
</tr>
<tr>
<td>Riverbank</td>
<td>24,237</td>
<td>2,614</td>
<td>10.8%</td>
</tr>
<tr>
<td>Turlock</td>
<td>72,335</td>
<td>9,425</td>
<td>13.0%</td>
</tr>
<tr>
<td>Waterford</td>
<td>8,823</td>
<td>842</td>
<td>9.5%</td>
</tr>
<tr>
<td>Unincorporated Communities</td>
<td>111,724</td>
<td>14,058</td>
<td>12.6%</td>
</tr>
<tr>
<td>County Wide</td>
<td>539,301</td>
<td>67,770</td>
<td>12.6%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2014-2018 ACS (Table S0103)

Figure 2: Population over 65

Source: U.S. Census Bureau, 2014-2018 ACS (Table S0103)
Assessing Transit Dependency by Disability

Persons defined as having a disability are considered part of the civilian non-institutionalized population. It is estimated that approximately 13.2% (70,933) of the population within Stanislaus County are living with a disability, 30,397 of whom live in Modesto; while another 9,532 live in Turlock and 6,045 live in Ceres.

Table 3 and Figure 3 provide a breakdown of persons living with disabilities by jurisdiction in Stanislaus County.

### Table 3: Disabled Population in Stanislaus County

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Population</th>
<th>Disabled Population by Jurisdiction</th>
<th>Percent of Jurisdiction Population that is Disabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceres</td>
<td>47,975</td>
<td>6,045</td>
<td>12.6%</td>
</tr>
<tr>
<td>Hughson</td>
<td>7,370</td>
<td>938</td>
<td>12.7%</td>
</tr>
<tr>
<td>Modesto</td>
<td>211,336</td>
<td>30,397</td>
<td>14.4%</td>
</tr>
<tr>
<td>Newman</td>
<td>11,119</td>
<td>1,383</td>
<td>12.4%</td>
</tr>
<tr>
<td>Oakdale</td>
<td>22,599</td>
<td>2,328</td>
<td>10.3%</td>
</tr>
<tr>
<td>Patterson</td>
<td>21,783</td>
<td>1,804</td>
<td>8.3%</td>
</tr>
<tr>
<td>Riverbank</td>
<td>24,237</td>
<td>2,388</td>
<td>9.9%</td>
</tr>
<tr>
<td>Turlock</td>
<td>72,335</td>
<td>9,532</td>
<td>13.2%</td>
</tr>
<tr>
<td>Waterford</td>
<td>8,823</td>
<td>1,114</td>
<td>12.6%</td>
</tr>
<tr>
<td>Unincorporated Communities</td>
<td>111,724</td>
<td>15,004</td>
<td>13.4%</td>
</tr>
<tr>
<td>County Wide</td>
<td>539,301</td>
<td>70,933</td>
<td>13.2%</td>
</tr>
</tbody>
</table>

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

**Figure 3: Disabled Population**

*Source: U.S. Census Bureau, 2014-2018 ACS (Table S1810)*
Assessing Transit Dependency by Income (Persons of Limited Means)

The 2018 U.S. Census provides an estimated breakdown of individuals in Stanislaus County whose income was determined to be considered persons of limited means. The ACS data estimates that as of 2018, approximately 16.0% (86,066) of Stanislaus County’s population was identified as being a person with limited means. Modesto and Turlock are the cities that have the largest populations of persons with limited means, accounting for 33,339 and 11,736 respectively. Table 4 and Figure 4 further breakdown the estimated population of persons considered to be of limited means within Stanislaus County.

Table 4: Persons of Limited Means in Stanislaus County

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Population</th>
<th>Persons of limited means by Jurisdiction</th>
<th>Percent of Jurisdiction Population that are Persons of limited means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceres</td>
<td>47,975</td>
<td>7,329</td>
<td>15.3%</td>
</tr>
<tr>
<td>Hughson</td>
<td>7,370</td>
<td>774</td>
<td>10.5%</td>
</tr>
<tr>
<td>Modesto</td>
<td>211,336</td>
<td>33,339</td>
<td>15.8%</td>
</tr>
<tr>
<td>Newman</td>
<td>11,119</td>
<td>1,006</td>
<td>9.0%</td>
</tr>
<tr>
<td>Oakdale</td>
<td>22,599</td>
<td>3,144</td>
<td>13.9%</td>
</tr>
<tr>
<td>Patterson</td>
<td>21,783</td>
<td>3,198</td>
<td>14.7%</td>
</tr>
<tr>
<td>Riverbank</td>
<td>24,237</td>
<td>2,543</td>
<td>10.5%</td>
</tr>
<tr>
<td>Turlock</td>
<td>72,335</td>
<td>11,736</td>
<td>16.2%</td>
</tr>
<tr>
<td>Waterford</td>
<td>8,823</td>
<td>1,838</td>
<td>20.8%</td>
</tr>
<tr>
<td>Unincorporated Communities</td>
<td>111,724</td>
<td>21,159</td>
<td>18.9%</td>
</tr>
<tr>
<td>County Wide</td>
<td>539,301</td>
<td>86,066</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2014-2018 ACS (Table B17001)

Figure 4: Persons of Limited Means

Source: U.S. Census Bureau, 2014-2018 ACS (Table B17001)
Transit Dependent Census Tracts

Figure 5 identifies the census tracts that have a higher probability of having populations that are transit dependent. The census tracts with populations in the top 25 percent of each dataset (senior population, population of persons with a disability, and persons of limited means) were used to determine the areas that were more likely to contain transit dependent populations.

**Figure 5: Map of Transit Dependent Population**

As presented in Figure 5, census tracts that are more likely to contain the most transit-dependent populations are in the more urbanized cities of Modesto, Ceres, and Turlock. The less urbanized areas also likely to contain the most transit dependent populations are the unincorporated areas around Hughson and northeast of Oakdale.

StanCOG 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 Stanislaus County.
Analysis of Transportation Services in Stanislaus County

At present, the Stanislaus Region’s public transit services are provided by four transit operators:

1. City of Ceres – Ceres Area Transit (CAT) and Ceres Dial-A-Ride (CDAR)
2. City of Modesto – Modesto Area Express (MAX) and Modesto Area Dial-A-Ride (MADAR)
4. City of Turlock – Turlock Transit and Dial-A-Ride

The following sections briefly describe the service area, routes, and general operations of the four public transit systems listed above.

CERES AREA TRANSIT (CAT)

On February 11, 2020 Ceres City Council made the decision to turn operations over to the City of Modesto. This decision came as the city struggled to maintain a ridership and continued to see a decline in ridership. Ceres Area Transit will merge with Modesto Area Express as of July 2020.

Currently, the City of Ceres operates its Ceres Area Transit (CAT) and Ceres Dial-A-Ride (CDAR) systems. Combined, these two systems cover the City of Ceres and some unincorporated areas of Stanislaus County to the North, South, East, and West of the Ceres city limits.

CAT operates one fixed route Monday through Friday, 6:00 a.m. to 6:00 p.m.

CDAR is restricted to seniors and persons with disabilities and operates one bus at a time during the weekday and on weekends. CDAR operate from 6:00 a.m. to 6:00 p.m. on weekdays, 10:00 a.m. to 6:00 p.m. on Saturdays, and 8:00 a.m. to 3:00 p.m. on Sundays.

Apart from serving the City of Ceres, transfers to MAX, MADAR, and StaRT can be made at the intersection of Hatch and Herndon Roads.

Table 5 identifies the service area for CAT and CDAR, and Table 6 identifies CAT and CDAR fares.
### Table 5: CAT / CDAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Average Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAT</td>
<td>Route A</td>
<td>Monday-Friday</td>
<td>6:00AM - 6:00PM</td>
<td>1 Hr</td>
<td>Hatch Rd./ Herndon Rd./ Richland Rd./ Food4Less/ 6th St./ Magnolia St./ CVHS/ 5th St./ North St./ Mitchell Rd./ Central Rd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Saturday</td>
<td>10:00AM - 6:00PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sunday</td>
<td>8:00 AM - 3:00PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CDAR</td>
<td>Dial-a-Ride</td>
<td>Monday-Friday</td>
<td>6:00AM - 6:00PM</td>
<td>Average ride is about 20 min</td>
<td>City of Ceres and other unincorporated areas, with western borders at Ustick Rd., between Whitmore Rd. and Service Rd., Herndon Rd./Morgan Rd., eastern borders at Faith Home Rd., a northern border at the Tuolumne River, and southern borders at Grayson Rd./Redwood Rd.</td>
</tr>
</tbody>
</table>

*Source: Ceres Area Transit, Published 2016*

### Table 6 CAT/CDAR Fares

<table>
<thead>
<tr>
<th>Service</th>
<th>Single Fare</th>
<th>10-Rides</th>
<th>$10 Fast Fares</th>
<th>31-Day Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAT</td>
<td>$1.50</td>
<td>$15.00</td>
<td>Good for $10 worth of rides for CAT and/or CDAR</td>
<td>$39</td>
</tr>
<tr>
<td>CDAR</td>
<td>$3.00</td>
<td>$30.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Two children ages 5 or younger ride free with one paying adult

*Source: Ceres Area Transit, Published 2016*
Figure 10 provides the CAT and CDAR fixed route.

**Figure 6: CAT / CDAR Fixed Route**

Source: Ceres Area Transit, Published 2016
MODESTO AREA EXPRESS (MAX)

The City of Modesto operates both Modesto Area Express (MAX) and Modesto Dial-A-Ride (MADAR), which currently serves the City of Modesto and other areas outside the city limits. MAX provides 17 urban bus routes Monday through Friday, beginning as early as 5:00 a.m. and ending generally at 11:00 p.m. MAX weekend service is provided as early as 7:00 a.m. and runs as late at 10:00 p.m. MAX provides a Sunday service that operates from 8:45 a.m. to 8:15 p.m. In addition to the urban routes, MAX provides weekday morning and evening commuter routes to and from the Dublin/Pleasanton Bay Area Rapid Transit (BART) Station and Manteca/Lathrop Altamont Commuter Express (ACE) train station.

The MADAR system operates as a senior/disabled paratransit service to satisfy the Americans with Disabilities Act (ADA) for the City of Modesto transit system. MADAR operates from 4:45 a.m. to 11:00 p.m. Monday through Friday, 7:15 a.m. to 9:00 p.m. on Saturday, and 8:00 a.m. to 8:15 p.m. on Sunday.

Table 7 identifies the services provided by both the MAX and MADAR systems.

Table 8 identifies MAX current fares.

Table 7: MAX / MADAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Avg. Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>Route 21</td>
<td>Mon - Fri</td>
<td>5:45 AM 10:30 PM</td>
<td>15 min</td>
<td>Downtown Modesto Transportation Center (Downtown)/ Modesto High School/ Paradise Rd./ Carpenter Rd./ Robertson Rd./ Sutter Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:45 AM 8:15 PM</td>
<td>30 min</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 7:15 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Route 22</td>
<td>Mon - Fri</td>
<td>6:00 AM 10:47 PM</td>
<td>30 min</td>
<td>Downtown/ McHenry Ave./ Standiford Ave./ Vintage Faire Mall</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:30 AM 9:15 PM</td>
<td>30 min</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 7:45 PM</td>
<td>1 hr</td>
<td></td>
</tr>
</tbody>
</table>
## Table 7: MAX / MADAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Avg. Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 23</td>
<td></td>
<td>Mon - Fri</td>
<td>6:15 AM 10:04 PM</td>
<td>30 min</td>
<td>Downtown/J St./ McHenry Ave./ Bangs Ave./ Kiernan Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>8:15 AM 8:34 PM</td>
<td>30 min</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>9:15 AM 7:10 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Route 24</td>
<td></td>
<td>Mon - Fri</td>
<td>6:00 AM 6:28 PM</td>
<td>1 hr</td>
<td>Downtown/ Scenic Dr./ Rose Ave./ Surrey Ave./ Lakewood Ave./ Roselle Ave./ Enochs High School/ Sylvan Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No weekend route</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 25</td>
<td></td>
<td>Mon - Fri</td>
<td>5:15 AM 11:21PM</td>
<td>30 min</td>
<td>Vintage Faire Mall/ Sisk Rd./ Orangeburg Ave./ Amtrak Station/ Claus Rd./ Creekwood Dr./ Poppy Patch Dr./ Penny Ln./ Miller Ave./ La Loma Ave./ Downtown</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:30 AM 9:31 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 8:44 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 26</td>
<td></td>
<td>Mon - Fri</td>
<td>6:00 AM 10:28 PM</td>
<td>30 min</td>
<td>Downtown/ Paradise/ Madison St./ Carpenter Rd./ Kansas Ave./ Emerald Ave./ Maze Blvd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:30 AM 8:25 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>9:00 AM 6:25 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Routes</td>
<td>Days</td>
<td>Hours</td>
<td>Avg. Headway</td>
<td>Service Area</td>
</tr>
<tr>
<td>---------</td>
<td>--------</td>
<td>------</td>
<td>----------------</td>
<td>--------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Fixed Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 28</td>
<td></td>
<td>Mon - Fri</td>
<td>6:00 AM 6:53 PM</td>
<td>1 hr</td>
<td>Vintage Faire Mall/ Kiernan Ave./ Salida/ Gregory HS/ Kaiser Hospital/ Dale Rd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No weekend route</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 29</td>
<td></td>
<td>Mon - Fri</td>
<td>5:45 AM 11:08 PM</td>
<td>30 min</td>
<td>Downtown/ Sonora Ave./ Tuolumne School/ Herndon Rd./ Nadine Ave./ JFK-Howard Training Center/ Hatch Rd./ Crows Landing Rd./ 7th St.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:45 AM 9:38 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 7:38 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Route 30</td>
<td></td>
<td>Mon - Fri</td>
<td>6:00 AM 10:36 PM</td>
<td>30 min</td>
<td>Vintage Faire Mall/ Standiford Ave./ Conant Ave./ Rumble Rd./ Prescott Rd./ Mt. Vernon Dr./ Carver Rd./ W. Roseburg Ave./ College Ave./ MJC East Campus/ Downtown</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:00 AM 9:25 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 7:40 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Route 31</td>
<td></td>
<td>Mon - Fri</td>
<td>6:15 AM 11:07 PM</td>
<td>min</td>
<td>Vintage Faire Mall/ Dale Rd./ Pelandale Rd./ Tully Rd./ MJC Campus East/ Downtown</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:45 AM 8:37 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>9:15 AM 7:14 PM</td>
<td>1 hr</td>
<td></td>
</tr>
</tbody>
</table>
## Table 7: MAX / MADAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Avg. Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>Route 32</td>
<td>Mon - Fri</td>
<td>5:45 AM 10:53 PM</td>
<td>30 min</td>
<td>Downtown/ Scenic Dr./ Coffee Rd./ Sylvan Rd./ Mable Ave./ Oakdale Rd./ Floyd Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>7:45 AM 8:39 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sun</td>
<td>8:45 AM 7:39 PM</td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Route 33</td>
<td>Mon - Fri</td>
<td>6:15 AM 10:17 PM</td>
<td>30 min</td>
<td>Downtown/ 9th St./ Woodland Ave./ Poust Rd./ Blue Gum Ave./ MJC West Campus/ Carpenter Rd./ California</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>7:45 AM 9:47 PM</td>
<td>30 min</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>9:30 AM 6:55 PM</td>
<td>1 hr</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 36</td>
<td>Mon - Fri</td>
<td>6:30 AM 10:19 PM</td>
<td>30 min</td>
<td>Vintage Faire Mall/ Sisk Rd./ Carpenter Rd./ MJC West Campus/ Beverly Dr./ Rouse Ave./ Rosendale Ave./ Downtown</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>8:30 AM 7:49 PM</td>
<td>1 hr</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>9:30AM 6:09PM</td>
<td>1 hr</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 37</td>
<td>Mon - Fri</td>
<td>6:45 AM 10:35 PM</td>
<td>1 hr</td>
<td>Vintage Faire Mall/ Rumble Rd./ McHenry Ave./ Sylvan Ave./ Oakdale Rd./ El Vista Ave./ Yosemite Blvd./ Downtown</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>8:45 AM 8:34 PM</td>
<td>30 min</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sun</td>
<td>9:45 AM 7:35 PM</td>
<td>1 hr</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table 7: MAX / MADAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Avg. Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route 38</td>
<td><strong>Mon - Fri</strong></td>
<td></td>
<td><strong>6:00 AM 10:59 PM</strong></td>
<td>30 min</td>
<td>Downtown/ Yosemite Blvd./ Empire Ave./ Monterey Ave./ Oregon Dr./ Santa Cruz Ave.</td>
</tr>
<tr>
<td></td>
<td><strong>Sat</strong></td>
<td></td>
<td><strong>7:30 AM 8:29 PM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Sun</strong></td>
<td></td>
<td><strong>9:15 AM 6:40 PM</strong></td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td>Route 41</td>
<td><strong>Mon - Fri</strong></td>
<td></td>
<td><strong>9:15 AM 9:47 PM</strong></td>
<td>30 min</td>
<td>Vintage Faire Mall/ State Route 99/ Downtown</td>
</tr>
<tr>
<td></td>
<td><strong>Sat</strong></td>
<td></td>
<td><strong>9:45 AM 9:14 PM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Sun</strong></td>
<td></td>
<td><strong>9:45 AM 6:14 PM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 42</td>
<td><strong>Mon - Fri</strong></td>
<td></td>
<td><strong>5:45 AM 11:08 PM</strong></td>
<td>30 min</td>
<td>Downtown/ State Route 99/ Crows Landing Rd./ Community Services Agency-County Safety Center/ Whitmore Ave./ Tucson Ave./ Glenn Ave./ Dallas St./ Hatch Rd.</td>
</tr>
<tr>
<td></td>
<td><strong>Sat</strong></td>
<td></td>
<td><strong>7:15 AM 9:38 PM</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Sun</strong></td>
<td></td>
<td><strong>8:45 AM 7:38 PM</strong></td>
<td>1 hr</td>
<td></td>
</tr>
<tr>
<td><strong>MADAR</strong></td>
<td><strong>ADA Certified and Seniors</strong></td>
<td></td>
<td><strong>4:45 AM 11:00 PM</strong></td>
<td>Varies</td>
<td>MADAR provides paratransit services to the City of Modesto and other areas outside the city limits as shown on the MADAR service area Figure12</td>
</tr>
</tbody>
</table>
### Table 7: MAX / MADAR Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Avg. Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Modesto Area Express, Published July 2019

### Table 8: Max / MADAR FARES

<table>
<thead>
<tr>
<th>Service</th>
<th>Rider Status</th>
<th>Single Day</th>
<th>7- Day</th>
<th>10-Ride Pass</th>
<th>31-Day Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAX</td>
<td>Regular</td>
<td>$2.00</td>
<td>$15</td>
<td></td>
<td>$58</td>
</tr>
<tr>
<td></td>
<td>Students</td>
<td>$1.50</td>
<td>N/A</td>
<td>N/A</td>
<td>$48</td>
</tr>
<tr>
<td></td>
<td>High school students and above must show student ID Card.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MJC Students</td>
<td>Free</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Must show ID.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Seniors 65+</td>
<td>$1.00</td>
<td>N/A</td>
<td>N/A</td>
<td>$29</td>
</tr>
<tr>
<td></td>
<td>Driver may ask for proof of eligibility.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disabled and Veterans</td>
<td>$1.00</td>
<td>N/A</td>
<td>N/A</td>
<td>$29</td>
</tr>
<tr>
<td></td>
<td>Driver may ask for proof of eligibility.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medicare Holders</td>
<td>$1.00</td>
<td>N/A</td>
<td>N/A</td>
<td>$29</td>
</tr>
<tr>
<td></td>
<td>Driver may ask for proof of eligibility.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student Field trips</td>
<td>$.50</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Available to Preschool, Elementary and Junior High School class field trips on a regularly scheduled bus. Trips must be prearranged and prepaid per student or accompanying adult. Call 209-521-1274 for details</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Day Passes</td>
<td>$4.00</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>MADAR</td>
<td>Regular</td>
<td>$3.00</td>
<td>N/A</td>
<td>$30.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Source: Modesto Area Express, Published July 2019
The majority of MAX routes connect to the Downtown Modesto Transit Center. This center provides a connection point to other regional and interregional transit services such as StaRT, Greyhound, taxicabs, and the Modesto Area Express Commuter buses to BART and ACE. The Center is also designed to accommodate a future passenger ACE rail stop in Modesto. The route map for fixed route services provided by MAX is presented in Figure 11 below. The MADAR service area is illustrated in Figure 12.

**Figure 7: MAX Fixed Routes**

Source: Modesto Area Express, Published July 2019
Figure 8: MADAR Service Area

Source: Modesto Area Express, Published July 2019
Stanislaus Regional Transit System (StaRT)

Stanislaus County Public Works Transit Division operates Stanislaus Regional Transit (StaRT) that is Stanislaus County’s public transit system. StaRT provides seven fixed-route transit services, ADA Complementary Paratransit Services associated with each of those fixed routes, three intercity demand response/curb-to-curb transportation (Shuttle) services, four Dial-A-Ride Services, Bay Area Rapid Transit (BART) Commuter service that travels from Patterson/Turlock to Dublin/Pleasanton, and a Medivan Service which provides transportation to Bay Area Medical Facilities. All Dial-A-Ride services are provided on a time and space availability basis. Table 9 identifies the various transit operations provided by StaRT. Table 10 identifies StaRT’s current fares.

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Average Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Route</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 10</td>
<td>Mon-Fri</td>
<td>5:15 AM 10:22 PM</td>
<td>1 hr</td>
<td>Modesto, Turlock</td>
<td></td>
</tr>
<tr>
<td>Route 15</td>
<td>Mon-Fri</td>
<td>5:25 AM 9:44 PM</td>
<td>Varies 1-2 hrs</td>
<td>Modesto, Ceres, Keyes, Turlock</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>6:30 AM 9:00 PM</td>
<td>Varies 1-2 hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 40</td>
<td>Mon-Fri</td>
<td>5:15 AM 9:12 PM</td>
<td>Varies 40 min- 1 hr</td>
<td>Modesto, Grayson, Westley, Patterson</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>7:00 AM 7:45 PM</td>
<td>3 hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 45 West</td>
<td>Mon-Fri</td>
<td>5:37 AM 9:21 PM</td>
<td>1 hr 45 min</td>
<td>Gustine, Newman, Crows Landing, Patterson</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>6:20 AM 7:56 PM</td>
<td>3 hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Route 45 East</td>
<td>Mon-Fri</td>
<td>6:15 AM 8:18 PM</td>
<td>1 hr 45 min</td>
<td>Patterson, Turlock, Patterson</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sat</td>
<td>7:15 AM 6:08 PM</td>
<td>3 hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Routes</td>
<td>Days</td>
<td>Hours</td>
<td>Average Headway</td>
<td>Service Area</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------</td>
<td>--------</td>
<td>---------------------</td>
<td>---------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Route 60</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mon-Fri</td>
<td>Route 60</td>
<td></td>
<td>5:00 AM 9:43 PM</td>
<td>Varies 45 mins - 1 hr 45 min</td>
<td>Modesto, Riverbank, Oakdale</td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td>6:15 AM 8:35 PM</td>
<td>2 hrs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Route 61</strong></td>
<td></td>
<td>Mon-Fri</td>
<td>6:15 AM 7:45 PM</td>
<td>2 hrs</td>
<td>Modesto, Empire, Waterford, Hickman, Hughson, Ceres</td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td>7:30 AM 7:00 PM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Turlock-Modesto Shuttle</strong></td>
<td></td>
<td>Mon-Fri</td>
<td>7:00 AM 5:30 PM</td>
<td>Varies by Demand</td>
<td>Provides service during specific windows of time in Modesto, Ceres, Keyes, Turlock, Denair</td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td>8:30 AM 3:45 PM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Demand Response/ Shuttle</strong></td>
<td></td>
<td>Eastside Shuttle</td>
<td>Mon-Fri 6:00 AM 4:30 PM</td>
<td>Varies by Demand</td>
<td>Provides service during specific times of the day in Modesto, Riverbank, and Oakdale</td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td>Eastside Shuttle</td>
<td>7:30 AM 3:45 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Waterford-Modesto Shuttle</strong></td>
<td></td>
<td>Mon-Fri</td>
<td>7:25 AM 3:25 PM</td>
<td>Varies by Demand</td>
<td>Provides service during specific times of the day in Waterford, Oakdale, Empire, Hickman, Hughson, Ceres and Modesto</td>
</tr>
<tr>
<td><strong>Newman Dial-A-Ride</strong></td>
<td>Newman</td>
<td>Mon-Fri</td>
<td>7:00 AM 6:00 PM</td>
<td>Varies by Demand</td>
<td>Newman, Gustine, Crows Landing</td>
</tr>
<tr>
<td>Service</td>
<td>Routes</td>
<td>Days</td>
<td>Hours</td>
<td>Average Headway</td>
<td>Service Area</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------------</td>
<td>------</td>
<td>-----------------------------</td>
<td>-----------------</td>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Dial-A-Ride</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>8:00 AM 4:30 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon-Fri</td>
<td>7:00 AM 6:00 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>8:00 AM 4:30 PM</td>
<td>Varies by Demand</td>
<td>Patterson, Westley, Grayson</td>
</tr>
<tr>
<td>Patterson Dial-A-Ride</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon-Fri</td>
<td>6:30 AM 5:30 PM</td>
<td>Varies by Demand</td>
<td>Oakdale Area Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>Service provided on the Eastside Shuttle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oakdale Dial-A-Ride</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mon-Fri</td>
<td>6:30 AM 5:30 PM</td>
<td>Varies by Demand</td>
<td>Riverbank Area Only</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>Service provided on the Eastside Shuttle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Riverbank Dial-A-Ride</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commuter Service</td>
<td>Commuter to BART</td>
<td>Mon-Fri</td>
<td>4:15 AM 6:45 PM Reverse Commute Available</td>
<td>Daily Round Trips</td>
<td>Turlock, Patterson, Dublin</td>
</tr>
<tr>
<td>Medivan Service</td>
<td>Bay Area Medical Facilities</td>
<td>Mon-Thu</td>
<td>Departs Modesto Transit Center at 6:30 AM</td>
<td>N/A</td>
<td>Livermore VA Hospital and Bay Area Medical Facilities</td>
</tr>
</tbody>
</table>
## Table 10: StaRT Fares

<table>
<thead>
<tr>
<th>Fare Types</th>
<th>General Public</th>
<th>Senior Disabled (Valid ID Required)</th>
<th>Student (Valid ID Required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route - One Ride</td>
<td>$1.80</td>
<td>$0.90</td>
<td>$1.80</td>
</tr>
<tr>
<td>20 - Ride Card (Fixed Route Only)</td>
<td>$32.00</td>
<td>$16.00</td>
<td>$30.00</td>
</tr>
<tr>
<td>31 - Day Pass (Unlimited Rides, Includes StaRT to StaRT Transfers on Fixed Routes Only)</td>
<td>$52.00</td>
<td>$26.00</td>
<td>$48.00</td>
</tr>
<tr>
<td>1 - Day Pass (Unlimited Rides Includes StaRT to StaRT Transfers on Fixed Routes Only)</td>
<td>$3.80</td>
<td>$1.90</td>
<td>$3.60</td>
</tr>
<tr>
<td>Transfers to MAX, CAT &amp; CDAR, Turlock Transit and eTrans</td>
<td>$0.25</td>
<td>$0.25</td>
<td>$0.25</td>
</tr>
<tr>
<td>Dial-A-Ride* (Reservation Required)</td>
<td>$2.00 + $1.50 Out of Area</td>
<td>$1.50 + $1.50 Out of Area</td>
<td>$1.75 + $1.50 Out of Area</td>
</tr>
</tbody>
</table>

As identified, StaRT provides regional service to the majority of Stanislaus County as well as the BART station in Dublin/Pleasanton. Connections to Interregional Rail, Bus Services, and the transit systems operated by Ceres, Modesto, Turlock, and Merced are also provided by StaRT.

### ADA Paratransit

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Average Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADA Paratransit</td>
<td>ADA Service</td>
<td>Mon- Fri</td>
<td>5:00 AM 10:00 PM</td>
<td>Varies by Demand</td>
<td>ADA Paratransit Service within ¾ mile each fixed route</td>
</tr>
<tr>
<td>ADA</td>
<td></td>
<td>Sat</td>
<td>6:15 AM 9:00 PM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Stanislaus Regional Transit, Published August 2017
<table>
<thead>
<tr>
<th>Shuttle Service (Reservation Required)</th>
<th>$3.00 + $1.50 Out of Area</th>
<th>$2.50 + $1.50 Out of Area</th>
<th>$3.00 + $1.50 Out of Area</th>
</tr>
</thead>
</table>

### Commuter Service

<table>
<thead>
<tr>
<th>One way</th>
<th>Round Trip</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>$13.00</td>
<td>$16.00</td>
<td>$170.00</td>
</tr>
</tbody>
</table>

### ADA Passenger/ Companion

<table>
<thead>
<tr>
<th>One-Way</th>
<th>10-Ride Tickets</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.60</td>
<td>$36.00</td>
</tr>
</tbody>
</table>

### Medivan (Bay Area Medical Facilities) Reservations Required

<table>
<thead>
<tr>
<th>Passenger One Way</th>
<th>Attendant One Way</th>
</tr>
</thead>
<tbody>
<tr>
<td>$12.50</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

Source: Stanislaus Regional Transit Published 2019

Figure 13 shows StaRT’s current system map, which includes fixed route, Shuttle, Dial-A-Ride, Commuter and Non-Emergency Medical Services provided by StaRT in Stanislaus County.
Figure 9: StaRT Fixed Route

Source: Stanislaus Regional Transit, Published 2017
Turlock Transit

The City of Turlock operates both fixed route and Dial-a-Ride services for the local community. Turlock Transit provides six fixed-routes (Routes 1, 2, 3, 4, 5, and 6), each with 30 to 35-minute headways. Each route departs simultaneously from the Roger K. Fall Transit Center located at 1418 N. Golden State Blvd. at the intersection of N. Golden State Blvd. and Hawkeye Ave. The fixed route service area covers approximately 80% of Turlock. General weekday hours of operation are from 6:00 a.m. to 9:00 p.m., and Saturday service is provided from 9:00 a.m. to 7:00 p.m. on all six fixed routes.

Turlock Transit also provides Dial-A-Ride service to both the City of Turlock and the unincorporated community of Denair. Within the fixed-route service area, Dial-A-Ride operates primarily as an elderly/disabled paratransit service. However, Dial-A-Ride service outside the primary fixed-route service area is open to the general public. The operating hours for Dial-A-Ride are identical to fixed-route service hours of operation. The Denair Amtrak Station also provides connectivity to regional rail services.

Table 11 presents the services provided by Turlock Transit. Table 12 identifies Turlock Transit fares.

<table>
<thead>
<tr>
<th>Service</th>
<th>Routes</th>
<th>Days</th>
<th>Hours</th>
<th>Average Headway</th>
<th>Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route</td>
<td>Route 1</td>
<td>Mon - Fri</td>
<td>6:00 AM 9:00 PM</td>
<td>30-35 min</td>
<td>Fulkerth Rd., Countryside Dr., Tuolumne Rd., Tully Rd., and Monte Vista Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>9:00 AM 7:00 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Route 2</td>
<td>Mon - Fri</td>
<td>6:00 AM 9:00 PM</td>
<td>30-35 min</td>
<td>Hawkeye Ave., Geer Rd., and Monte Vista Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sat</td>
<td>9:00 AM 7:00 PM</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Route 3</td>
<td>Mon - Fri</td>
<td>6:00 AM 9:00 PM</td>
<td>30-35 min</td>
<td>N. Golden State Blvd., Christoffersen Pkwy., N. Olive</td>
</tr>
<tr>
<td>Service</td>
<td>Routes</td>
<td>Days</td>
<td>Hours</td>
<td>Average Headway</td>
<td>Service Area</td>
</tr>
<tr>
<td>-------------</td>
<td>--------</td>
<td>----------</td>
<td>------------------</td>
<td>-----------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Route 4</td>
<td>Sat</td>
<td>Mon - Fri</td>
<td>6:00 AM - 9:00 PM</td>
<td>30-35 min</td>
<td>Hawkeye Ave., Colorado Ave., Berkeley Ave., Alpha Rd., and East Ave.</td>
</tr>
<tr>
<td>Route 5</td>
<td>Mon - Fri</td>
<td>Sat</td>
<td>6:00 AM - 9:00 PM</td>
<td>30-35 min</td>
<td>S. Golden State Blvd., A St., Lander Ave., E. Linwood Ave. and 9th St.</td>
</tr>
<tr>
<td>Route 6</td>
<td>Mon - Fri</td>
<td>Sat</td>
<td>6:00 AM - 9:00 PM</td>
<td>30-35 min</td>
<td>Fulkerth Rd., Tully Rd., W. Main St., West Ave., South Ave., Soderquist Rd. and W. Canal Dr.</td>
</tr>
<tr>
<td>Dial-A-Ride</td>
<td>Mon - Fri</td>
<td>Sat</td>
<td>6:00 AM - 9:00 PM</td>
<td>Varies</td>
<td>Dial-A-Ride covers the city of Turlock and community of Denair, with western borders at Washington Rd., Tegner Rd., and Walnut Rd., a northern border at W. Barnhart Rd. and Taylor Rd., southern borders at Greenway Ave. and Linwood Ave., and eastern borders at Gratton Rd., Daubenerberger Rd., and Golf Rd.</td>
</tr>
</tbody>
</table>

Source: Turlock Transit, Published March 2017
Table 12: Turlock Transit Fares

<table>
<thead>
<tr>
<th>Fixed Route</th>
<th>Single trip</th>
<th>Day Pass</th>
<th>31-Day Pass</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>$1.50</td>
<td>$3.50</td>
<td>$50.00</td>
</tr>
<tr>
<td>Discounts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Seniors 65+</td>
<td>$0.75</td>
<td>$1.75</td>
<td>$25.00</td>
</tr>
<tr>
<td>- Persons with disabilities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Medicare cardholders</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Honorably-discharged military</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>veterans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Students (K-12)</td>
<td>$1.50</td>
<td>$3.50</td>
<td>$40.00</td>
</tr>
<tr>
<td>- With a valid student ID</td>
<td></td>
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</tr>
<tr>
<td>Children (0-5)</td>
<td>Free</td>
<td></td>
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<tr>
<td>- Limit 2 per paying adult</td>
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</tbody>
</table>

Dial A Ride

<table>
<thead>
<tr>
<th>Single Trip</th>
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</thead>
<tbody>
<tr>
<td>Individual</td>
</tr>
<tr>
<td>Group of 2</td>
</tr>
<tr>
<td>Group of 3</td>
</tr>
</tbody>
</table>

Source: Turlock Transit, Published March 2017

The Turlock Transit’s fixed route map is presented in Figure 14, below. Figure 15 identify the service area for Turlock Dial-A-Ride.
Figure 10: Turlock Transit Fixed Route

Source: Turlock Transit, Published March 2017
Figure 11: Turlock Transit Dial-A-Ride Service Area

Source: Turlock Transit, Published March 2017
MOVE Stanislaus

StanCOG designated MOVE as the Consolidated Transportation Services Agency’s (CTSA) for Stanislaus County and has been in operation since 2010. As assigned, the CTSA role is to coordinate with and offer support to the region’s existing public transit and social service agencies in an effort to meet the transit needs of Stanislaus County’s senior and disabled communities. MOVE currently offers three programs to the Stanislaus Region: travel training, the BRIDGES Volunteer Driver Program, and the VetsVan Volunteer Driver program. In addition, MOVE continually conducts outreach to the County's senior and disabled communities to educate residents on transportation options in the region. MOVE also assists other human services agencies with coordination and technical assistance and conducts ADA Paratransit Eligibility interviews throughout Stanislaus County on behalf of the four public transit agencies.

MOVE's travel training program teaches participants how to independently utilize existing fixed-route transit services throughout Stanislaus County. Trainers work with program participants on a one-on-one basis or in small groups to train them on how to use multiple public transit systems. The travel training program provides individuals with the knowledge and ability to use a transit option that is less costly than paratransit and improves their independence and mobility, allowing them to participate in work and/or day programs.

The BRIDGES Volunteer Driver Program is designed to provide specialized transportation services, including door-to-door and door-through-door service, to persons who are unable to use public transit or Stanislaus County's existing volunteer driver programs. The program provides service to those individuals who require transportation assistance in accessing everyday needs, including medical appointments, grocery shopping, and social activities. Riders schedule trips with volunteer drivers at their convenience. Mileage reimbursement is provided for qualified trips as determined by the program’s policies.

The VetsVan Volunteer Driver program provides rides for homebound veterans who have no other way to get to medical appointments. Two wheelchair accessible vans have been donated and are driven by volunteers who are scheduled by MOVE.

On March 1, 2018, MOVE launched a regional ADA Paratransit Eligibility process on behalf of the four transit agencies. In-person interviews are conducted at four sites throughout Stanislaus County. This process has simplified the eligibility process for residents as they only need to apply to the paratransit service once to use any of the four systems in Stanislaus County. A key to this process is that there are no longer any paper applications required, a free trip is provided throughout the eligibility process to the interview, and the applicants are assisted with every step of the eligibility process. Once approved, an identification card is issued, and the individual is eligible to make reservations to ride any of the four paratransit systems.

Future goals and objectives of MOVE include continued outreach to local human service agencies in order to provide more door-through-door, volunteer, and other travel assistance programs that benefit the region’s senior and disabled populations who cannot be served by public transit. To further this goal, MOVE is a partner with a UC DAVIS research team in a California Air Resources Board sponsored pilot program to investigate the viability of an app driven shared-ride style
program with volunteer drivers. The pilot project includes the Riverbank area north to the county line.

**Adequacy of Existing Services**

StanCOG staff meets with the SSTAC on a monthly basis to evaluate the adequacy of the region’s current transit operations and further identify any UTNs that may or may not be Reasonable to Meet. In addition, StanCOG staff regularly meets with MOVE to discuss issues discovered through travel training requests and comments made at the numerous public events at which MOVE represents local transit. StanCOG staff also attends transit operator public meetings and discusses transportation issues when meeting with various social service agencies. The region’s public transit operators and social services agencies continue to adjust their services to feasibly meet any identified UTN throughout the year.

**Farmworker Vanpool Program Analysis**

StanCOG entered into an agreement to become a member of the California Vanpool Joint Powers Authority (CalVans) on March 1, 2018. The CalVans Farmworker Vanpool Program is available to the public and provides qualified agricultural workers with safe, affordable vans they can use to drive themselves and others to work. Employer participation is free and employees with a valid Class C driver’s license and clean driving record are eligible as drivers. The vans are equipped for safety with a Global Positioning System to locate the van in case of an emergency, are fully insured, include roadside safety equipment, and all regular maintenance is covered by Calvans.

StanCOG staff coordinates with the region’s stakeholders, transit operators, and social service providers to identify if any future needs in this particular area are present and determine feasible means to address those needs. As part of the CalVans Board, StanCOG participates in the Board Meetings and Technical Advisory Committee meetings to ensure the regions needs are being met. StanCOG continues to seek funding opportunities to expand the program and promote these services to the public.

**Resources Used in the UTN Assessment Process**

In addition to coordinating with the SSTAC’s member agencies, staff annually reviews the most recent transit/transportation documents and census data available to understand the scope and adequacy of existing transit services within the region. Table 13 provides a matrix identifying the primary documents that are reviewed as part of staff’s assessment of the region’s transit needs. A short synopsis of the information contained in these documents is also provided.
<table>
<thead>
<tr>
<th>Source</th>
<th>Synopsis</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Census Bureau</td>
<td>The Census provides data regarding the population and demographic characteristics of the Stanislaus County Region and its nine incorporated cities. Demographic data from the Census can be used to model the location of specific age, racial, income, or other socioeconomic groups that may be dependent on transit services.</td>
</tr>
<tr>
<td>2015 StanCOG Public Transit – Human Services Coordination Plan</td>
<td>As required by the Federal Transit Administration (FTA) to be eligible for certain funding sources, the StanCOG Public Transit – Human Services Coordination Plan was updated in 2015. Utilizing extensive stakeholder outreach, including interviews, focus groups, and workshops, the Plan provides prioritized strategies for coordinating transportation services to meet mobility needs and gaps identified within the Stanislaus Region. This information further assists staff in affirming the transportation concerns that arise through the public comments.</td>
</tr>
<tr>
<td>FY 2019/2020 UTN Assessment Report</td>
<td>This document provides an assessment of last year’s UTNs. A comparison of this year’s report is made with last year’s to better understand the region’s current transit needs and determine whether previous needs may have been addressed within the last year.</td>
</tr>
<tr>
<td>2018 Regional Transportation Plan and Sustainable Communities Strategy</td>
<td>This plan identifies the transportation and transit goals, policies, and objectives, established by both StanCOG and all of its member agencies, for the Stanislaus County Region. The information contained within this document is considered as part of any future transportation planning process conducted by StanCOG, including the UTN assessment process.</td>
</tr>
<tr>
<td>Transportation Development Act, July 2018</td>
<td>This document establishes the requirements for StanCOG’s UTN assessment process and transit cost sharing capability. In addition, it provides information regarding the funding of regional transit projects.</td>
</tr>
<tr>
<td>Local transit operator’s public brochures and websites</td>
<td>The information obtained from these resources assists StanCOG staff with analyzing the current operations and services provided by the region’s public transit operators. This information is also important when determining whether UTNs are Reasonable to Meet.</td>
</tr>
<tr>
<td>Source</td>
<td>Synopsis</td>
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<tr>
<td>Monthly transit reports prepared by local transit operators</td>
<td>These reports are provided by transit agencies at the monthly SSTAC meetings coordinated by StanCOG staff. Meeting with the agencies on a monthly basis helps staff determine the adequacy of the region’s current transit systems. With this information, staff is able to further assist transit agencies by providing them with information regarding funding for additional operations that could lead to improved services.</td>
</tr>
</tbody>
</table>
Collection and Analysis of UTNs

During this year’s UTN assessment, staff received a total of 71 public comments regarding potential UTNs in the region. Based on the StanCOG Policy Board’s adopted definition of UTN and Reasonable to Meet, no UTNs that are Reasonable to Meet were identified. The following sections provide an overview of the public outreach process and an analysis of the comments received.

Public Outreach

In accordance with TDA regulations, StanCOG is required to conduct at least one public hearing to receive potential UTNs. For the FY 2020/21 UTN Assessment, StanCOG conducted one public hearing. The public hearing was conducted via teleconference on Tuesday April 14, 2020 due to the COVID19 stay at home order. Pursuant to TDA requirements, a 30-day public comment period for this hearing was opened on February 17, 2020 and concluded at 4:00 pm on April 15, 2020. The location of this meeting provided an opportunity for a large portion of the region’s population living within/adjacent to the Modesto urbanized area to attend the public hearing; Spanish interpretation services were available.

StanCOG staff conducted extensive public outreach to provide opportunities for potential transit-dependent populations to discuss their transit needs.

Below is a summary of the outreach activities conducted prior to the April 14, 2020, hearing in Modesto:

- A 30-day public hearing notice was circulated in the region’s English and Spanish newspapers of general circulation.
- StanCOG staff, in coordination with MAX/MADAR, CAT/CDAR, StaRT and MOVE, visited senior congregate meals sites and community groups in Ceres, Newman, Riverbank, Turlock, Salida, and Modesto. These site visits were conducted to provide those in attendance with an opportunity to learn about the existing transit services provided in the region. Staff also encouraged those in attendance to provide comments regarding their transit needs.
- Public hearing announcements, with a link to the StanCOG UTN online survey, were distributed to senior congregate meal sites, faith-based organizations, community groups, local businesses, at transit facilities, and on buses.
- Staff announced the date of the public hearing and outreach workshops to the SSTAC, CAC, TAC, MFC, and Policy Board at their November and February meetings.
- A web-based survey was shared with StanCOG standing committees, local transit operators, FaceBook page, and partnered agencies.

As part of each year’s UTN assessment process, staff coordinates with MOVE, public transit operators, and social service agencies on the SSTAC to identify and assess any potential UTNs. A dedicated webpage on StanCOG's website provides the public with general information regarding the Unmet Transit Needs Assessment Process, and an online electronic version of the Unmet Transit Needs Form (in both English and Spanish) is accessible on the website and can be submitted to StanCOG via regular mail service, or email. This webpage and email are regularly maintained and updated to ensure that anyone with a potential UTN can contact StanCOG staff anytime throughout
the year. The StanCOG UTN online survey was also available on StanCOG’s website throughout the assessment period.

**Analysis of Comments Received during the FY 2020/21 Assessment**

Table 14 provides an analysis of the 71 comments received during the 2020/21 Unmet Transit Needs Assessment.

<table>
<thead>
<tr>
<th>#</th>
<th>Comment</th>
<th>Analysis</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bring back bus service that use to be in front of the Whitmore Oaks Senior Apartments</td>
<td>Unmet transit need not reasonable to meet</td>
<td>Pursuant to the StanCOG Policy Board’s adopted definition for Reasonable to Meet, any new service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the systemwide performance standards. Previous fixed route service in this area did not meet performance standards and was eliminated in an effort to preserve Ceres Transit. Therefore, this is not Reasonable to Meet per the StanCOG Policy Board's adopted definitions, as it would cause failure of the system to meet farebox recovery ration performance criteria. This comment has been relayed to the transit operator and noted as part of the public record. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist qualified individuals when public transit cannot fill their needs. Service requests for this area will be considered in the anticipated consolidation of Ceres into the Modesto Area Express service area.</td>
</tr>
<tr>
<td>2</td>
<td>Request for the fixed route bus stop in front of K-Mart to be moved between Kmart and Whitmore Oaks Apartments</td>
<td>Unmet transit need not reasonable to meet</td>
<td>Pursuant to the StanCOG Policy Board’s adopted definition for Reasonable to Meet, any new service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the systemwide performance standards. Previous fixed route service in this area did not meet farebox recovery ration performance standards and was eliminated to preserve Ceres Transit. Therefore, this is not Reasonable to meet</td>
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<td>#</td>
<td>Comment</td>
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<td></td>
<td><strong>I live in east Oakdale and dial-a-ride and east side shuttle both say I am too far out for them to help me. I am an amputee and need transportation to get to the doctor, post office, store and visit family/friends</strong></td>
<td>Meet per the StanCOG Policy Board's adopted definitions as it would cause failure of the system to meet performance criteria. This comment has been relayed to the transit operator and noted as part of the public record. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist qualified individuals when public transit cannot fill their needs. Service requests for this area will be considered in the anticipated consolidation of Ceres into the Modesto Area Express service area.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Unmet transit need not reasonable to meet</strong></td>
<td>Pursuant to the StanCOG Policy Board’s adopted definition for Reasonable to Meet, any new service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the systemwide farebox recovery ration performance standards. At present, there is insufficient potential ridership in this sparsely populated area to adequately support new service. Therefore, this is not Reasonable to Meet per the StanCOG Policy Board’s adopted definitions as it would cause failure of the system to meet performance criteria. This comment has been relayed to the transit operator and noted as part of the public record. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist qualified individuals when public transit cannot fill their needs.</td>
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<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<tr>
<td>4</td>
<td>Bring back the bus service to Seniors in the Whitmore Oak apartments. The closest stop is now almost a mile and it's too long for many seniors to walk there</td>
<td><strong>Unmet transit need not reasonable to meet</strong></td>
<td>Pursuant to the StanCOG Policy Board’s adopted definition for Reasonable to Meet, any new service developed to meet a UTN shall not cause the system of which it is a part of to fail to meet the systemwide performance standards. Previous fixed route service in this area did not meet farebox recovery ration performance standards and was eliminated in an effort to preserve Ceres Transit. Therefore, this is not Reasonable to Meet per the StanCOG Policy Board's adopted definitions as it would cause failure of the system to meet performance criteria. This comment has been relayed to the transit operator and noted as part of the public record. Furthermore, MOVE’s BRIDGES volunteer driver program offers a service to assist qualified individuals when public transit cannot fill their needs. Service requests for this area will be considered in the anticipated consolidation of Ceres into the Modesto Area Express service area.</td>
</tr>
<tr>
<td>5</td>
<td>The Transit Center is not open at 6:00 AM when the Medivan leaves</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing transit facility. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to the Modesto transit operator and noted as part of the public record. Modesto is investigating the possibility of opening the Customer Service area earlier to accommodate this request.</td>
</tr>
<tr>
<td>6</td>
<td>Bathroom facilities are needed inside the Medivan</td>
<td>Not an unmet transit need</td>
<td>This is a request for an amenity on a vehicle. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to the StaRT transit operator and noted as part of the public record. In addition, it should be noted that the Medivan does make a regular pit stop and will make an emergency stop upon request.</td>
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<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<tr>
<td>7</td>
<td>Some bus stops don't have schedules posted and they should since not everyone has a cell phone or internet access</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a facility improvement request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. Each agency provides paper copies of schedules in addition to electronic formats. MAX has completed a project to post route and schedule information at every bus stop. Turlock Transit has recently posted every stop with a number to call or text for information and has placed schedule and map posters at all stops with shelters. This comment has been relayed to all transit operators and is noted as part of the public record.</td>
</tr>
<tr>
<td>8</td>
<td>Electrical plugs/chargers are needed on fixed route buses for those who ride with oxygen tanks</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a vehicle amenity request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This request is beyond the requirements of ADA. This comment has been relayed to the transit operators and is noted as part of the public record.</td>
</tr>
<tr>
<td>9</td>
<td>I would like to suggest adding or linking your operator, Turlock Transit, to Wageworks website since they have Commuter Benefit Program which would be VERY helpful for employees like myself. Right now, I couldn’t use their website to purchase pass using my pre-tax funds as “TURLOCK TRANSIT” is not listed under their operator options. “START” bus, Modesto Area Express, Merced Transit and</td>
<td>Not an unmet transit need</td>
<td>This request does not fit the definitions of an unmet need and as it related to a request outside of StanCOG’s jurisdiction. However, this comment has been relayed to the Turlock transit agency and noted as part of the public record. The Turlock transit operator is investigating the issue to see if it can be resolved and possibly added to the Wageworks site.</td>
</tr>
<tr>
<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<td></td>
<td>Amtrak are the only ones listed under their options, while Turlock Transit is NOT included, and I am stuck with this problem. This is one of the many ways to encourage people to start using Public Transit and leave their cars in their homes which I am doing. This helps the environment tremendously - decrease CO2 emission and minimize traffic in the area</td>
<td></td>
<td>By state law, DMV placard holders are eligible for half fare programs on fixed routes in our region. ADA paratransit eligibility is determined by federal transit regulations and the criteria are substantially different from DMV placard eligibility. This request does not meet the StanCOG Policy Board’s approved definition of an unmet need.</td>
</tr>
<tr>
<td>10</td>
<td>Could ADA paratransit eligibility be granted to all those who have DMV Disability access?</td>
<td>Not an unmet transit need</td>
<td>This is a minor operational request regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to all transit agencies for consideration under other grant programs in effect and is noted as part of the public record.</td>
</tr>
<tr>
<td>11</td>
<td>Could 2020 Census Data Volunteers be granted free rides on all transit services in the county?</td>
<td>Not an unmet transit need</td>
<td></td>
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<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<tr>
<td>12</td>
<td>Regarding Turlock’s Short-Range Transit Plan that’s in progress- where we are you with this requests for front door service to the Library and service on Sundays?</td>
<td>Not an unmet transit need</td>
<td>This question has been forwarded to Turlock Transit and is noted as part of the public record for a planning study in progress. It is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need.</td>
</tr>
<tr>
<td>13</td>
<td>Ceres Dial A Ride is too costly, request for reduced and/or free fares</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. It does not meet the StanCOG Policy Board’s approved definition of an unmet need which does not address fares. State mandated Fare Recovery Ratios for each transit system drive the cost of each fare and are beyond the scope of this report. This comment has been relayed to the transit agency and noted as part of the public record. In addition, MOVE will begin a Fare Assistance program for low income seniors, individuals with disabilities and veterans in 2020. This pilot program funded through Measure L will provide bus tickets to those who are able to ride public transit but are unable to afford the tickets. This program may be able to assist some riders with Dial-A-Ride as well.</td>
</tr>
<tr>
<td>14</td>
<td>Request to be notified in person (return to the Complex) when future changes to Ceres transit take place</td>
<td>Not an unmet transit need</td>
<td>This is a general comment for future notification and is noted as part of the public record, as such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to Ceres transit operator.</td>
</tr>
<tr>
<td>15</td>
<td>Increase morning routes for travel from Newman to Modesto. There is currently a 2 hr travel time from Newman to MJC</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips of an existing route. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to the StaRT transit operator and noted as part of the public record. The MOVE Program Manager was available to provide information</td>
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<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<tr>
<td>16</td>
<td>Requesting public transit upgrade vehicles going to longest routes to have chargers for oxygen tanks</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a vehicle amenity request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This request is beyond the requirements of ADA. This comment has been relayed to the transit operators and is noted as part of the public record.</td>
</tr>
<tr>
<td>17</td>
<td>The StaRT Shuttle wait time is too long because it fills up too fast</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to the StaRT transit operator and noted as part of the public record. The MOVE Program Manager was available to provide information about the program that could assist individuals if they had a service need.</td>
</tr>
<tr>
<td>18</td>
<td>StaRT shuttle electrical plugs are broken most of the time</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a vehicle amenity and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This comment has been relayed to the StaRT transit operator and is noted as part of the public record.</td>
</tr>
<tr>
<td>19</td>
<td>Increase transit operations during the morning and evening rush hours</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips of an existing route. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to all transit operators and noted as part of the public record. The MOVE Program Manager was available to provide information about the program that could assist individuals if they had a service need.</td>
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<td>#</td>
<td>Comment</td>
<td>Analysis</td>
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<tr>
<td>20</td>
<td>Dial a ride transfers to Modesto take too long</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to all transit operator and noted as part of the public record. The MOVE Program Manager was available to provide information about the program that could assist individuals if they had a service need.</td>
</tr>
<tr>
<td>21</td>
<td>VOGO rider requested a new way to order rides</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. However, the current pilot project includes a future phase in which VOGO riders will be able to schedule rides within the VAMOS smartphone application.</td>
</tr>
<tr>
<td>22</td>
<td>Dial a ride is costly for seniors on a fixed income</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;. State mandated Fare Recovery Ratios for each transit system drive the cost of each fare and are beyond the scope of this report. This comment has been relayed to the transit agency and noted as part of the public record. In addition, MOVE will begin a Fare Assistance program for low income.</td>
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<td>#</td>
<td>Comment</td>
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<tr>
<td>23</td>
<td>The fixed route takes too long</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to all transit operator and noted as part of the public record.</td>
</tr>
<tr>
<td>24</td>
<td>Dial a ride is costly for seniors on the residents, especially because they are on a fixed income</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; State mandated Fare Recovery Ratios for each transit system drive the cost of each fare and are beyond the scope of this report. This comment has been relayed to the transit agency and noted as part of the public record. In addition, MOVE will begin a Fare Assistance program for low income seniors, individuals with disabilities and veterans in 2020. This pilot program funded through Measure L will provide bus tickets to those who are able to ride public transit but are unable to afford the tickets. This program may be able to assist some riders with Dial-A-Ride as well.</td>
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<tr>
<td>25</td>
<td>The MAX buses are not sanitary</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a facility improvement request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This comment has been relayed to the transit operator and is noted as part of the public record.</td>
</tr>
<tr>
<td>26</td>
<td>The downtown transit center is not safe at night</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a facility improvement request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This comment has been relayed to Modesto transit operator and is noted as part of the public record. It should also be noted that Modesto plans to perform a significant rehabilitation project at the Transit Center that will improve lighting and other safety measures.</td>
</tr>
<tr>
<td>27</td>
<td>The MAX bus drivers lack sensitivity training and LGBTQ Competency</td>
<td>Not an unmet transit need</td>
<td>This comment does not meet the StanCOG Policy Board’s approved definition of an unmet need. However, all transit programs are subject to California nondiscrimination requirements. This comment has been forwarded to Modesto Transit Civil Rights Officer for further investigation.</td>
</tr>
<tr>
<td>28</td>
<td>&quot;BIG Kudos&quot; to MAX for implementing longer evening routes. This decision “changed lives”</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record, as such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed Modesto transit operator.</td>
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<tr>
<td>29</td>
<td>The new Drivers are not from Modesto and don’t know the area well, so</td>
<td>Not an unmet transit need</td>
<td>This is an operational complaint and is noted as part of the public record. As such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to the transit operator.</td>
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<td></td>
<td>they tend to miss stops, have to turn around, and this delays the routes.</td>
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<tr>
<td>30</td>
<td>CAT and MAX Routes are not in Sync, so transfer are a hassle and cause</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to the Modesto and Ceres transit operators and noted as part of the public record. In addition, StanCOG procured a regional study to examine transit efficiencies and coordination and expects implementation to begin in the next year.</td>
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<td>delays</td>
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<tr>
<td>31</td>
<td>MAX bus tends to just be sitting at Modesto Transit Center even though</td>
<td>Not an unmet transit need</td>
<td>This is an operational complaint regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to Modesto staff and noted as part of the public record.</td>
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<td>there is a route scheduled</td>
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<td>32</td>
<td>I would like to travel from Newman to Gustine Monday-Friday 10AM-12AM</td>
<td>Not an unmet transit need</td>
<td>StaRT Route 45W serves Newman to Gustine with nine trips Monday through Friday and five trips on Saturday. This request does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine</td>
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<tr>
<td>33</td>
<td>I would like to get to Monterey and the Casinos during the week</td>
<td>Not an unmet transit need</td>
<td>StanCOG's adopted definition for unmet transit need does not include a non-lifeline service to destinations outside of the Stanislaus Region. Services outside of the region and non-lifeline services are provided at the discretion of each agency. This comment is noted as part of the public record and relayed to all transit agencies.</td>
</tr>
<tr>
<td>34</td>
<td>I would like to get to the Veterans Office on Coffee Rd on Tuesdays and Thursdays mid-mornings to early-afternoon.</td>
<td>Not an unmet transit need</td>
<td>Both MAX fixed route and MADAR serve this location. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; The commenter was referred to the MOVE Program Manager for information about additional programs for qualified service needs. This comment has been noted as part of the public record.</td>
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<tr>
<td>35</td>
<td>I would like to get from Gustine to the senior center in Newman, Monday - Friday 10AM to 12PM</td>
<td>Not an unmet transit need</td>
<td>StaRT Route 45W serves Newman to Gustine with nine trips Monday through Friday. This request appears to be for timing adjustment of the route. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, an &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to StaRT transit operator and noted as part of the public record. The MOVE Program Manager was available at this outreach.</td>
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<tr>
<td>36</td>
<td>Staff was very friendly and helpful</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record. It is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to StaRT transit operator.</td>
</tr>
<tr>
<td>37</td>
<td>Need more schedules posted at each bus stops</td>
<td>Not an unmet transit need</td>
<td>This comment pertains to a facility improvement or amenity request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This comment has been relayed to all transit operators and is noted as part of the public record. In addition, several of the systems have completed recent projects to increase the system information available at each stop.</td>
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<tr>
<td>38</td>
<td>I would like to travel from Modesto to Salida Monday - Sunday</td>
<td>Not an unmet transit need</td>
<td>MAX Route 28 serves Modesto to Salida Monday through Friday; however, no weekend service is available. This is an operational issue regarding the schedule of existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to the Modesto transit operator and noted as part of the public record.</td>
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<tr>
<td>39</td>
<td>No one rides the Gregory bus at 6pm [Route 28]</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record, as such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need.</td>
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to provide information about the program that could assist individuals if they had a service need.
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<tr>
<td>40</td>
<td>I would like to get to Kaiser Hospital in Modesto from Oakdale</td>
<td>Not an unmet transit need</td>
<td>There are currently several transit options to get from Oakdale to Kaiser in Modesto. On Fixed Route, a rider can take Route 60 to the transit center and then MAX Route 28 to Kaiser. The same trip can be taken on ADA paratransit. In addition, StaRT's Eastside Shuttle provides service to these areas. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to all transit operators and is noted as part of the public record.</td>
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<td>41</td>
<td>Increase the services times between Oakdale to Modesto</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips of an existing route. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to StaRT transit operator and is noted as part of the public record.</td>
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<td>42</td>
<td>Increase wheelchair accessible bus stops</td>
<td>Not an unmet transit need</td>
<td>Each of the transit systems has a program to improve bus stops as access and funds allow. Riders with requests for ADA improvements of specific stops should contact their transit system. This comment pertains to a facility improvement request and is not an unmet transit need pursuant to the StanCOG Policy Board’s definitions. This comment has been relayed to all transit operators and is noted as part of the public record.</td>
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<td>43</td>
<td>I use a walker and a lot of the times there's no room on the bus, so I have to wait for the next one</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record, as such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to all transit operators and StanCOG staff. The commenter was referred to the MOVE Program Manager for</td>
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<td>44</td>
<td>Earlier MAX to BART buses, the 4:45AM is not early enough due to heavier traffic.</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to the all transit operators and noted as part of the public record. It should also be noted that Modesto Area Express recently surveyed commuter passengers regarding departure times and did not find enough support for the proposal to justify making changes to the schedule.</td>
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<td>45</td>
<td>I have no needs, but the population I work with does and have lots of issues with getting their needs met. This survey doesn't seem to take into account that someone like me would have information that could be valuable based on the interaction and discussion myself and others have with those underserved by current resources. Keep in mind that those who lack resources for travel may also lack financial resources, access to computers and e-mails to take this survey, and</td>
<td>Not an unmet transit need</td>
<td>The UTN process includes posting information at transit centers, on buses, and at local social service agencies in addition to holding face to face outreach events. Comments may be submitted electronically, in person, by mail, or by phone. This is a general comment and is noted as part of the public record. Per the locally adopted definition, a UTN is a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented. As such, it does not meet the definition of a UTN. This comment has been relayed to all transit operators and StanCOG staff.</td>
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<td>46</td>
<td>may not even know about the study. Not sure how this survey will be as helpful the way it is set up?</td>
<td></td>
<td>This is a request for additional trips of an existing route. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to the Modesto transit agency and noted as part of the public record. Commenter was referred to MOVE for information about programs that could assist individuals if they had a qualifying service need.</td>
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<td>47</td>
<td>I can reach Kaiser in Modesto, but it is extremely difficult to coordinate doctor appointments with the current bus schedules. Need more frequent schedules.</td>
<td>Not an unmet transit need</td>
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<td></td>
<td>I don't have any transit needs personally but work with older adults. Many older adults should not be attempting to use personal vehicles due to health conditions. I support efforts to convince older adults to use public transit when they are no longer capable of safely operating a vehicle. I don't support an arbitrary age limit, but some form of test for significant abilities.</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record. Per the locally adopted definition, a UTN is a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented. As such, it does not meet the definition of a UTN. This comment has been relayed to all transit operators.</td>
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<td>48</td>
<td>Transportation to BART, SF airport, and medical transport to the Bay Area would be great</td>
<td>Not an unmet transit need</td>
<td>While there is no current public transit directly to the airport, both Modesto and StaRT have commuter buses to BART. In addition, StaRT's Medivan provides transportation to bay area medical centers Monday through Thursday. StanCOG's adopted definition for unmet transit need does not include a non-lifeline service to destinations outside of the Stanislaus Region. Services outside of the region and non-lifeline services are provided at the discretion of each agency. This comment is noted as part of the public record and relayed to all transit agencies.</td>
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<tr>
<td>49</td>
<td>As a senior on a very limited income it would be so nice if we had transfers, so it didn’t cost so much to get to the senior center</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. It does not meet the StanCOG Policy Board’s approved definition of an unmet need which does not address fares. State mandated Fare Recovery Ratios for each transit system drive the cost of each fare and are beyond the scope of this report. This comment has been relayed to the transit agency and noted as part of the public record. In addition, MOVE will begin a Fare Assistance program for low income seniors, individuals with disabilities and veterans in 2020. This pilot program funded through Measure L will provide bus tickets to those who are able to ride public transit but are unable to afford the tickets. This program may be able to assist some riders with Dial-A-Ride as well.</td>
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<td>50</td>
<td>I would like buses to leave earlier in the morning to BART</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment</td>
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<td>51</td>
<td>I would take the bus more if there were some that went later, and more frequent. Maybe have a transit overview day where people learn about the buses? Have people teach people hands on how to use the bus...like a bus mentor.</td>
<td>Not an unmet transit need</td>
<td>MOVE offers free travel training for individuals who wish to learn how to navigate the transportation system in addition to providing general transit information at numerous public events throughout the year. Each system also participates in public outreach activities. Modesto is planning a Transit Ambassador program it hopes to launch within the year. This comment is noted as part of the public record. It is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to all transit operators.</td>
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<tr>
<td>52</td>
<td>I am a graduate and a professional. My work is about 40 mins (walking) or 6 mins by car. I would LOVE to use local transportation. The reason I do not is that the buses are not frequent, and routes are restricted (unlike bigger cities). Also, the buses do not seem very clean. I usually see the buses are empty -- they bus system is obviously not working or seen of value here. Also, I go to the Bay Area 1-2 times a month and traffic is horrible as we all know (especially our</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record. Per the locally adopted definition, a UTN is a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented as such, it is does not meet the definition of a UTN, This comment has been relayed to all transit operators.</td>
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<td>ridiculous Hwy 99). I tried the Bay Area bus to BART, and it was ok but takes about the same time. What we need are fast trains, but the oil lobbies are likely influencing the corrupt politicians. We need to learn from other cities and counties. The US overall is very backward in public transportation. I appreciate this opportunity to participate in this survey. I mean all above in the best way possible.</td>
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<td>53</td>
<td>I would like to travel to Costco, there is currently no bus stop in between Canal and Main St, the library and church</td>
<td>Not an unmet transit need</td>
<td>This is a request for an additional stop for an existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to the all transit operators and noted as part of the public record.</td>
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<tr>
<td>54</td>
<td>There is only 1 bus at a time in Ceres which make it difficult, there should be more buses.</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;, as such, it does not meet definition of an unmet need. Service requests in Ceres area will be considered</td>
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<td>55</td>
<td>The StaRT buses and shuttles don’t have a way of telling how many</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes…”, As such, it does not meet the definition of an unmet need. This comment has been relayed to transit operators for future technology and equipment considerations and is noted as part of the public record.</td>
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<td>wheelchair seats are left so this usually causes delays. Is there a</td>
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<td>way to add this feature?</td>
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<td>56</td>
<td>There should be better communication with the drivers. For example,</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot; This comment has been relayed to transit operators for future technology and equipment considerations and is noted as part of the public record.</td>
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<td>if I want to call a driver or dispatch to check availability of seats</td>
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<td>they usually don’t answer or don’t know. I am in a wheelchair and</td>
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<td>having to wait outside only to find out there are no seats left and</td>
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<td>needs to wait for the next bus.</td>
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<td>57</td>
<td>The parking downtown is really bad especially for those who have to</td>
<td>Not an unmet transit need</td>
<td>Modesto Transit, Ceres Transit, and StaRT provide free rides to jurors through the Juror Bus Pass that is part of the Juror Summons form. Agencies also provide additional fare media to the Court for longer juror duty. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving</td>
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<td>do jury duty, can’t you just give out free bus passes?</td>
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<tr>
<td>58</td>
<td>Dial-a-ride is costly. Can’t those be free for seniors and disabled residents on a fixed income?</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. It does not meet the StanCOG Policy Board’s approved definition of an unmet need. State mandated Fare Recovery Ratios for each transit system drive the cost of each fare and are beyond the scope of this report. This comment has been relayed to the transit agency and noted as part of the public record. In addition, MOVE will begin a Fare Assistance program for low income seniors, individuals with disabilities and veterans in 2020. This pilot program funded through Measure L will provide bus tickets to those who are able to ride public transit but are unable to afford the tickets. This program may be able to assist some riders with Dial-A-Ride as well.</td>
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<tr>
<td>59</td>
<td>I am not able to get to my medical appointments in Modesto because there are not enough routes or seats on the bus.</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips/equipment on existing shuttle services. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;, As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to the transit agency and noted as part of the public record. The commenter was referred to MOVE for information about programs that could assist individuals if they had a qualified service need.</td>
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<td>60</td>
<td>The drivers should assist with mobility devices since many of them don't know how to properly board and secure themselves</td>
<td>Not an unmet transit need</td>
<td>Each of the local transit systems has ADA compliant policies in place that require bus operators to secure mobility devices within the bus and provide some forms of requested assistance to riders boarding with manual mobility devices. This comment has been relayed to the transit agencies and is noted as part of the public record.</td>
</tr>
<tr>
<td>61</td>
<td>There should be lights on the bus stops since the drivers tend to miss riders at night, especially when it is foggy</td>
<td>Not an unmet transit need</td>
<td>This is a request for an amenity at an existing bus stop. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;, as such, it does not fit the definition of an unmet transit need. This comment has been relayed to all transit operators. It should be noted that both StaRT, and Turlock Transit have solar light systems at many stops and MAX has an ongoing solar light pilot project underway.</td>
</tr>
<tr>
<td>62</td>
<td>There needs to be a bus shelter or bench at the bus stop on Peppertree Ln and Orangeburg Ave. Rt 25</td>
<td>Not an unmet transit need</td>
<td>This is a request for an amenity at an existing bus stop. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;, as such, it does not meet the definition of an unmet need. This request was relayed to the Modesto transit operator.</td>
</tr>
<tr>
<td>63</td>
<td>I would like a call center with staff who is knowledgeable of all transit agencies in the region.</td>
<td>Not an unmet transit need</td>
<td>This is a general comment and is noted as part of the public record. A UTN is described as “…a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately</td>
</tr>
<tr>
<td>#</td>
<td>Comment</td>
<td>Analysis</td>
<td>Explanation</td>
</tr>
<tr>
<td>----</td>
<td>----------------------------------------------------------------------</td>
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<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>64</td>
<td>The bus stops need to all have benches to sit and wait and better lighting at the stops. They should also be cleaner, and the drivers should be culturally aware.</td>
<td>Not an unmet transit need</td>
<td>This is a request for an amenity at an existing bus stop. As defined by the California Department of Transportation, &quot;Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...&quot;, as such, it does not meet the definition of an unmet need. This request was relayed to the all transit operator.</td>
</tr>
<tr>
<td>65</td>
<td>I would like to travel from Modesto to Salida Monday - Friday for work.</td>
<td>Not an unmet transit need</td>
<td>MAX provides service from Modesto to Salida on weekdays via route 28 with hourly runs from 6 am to 6 pm. As such, this comment does not meet the StanCOG Policy Board’s approved definition of an unmet need. This comment has been relayed to the Modesto transit operator and noted as part of the public record.</td>
</tr>
<tr>
<td>66</td>
<td>It would be beneficial to have a rail system.</td>
<td>Not an unmet transit need</td>
<td>The Stanislaus Region has Amtrak service with stations in Denair and Modesto. In addition, state legislation has approved plans to bring ACE service to Modesto and Ceres in the future. This comment does not meet the StanCOG Policy Board’s approved definition of an unmet need, as rail services extend beyond the county. However, this comment has been noted as part of the public record.</td>
</tr>
</tbody>
</table>

The document discussed the need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented, as such, it is not an unmet transit need per the StanCOG Policy Board’s approved definition of an unmet transit need. This comment has been relayed to all transit providers and StanCOG staff. It should be noted that a regional call center is a potential project identified in the Human Services Coordination Plan.
<table>
<thead>
<tr>
<th>#</th>
<th>Comment</th>
<th>Analysis</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>67</td>
<td>The lack of public transit in the evenings and weekends also hinders my ability to socialize and go out to night events. I think it would improve life and local economy of residents didn’t have to drive home after a night out.</td>
<td>Not an unmet transit need</td>
<td>This is an operational issue regarding existing public transit service. As such, it does not meet the StanCOG Policy Board’s approved definition of an unmet need. As defined by the California Department of Transportation, “Unmet transit needs specifically exclude: Minor operational improvements or changes, involving issues such as bus stops, schedules and minor route changes, which are being addressed by routine or normal planning processes...” This comment has been relayed to all transit providers and is noted as part of the public record.</td>
</tr>
<tr>
<td>68</td>
<td>StaRT Route 60 should make more stops every .5 hours</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips of an existing route. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to StaRT and noted as part of the public record.</td>
</tr>
<tr>
<td>69</td>
<td>StaRT routes should all run every .5 hour</td>
<td>Not an unmet transit need</td>
<td>This is a request for additional trips of existing routes. As such, it does not meet the Policy Board’s approved definition of an unmet need which specifically excludes additional trips of an existing service. This comment has been relayed to the StaRT and noted as part of the public record.</td>
</tr>
<tr>
<td>70</td>
<td>Please consider creating a route from Merced to Turlock and back, as the current arrangement with National Express is very time-consuming and draining for passengers. Every trip to Turlock currently takes about an hour and half due to the stops involved, which is very tiring. I have shared this</td>
<td>Not an unmet transit need</td>
<td>StanCOG’s adopted definition of an unmet need does not include a non-lifeline service to destinations outside of the Stanislaus Region. Merced is located outside of Stanislaus County. Services outside of the region and non-lifeline services are provided at the discretion of each agency. This comment has been noted as part of the public record.</td>
</tr>
<tr>
<td>#</td>
<td>Comment</td>
<td>Analysis</td>
<td>Explanation</td>
</tr>
<tr>
<td>----</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>71</td>
<td>I found out recently that I can no longer use transfer tickets from Merced’s T route on StaRT buses going to Modesto from Turlock, which means I now have to pay another $1.80 on top of the $6.00 that I pay for a day pass in Merced. There should be a law against this highly unfair policy, as going from Merced to Modesto via Turlock should be considered continuation of my one-way trip. Thus, I am hoping that you will do something about this so that we Mercedians do not have to spend a fortune to get to work, especially since you took Route 70 away from us as well some time ago, leaving us with rides that now take around an hour and half to get to Modesto.</td>
<td></td>
<td>StanCOG’s adopted definition of an unmet need does not address fare policies. The definition also excludes non-lifeline services to destinations outside of the Stanislaus Region, such as Merced. Services outside of the region and non-lifeline services are provided at the discretion of each agency. This comment has been noted as part of the public record.</td>
</tr>
</tbody>
</table>

*Source StanCOG, 2020*
UTN Findings

As shown in Table 14, four comments were identified as UTNs. Upon further analysis, staff determined that these needs did not satisfy the StanCOG Policy Board’s adopted definition for Reasonable to Meet. Therefore, staff has determined that there are no UTNs which are Reasonable to Meet for FY 2020/2021.

The other comments received during the public hearings and presentations have not been identified as UTNs. Many of the comments were related to issues that were operational in nature, or involved transit facilities improvements and/or transportation to areas outside of the region. In other cases, commenters were unaware of existing transit services that are available in the region to meet their needs. StanCOG will continue to work with the local transit operators and MOVE to promote a greater awareness of the existing transit services. While these do not meet the definition of an unmet transit need per the Policy Board’s adopted definitions, these comments have been provided to the transit operators for their consideration in future service planning.

Concluding Remarks

It is important to note that the UTN assessment process is an on-going effort throughout the year. StanCOG staff will continue to coordinate with the SSTAC, MOVE, and the region’s public transit and social service providers to improve the mobility and meet the transit needs of residents in the Stanislaus Region. There are and will continue to be challenges with achieving improved mobility throughout the region. Financial conditions and higher operating costs, paired with a lack of volunteer drivers, makes it difficult for some social service agencies to provide transit services that cannot already be accommodated by the region’s public transit systems. Farebox ratio requirements established by the TDA have also led to fare increases and service reductions for some of the region’s public transit agencies.

Improving mobility is one of StanCOG’s goals as a regional transportation planning agency. StanCOG encourages an on-going and open dialogue between all of region’s transit agencies in order to address these mobility challenges cooperatively. Additionally, the SSTAC and MOVE Stanislaus provide StanCOG with valuable resources when conducting public outreach and increasing awareness of the existing transit services available in the region. Staff will continue to support these efforts and provide all available assistance to the region’s transit and social service agencies with the goal of achieving greater mobility for all residents in the Stanislaus Region.

Comments Received Prior to the June 2020 Policy Board Meeting

This report was circulated to the SSTAC and CAC for a recommended motion and to the TAC and MFC for discussion prior to the StanCOG Policy Board’s review and adoption of the report’s findings on June 17, 2020. The section below summarizes the comments provided by and actions taken by these committees.
Social Services Transportation Advisory Council Comments (SSTAC)

The Draft FY 2020/21 UTN Analysis and findings were circulated to and discussed by the SSTAC at their June 2, 2020 meeting. No issues were identified, and the SSTAC unanimously approved the Draft FY 2020/21 Unmet Transit Needs Identification and Analysis Report and finding that there are no unmet transit needs that are reasonable to meet for FY 2020/21.

Citizens Advisory Committee Comments (CAC)

The Draft FY 2020/21 UTN Analysis and findings were circulated to and discussed by the CAC at their June 3, 2020 meeting. The Vice Chair provided remakes regarding access to transportation services in the region for the seniors and disabled populations. The CAC approved the Draft FY 2020/21 Unmet Transit Needs Identification and Analysis Report and finding that there are no unmet transit needs that are reasonable to meet for FY 2020/21.

Technical Advisory Committee Comments (TAC)

The Draft FY 2020/21 UTN Analysis and findings were circulated for discussed by the TAC at their June 2, 2020 meeting. There were no objections to the finding that there no unmet transit needs that are reasonable to meet for FY 2020/21.

Management and Finance Committee Comments (MFC)

The Draft FY 2020/21 UTN Analysis and findings were circulated to and discussed by the MFC at their June 3, 2020 meeting. No issues were identified and the MFC unanimously approved the Draft FY 2020/21 Unmet Transit Needs Identification and Analysis Report and finding that there are no unmet transit needs that are reasonable to meet for FY 2020/21.

Additional Comments Received from the Public After the April 14, 2020 Public Hearing

No additional comments have been received.
Figure A-1: Population Density by Census Tract
(2014-2018 ACS 5-year Estimate)

Figure A-1 presents population density per square mile in Stanislaus County by census tract using the American Community Survey 5-year estimate for the years 2014-2018.

Source: U.S. Census Bureau, 2014-2018 ACS Table B01001
Figure A-2: Map of Population Over 65

Source: U.S. Census Bureau, 2014-2018 ACS (Table S0103)

Figure A-2 presents the percentage of the population over 65 by census tract.
Figure A-3: Map of Persons Living with a Disability

Figure A-3 presents the percentage of persons living with a disability by census tract.

Source: U.S. Census Bureau, 2014-2018 ACS (Table S18101)
Figure A-4 presents the percentage of persons of limited means by census tract.
Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

Q1 1. Do you currently use public transit? Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel? Personal Vehicle

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4 How often do you ride transit? 1-3 times a week

Q5 Which bus services do you ride? Please check all that apply. Modesto Area Express (MAX)

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? No- I use just one bus system for my regular trips

Q7 How do you typically pay your bus fare? Mobile App

Q8 How do you currently get transit information? Websites,
Google Maps,
Smartphone application

Q9 What would make it easier to access transit information? Respondent skipped this question

Q10 Why do you choose transit? To avoid traffic
| Q11 What would make you ride transit more frequently? | More coverage area / more destination points |
| Q12 Please note the activities that you use public transit for: (select all that apply) | Social activities |
| Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit? | Yes |
| Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit: | Respondent skipped this question |
| Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from: | Shopping, Social Activities |
| Q16 If you would like, please provide additional information about your transit needs below: | Respondent skipped this question |
| Q17 If you would like a follow up on this survey, please provide your contact information below: | Respondent skipped this question |
#3

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, November 18, 2019 3:53:56 PM  
**Last Modified:** Monday, November 18, 2019 3:58:12 PM  
**Time Spent:** 00:04:15  
**IP Address:** [hidden]

## Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

**Q1** Do you currently use public transit?  
Yes

**Q2** If the answer to question #1 was No, what is your primary mode of travel?  
Walk

**Q3** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
It was Yes

**Q4** How often do you ride transit?  
4-7 times a week

**Q5** Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX)

**Q6** Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
No- I use just one bus system for my regular trips

**Q7** How do you typically pay your bus fare?  
Cash

**Q8** How do you currently get transit information?  
Printed bus schedules,  
Bus stop signs,  
Smartphone application

**Q9** What would make it easier to access transit information?  
Have better server reliability on the app.
### Q10 Why do you choose transit?

I don’t have access to a motor vehicle

### Q11 What would make you ride transit more frequently?

- More frequent service,
- Free or reduced fares,
- More benches and shelters at bus stops

### Q12 Please note the activities that you use public transit for. (Select all that apply)

- Work,
- School,
- Shopping,
- Medical appointments,
- School activities,
- Social activities,
- Recreation

### Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit?

No

### Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

I would like to travel to/from:

N/A

### Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:

- Work,
- School,
- Shopping,
- Medical Appointments,
- School Activities

### Q16 If you would like, please provide additional information about your transit needs below:

Respondent skipped this question

### Q17 If you would like a follow up on this survey, please provide your contact information below:

Respondent skipped this question
Q1. Do you currently use public transit?  
Yes

Q2. If the answer to question #1 was No, what is your primary mode of travel?  
Respondent skipped this question

Q3. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Respondent skipped this question

Q4. How often do you ride transit?  
1-3 times a week

Q5. Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX)

Q6. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
No - I use just one bus system for my regular trips

Q7. How do you typically pay your bus fare?  
Transit Pass

Q8. How do you currently get transit information?  
Smartphone application

Q9. What would make it easier to access transit information?  
longer hours on the weekend
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10 Why do you choose transit?</td>
<td>I don't have access to a motor vehicle, It's convenient, it's inexpensive</td>
</tr>
<tr>
<td>Q11 What would make you ride transit more frequently?</td>
<td>More frequent service, Free or reduced fares, Increased routes in more neighborhoods, More benches and shelters at bus stops</td>
</tr>
<tr>
<td>Q12 Please note the activities that you use public transit for: (select all that apply)</td>
<td>Work, Social activities</td>
</tr>
<tr>
<td>Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>No</td>
</tr>
<tr>
<td>Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Work</td>
</tr>
<tr>
<td>Q16 If you would like, please provide additional information about your transit needs below:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 If you would like a follow up on this survey, please provide your contact information below:</td>
<td>First and Last Name, Age, City/Town, Email Address, Phone Number</td>
</tr>
</tbody>
</table>
Q1 1. Do you currently use public transit?  
Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel?  
Rides from friends or family

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Respondent skipped this question

Q4 How often do you ride transit?  
1-3 times a week

Q5 Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX), Stanislaus Regional Transit (StaRT) Fixed Route

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

Q7 How do you typically pay your bus fare?  
Cash

Q8 How do you currently get transit information?  
Websites, Bus stop signs, Smartphone application

Q9 What would make it easier to access transit information?  
Respondent skipped this question
Q10 Why do you choose transit?  
- To avoid traffic,  
- To avoid parking  

Q11 What would make you ride transit more frequently?  
- Free or reduced fares

Q12 Please note the activities that you use public transit for: (select all that apply)  
- Work,  
- Medical appointments

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?  
- No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  
- Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  
- Shopping

Q16 If you would like, please provide additional information about your transit needs below:  
- Respondent skipped this question

Q17 If you would like a follow up on this survey, please provide your contact information below:

- First and Last Name
- Age
- City/Town
- Email Address
- Phone Number
#6

**Collector:** Web Link 1 (Web Link)

**Started:** Tuesday, November 19, 2019 11:27:00 AM

**Last Modified:** Tuesday, November 19, 2019 11:29:17 AM

**Time Spent:** 00:02:17

**IP Address:**

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**Page 1:** 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

**Q1** Do you currently use public transit?

Yes

**Q2** If the answer to question #1 was No, what is your primary mode of travel?

Respondent skipped this question

**Q3** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.

Respondent skipped this question

**Q4** How often do you ride transit?

1-3 times a week

**Q5** Which bus services do you ride? Please check all that apply.

- Modesto Area Express (MAX),
- Stanislaus Regional Transit (StaRT) Fixed Route,
- Turlock Transit

**Q6** Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?

Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

**Q7** How do you typically pay your bus fare?

Cash

**Q8** How do you currently get transit information?

Websites,

Printed bus schedules

**Q9** What would make it easier to access transit information?

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10 Why do you choose transit?</td>
<td>To avoid traffic</td>
</tr>
<tr>
<td>Q11 What would make you ride transit more frequently?</td>
<td>Free or reduced fares</td>
</tr>
<tr>
<td>Q12 Please note the activities that you use public transit for: (select all that apply)</td>
<td>Shopping, Medial appointments, Social activities</td>
</tr>
<tr>
<td>Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>No</td>
</tr>
<tr>
<td>Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride?To get to and from:</td>
<td>Shopping, Social Activities, Recreation</td>
</tr>
<tr>
<td>Q16 If you would like, please provide additional information about your transit needs below:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 If you would like a follow up on this survey, please provide your contact information below:</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 1. Do you currently use public transit? Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel? Respondent skipped this question

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4 How often do you ride transit? 1-4 times a month

Q5 Which bus services do you ride? Please check all that apply. Modesto Area Express (MAX)

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? No - I use just one bus system for my regular trips

Q7 How do you typically pay your bus fare? Cash

Q8 How do you currently get transit information? Websites,
Smartphone application

Q9 What would make it easier to access transit information? Respondent skipped this question

Q10 Why do you choose transit? I don't have access to a motor vehicle, It's convenient
Q11 What would make you ride transit more frequently?  
More coverage area / more destination points,  
Free or reduced fares

Q12 Please note the activities that you use public transit for: (select all that apply)  
Work,  
Shopping

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?  
No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  
Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  
Work,  
Shopping

Q16 If you would like, please provide additional information about your transit needs below:  
Respondent skipped this question

Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name
Age
City/Town
Email Address
Phone Number
Q1. Do you currently use public transit?  
Yes

Q2. If the answer to question #1 was No, what is your primary mode of travel?  
Respondent skipped this question

Q3. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Respondent skipped this question

Q4. How often do you ride transit?  
1-4 times a month

Q5. Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX), Modesto Area Dial a Ride (MADAR)

Q6. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
No- I use just one bus system for my regular trips

Q7. How do you typically pay your bus fare?  
Mobile App

Q8. How do you currently get transit information?  
Websites, Smartphone application

Q9. What would make it easier to access transit information?  
The app is helpful
**Q10 Why do you choose transit?**

I don't have access to a motor vehicle,
Other (please specify): I use a power wheelchair and it's my only way to go out to my doctor appointment and entertainment.

---

**Q11 What would make you ride transit more frequently?**

More frequent service,
More coverage area / more destination points,
Increased routes to Park and Ride Lots

---

**Q12 Please note the activities that you use public transit for: (select all that apply)**

Shopping,
Medical appointments,
Social activities,
Recreation,
Other (please specify): Church

---

**Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?**

No

---

**Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:**

Respondent skipped this question

---

**Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:**

Shopping,
Social Activities,
Recreation

---

**Q16 If you would like, please provide additional information about your transit needs below:**

More wheelchair accessible bus stops.

---

**Q17 If you would like a follow up on this survey, please provide your contact information below:**

Respondent skipped this question
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 1. Do you currently use public transit?</td>
<td>Yes</td>
</tr>
<tr>
<td>Q2 If the answer to question #1 was No, what is your primary mode of travel?</td>
<td>Rides from friends or family</td>
</tr>
<tr>
<td>Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q4 How often do you ride transit?</td>
<td>1-4 times a month</td>
</tr>
<tr>
<td>Q5 Which bus services do you ride? Please check all that apply.</td>
<td>Modesto Area Express (MAX)</td>
</tr>
<tr>
<td>Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?</td>
<td>No- I use just one bus system for my regular trips</td>
</tr>
<tr>
<td>Q7 How do you typically pay your bus fare?</td>
<td>Cash</td>
</tr>
<tr>
<td>Q8 How do you currently get transit information?</td>
<td>Websites</td>
</tr>
<tr>
<td>Q9 What would make it easier to access transit information?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q10 Why do you choose transit?</td>
<td>I don't have access to a motor vehicle</td>
</tr>
<tr>
<td>Q11 What would make you ride transit more frequently?</td>
<td>Free or reduced fares</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>Q12 Please note the activities that you use public transit for: (select all that apply)</td>
<td>Work, Shopping, Medical appointments, Social activities, Recreation</td>
</tr>
<tr>
<td>Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit?</td>
<td>No</td>
</tr>
<tr>
<td>Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Work</td>
</tr>
<tr>
<td>Q16 If you would like, please provide additional information about your transit needs below:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q17 If you would like a follow up on this survey, please provide your contact information below:</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1. Do you currently use public transit?  Yes

Q2. If the answer to question #1 was No, what is your primary mode of travel?  Respondent skipped this question

Q3. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  Respondent skipped this question

Q4. How often do you ride transit?  4-7 times a week

Q5. Which bus services do you ride? Please check all that apply.  Modesto Area Express (MAX)

Q6. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  No- I use just one bus system for my regular trips

Q7. How do you typically pay your bus fare?  Transit Pass

Q8. How do you currently get transit information?  Google Maps

Q9. What would make it easier to access transit information?  Respondent skipped this question

Q10. Why do you choose transit?  I don't have access to a motor vehicle
<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Q11</strong> What would make you ride transit more frequently?</td>
</tr>
<tr>
<td>- More coverage area / more destination points,</td>
</tr>
<tr>
<td>- More benches and shelters at bus stops,</td>
</tr>
<tr>
<td>- Stops closer to my origin/destination</td>
</tr>
<tr>
<td><strong>Q12</strong> Please note the activities that you use public transit for:</td>
</tr>
<tr>
<td>(select all that apply)</td>
</tr>
<tr>
<td>- Shopping</td>
</tr>
<tr>
<td>- Medical appointments</td>
</tr>
<tr>
<td><strong>Q13</strong> Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
</tr>
<tr>
<td><strong>Q14</strong> If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
</tr>
<tr>
<td>- Respondent skipped this question</td>
</tr>
<tr>
<td><strong>Q15</strong> Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
</tr>
<tr>
<td>- I do not need fixed route service on holidays</td>
</tr>
<tr>
<td><strong>Q16</strong> If you would like, please provide additional information about your transit needs below:</td>
</tr>
<tr>
<td>- I use a walker and a lot of times there's no room on the bus and I have to wait for the next one.</td>
</tr>
<tr>
<td><strong>Q17</strong> If you would like a follow up on this survey, please provide your contact information below:</td>
</tr>
<tr>
<td>- Respondent skipped this question</td>
</tr>
</tbody>
</table>
**#11**

<table>
<thead>
<tr>
<th>Collector:</th>
<th>Web Link 1 (Web Link)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Started:</td>
<td>Thursday, December 05, 2019 12:09:28 AM</td>
</tr>
<tr>
<td>Last Modified:</td>
<td>Thursday, December 05, 2019 12:12:55 AM</td>
</tr>
<tr>
<td>Time Spent:</td>
<td>00:03:27</td>
</tr>
<tr>
<td>IP Address:</td>
<td></td>
</tr>
</tbody>
</table>

Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

**Q1**. Do you currently use public transit?  
Yes

**Q2**. If the answer to question #1 was No, what is your primary mode of travel?  
Bicycle

**Q3**. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Yes

**Q4**. How often do you ride transit?  
1-3 times a week

**Q5**. Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX)

**Q6**. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
No- I use just one bus system for my regular trips

**Q7**. How do you typically pay your bus fare?  
Mobile App

**Q8**. How do you currently get transit information?  
Printed bus schedules,  
Smartphone application

**Q9**. What would make it easier to access transit information?  
Nothing.
Q10 Why do you choose transit?

It's convenient,
Other (please specify):
I can't bike when it's raining, so I take the bus.

Q11 What would make you ride transit more frequently?

Free or reduced fares,
Increased routes in more neighborhoods

Q12 Please note the activities that you use public transit for: (select all that apply)

Work

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?

No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

I would like to travel to/from: N/A
On the following day(s) of the week: N/A
At the following time(s): N/A
Please provide any additional comments: N/A

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:

Work

Q16 If you would like, please provide additional information about your transit needs below:

N/A

Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name N/A
#12

**Collectors:** Web Link 1 (Web Link)

**Started:** Thursday, December 05, 2019 2:28:08 AM

**Last Modified:** Thursday, December 05, 2019 2:32:47 AM

**Time Spent:** 00:04:36

**IP Address:** [Redacted]

Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

**Q1.** Do you currently use public transit?  
**Yes**

**Q2.** If the answer to question #1 was No, what is your primary mode of travel?  
Respondent skipped this question

**Q3.** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Respondent skipped this question

**Q4.** How often do you ride transit?  
4-7 times a week

**Q5.** Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX), Stanislaus Regional Transit (StaRT) Fixed Route, Ceres Area Transit (CAT)

**Q6.** Some riders can complete their trips using a single bus service (e.g., just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

**Q7.** How do you typically pay your bus fare?  
Cash

**Q8.** How do you currently get transit information?  
Printed bus schedules, Bus stop signs , Smartphone application
Q9 What would make it easier to access transit information?
- Apps
- Number to call

Q10 Why do you choose transit?
- I don't have access to a motor vehicle

Q11 What would make you ride transit more frequently?
- More frequent service,
- More coverage area / more destination points,
- Free or reduced fares

Q12 Please note the activities that you use public transit for: (select all that apply)
- School,
- Shopping,
- Medical appointments ,
- Social activities

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?
- No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:
- Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:
- Shopping ,
- Social Activities

Q16 If you would like, please provide additional information about your transit needs below:
- Respondent skipped this question

Q17 If you would like a follow up on this survey, please provide your contact information below:
- Respondent skipped this question
Q1 1. Do you currently use public transit?   
Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel?  
Respondent skipped this question

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
Respondent skipped this question

Q4 How often do you ride transit?  
4-7 times a week

Q5 Which bus services do you ride? Please check all that apply.  
Modesto Area Express (MAX)

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

Q7 How do you typically pay your bus fare?  
Transit Pass

Q8 How do you currently get transit information?  
Other (e.g. Dibs Trip Planner):  
Facebook

Q9 What would make it easier to access transit information?  
Text alerts
Q10 Why do you choose transit?
It's convenient,
Other (please specify):
Getting some sleep

Q11 What would make you ride transit more frequently?
More frequent service,
Other (please specify):
Earlier buses so I can get to work ON TIME!

Q12 Please note the activities that you use public transit for. (select all that apply)
Work

Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit?
No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:
Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To go to and from:
Work

Q16 If you would like, please provide additional information about your transit needs below:
Need earlier MAX to BART buses. Due to heavier traffic, need to get to work on time! First bus at 4:45am is not early enough!

Q17 If you would like a follow up on this survey, please provide your contact information below:
First and Last Name
Age
City/Town
Email Address
Phone Number
Q1 1. Do you currently use public transit?  No

Q2 If the answer to question #1 was No, what is your primary mode of travel?  Rides from friends or family

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  Respondent skipped this question

Q4 How often do you ride transit?  Respondent skipped this question

Q5 Which bus services do you ride? Please check all that apply.  Respondent skipped this question

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  Respondent skipped this question

Q7 How do you typically pay your bus fare?  Respondent skipped this question

Q8 How do you currently get transit information?  Respondent skipped this question

Q9 What would make it easier to access transit information?  Respondent skipped this question

Q10 Why do you choose transit?  Respondent skipped this question

Q11 What would make you ride transit more frequently?  Respondent skipped this question
<table>
<thead>
<tr>
<th>Q12</th>
<th>Please note the activities that you use public transit for: (select all that apply)</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q13</td>
<td>Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q14</td>
<td>If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15</td>
<td>Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q16</td>
<td>If you would like, please provide additional information about your transit needs below:</td>
<td>I live in East Oakdale and dial-a-ride and east side shuttle both say I am too far out for them to help me. I am an amputee and need transportation to get to the doctor, post office, store and to visit family and friends.</td>
</tr>
<tr>
<td>Q17</td>
<td>If you would like a follow up on this survey, please provide your contact information below:</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q1 1. Do you currently use public transit?
   Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel?
   shared rides like Uber or Lyft

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.
   Respondent skipped this question

Q4 How often do you ride transit?
   4-7 times a week

Q5 Which bus services do you ride? Please check all that apply.
   Modesto Area Express (MAX)

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?
   Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

Q7 How do you typically pay your bus fare?
   Cash

Q8 How do you currently get transit information?
   Bus stop signs

Q9 What would make it easier to access transit information?
   why is there a gap between the 22 picking up at 6:05 and no bus again until 7:05, very inconvenient

Q10 Why do you choose transit?
   Other (please specify):::
   I'm poor
Q11 What would make you ride transit more frequently?  
More coverage area / more destination points,  
More benches and shelters at bus stops

Q12 Please note the activities that you use public transit for. (select all that apply)  
Work

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?  
Yes

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  
I would like to travel to/from:  
modesto to salida  
On the following day(s) of the week:  
m-sun  
At the following time(s):  
any time  
Please provide any additional comments:  
mayve the gregori bus SHOULD NOT RUN AT 6PM as no one rides the bus

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  
Work,  
School

Q16 If you would like, please provide additional information about your transit needs below:  
Respondent skipped this question

Q17 If you would like a follow up on this survey, please provide your contact information below:  
Respondent skipped this question
#16

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, December 20, 2019 12:02:14 PM

**Last Modified:** Friday, December 20, 2019 12:08:05 PM

**Time Spent:** 00:05:50

**IP Address:** (Obfuscated)

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**Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey**

**Q1 1. Do you currently use public transit?**

No

**Q2 If the answer to question #1 was No, what is your primary mode of travel?**

Personal Vehicle

**Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.**

Respondent skipped this question

**Q4 How often do you ride transit?**

Respondent skipped this question

**Q5 Which bus services do you ride? Please check all that apply.**

Respondent skipped this question

**Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?**

Respondent skipped this question

**Q7 How do you typically pay your bus fare?**

Respondent skipped this question

**Q8 How do you currently get transit information?**

Respondent skipped this question

**Q9 What would make it easier to access transit information?**

Respondent skipped this question

**Q10 Why do you choose transit?**

Respondent skipped this question

**Q11 What would make you ride transit more frequently?**

Respondent skipped this question
### Q12 Please note the activities that you use public transit for: (select all that apply)

Respondent skipped this question

### Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?

Respondent skipped this question

### Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

Respondent skipped this question

### Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:

Respondent skipped this question

### Q16 If you would like, please provide additional information about your transit needs below:

I have no needs, but the population I work with does and have lots of issues with getting their needs met. This survey doesn't seem to take into account that someone like me would have information that could be valuable based on the interaction and discussion myself and others have with those underserved by current resources. Keep in mind that those who lack resources for travel may also lack financial resources, access to computers and e-mails to take this survey, and may not even know about the study. Not sure how this survey will be as helpful the way it is set up?

### Q17 If you would like a follow up on this survey, please provide your contact information below:

Respondent skipped this question
Q1 1. Do you currently use public transit? Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel? Respondent skipped this question

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4 How often do you ride transit? 1-4 times a month

Q5 Which bus services do you ride? Please check all that apply.
   Start Dial a Ride,
   Start Shuttle

Q6 Some riders can complete their trips using a single bus service (e.g., just MAX, Start, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? No- I use just one bus system for my regular trips

Q7 How do you typically pay your bus fare? Transit Pass

Q8 How do you currently get transit information? Websites,
   Printed bus schedules,
   Other (e.g. Dibs Trip Planner): calling 800 262 1516

Q9 What would make it easier to access transit information? Respondent skipped this question
### Q10 Why do you choose transit?

I don't have access to a motor vehicle,
Other (please specify):
Need transit to Modesto with a better bus schedule!

### Q11 What would make you ride transit more frequently?

More frequent service,
More coverage area / more destination points,
Other (please specify):
schedules between Oakdale and Modesto are hard to use

### Q12 Please note the activities that you use public transit for: (select all that apply)

Shopping,
Medial appointments,
Social activities

### Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?

Yes

### Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

I would like to travel to/from:
Oakdale to Kaiser in Modesto
Please provide any additional comments:
more frequent times Oakdale to/from Modesto NEEDED

### Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:

Shopping,
Other (please specify):
SATURDAY availability would be appreciated

### Q16 If you would like, please provide additional information about your transit needs below:

I can reach Kaiser in Modesto But it is extremely difficult to coordinate dr appointments with current bus schedules. Need more frequent schedules.

### Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name
Age
City/Town
Email Address
Phone Number
**Q1** 1. Do you currently use public transit?  
No

**Q2** If the answer to question #1 was No, what is your primary mode of travel?  
Personal Vehicle

**Q3** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.

**Q4** How often do you ride transit?  
Respondent skipped this question

**Q5** Which bus services do you ride? Please check all that apply.  
Respondent skipped this question

**Q6** Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
Respondent skipped this question

**Q7** How do you typically pay your bus fare?  
Respondent skipped this question

**Q8** How do you currently get transit information?  
Respondent skipped this question

**Q9** What would make it easier to access transit information?  
Respondent skipped this question

**Q10** Why do you choose transit?  
Respondent skipped this question

**Q11** What would make you ride transit more frequently?  
Respondent skipped this question
Q12 Please note the activities that you use public transit for: (select all that apply)  

| Respondent skipped this question |

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?  

| Respondent skipped this question |

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  

| Respondent skipped this question |

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  

| Respondent skipped this question |

Q16 If you would like, please provide additional information about your transit needs below:  

I don't have any transit needs personally, but work with older adults. Many older adults should not be attempting to use personal vehicles due to health conditions. I support efforts to convince older adults to use public transit when they are no longer capable of safely operating a vehicle. I don't support an arbitrary age limit, but some form of test for significant abilities.  

Q17 If you would like a follow up on this survey, please provide your contact information below:  

<p>| Respondent skipped this question |</p>
<table>
<thead>
<tr>
<th>Q1</th>
<th>Do you currently use public transit?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>If the answer to question #1 was No, what is your primary mode of travel?</td>
<td>Personal Vehicle</td>
</tr>
<tr>
<td>Q3</td>
<td>If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q4</td>
<td>How often do you ride transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q5</td>
<td>Which bus services do you ride? Please check all that apply.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q6</td>
<td>Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q7</td>
<td>How do you typically pay your bus fare?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q8</td>
<td>How do you currently get transit information?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9</td>
<td>What would make it easier to access transit information?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q10</td>
<td>Why do you choose transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q11</td>
<td>What would make you ride transit more frequently?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
<td></td>
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<tr>
<td>----------</td>
<td>----------</td>
<td></td>
</tr>
<tr>
<td><strong>Q12</strong> Please note the activities that you use public transit for: (select all that apply)</td>
<td>Respondent skipped this question</td>
<td></td>
</tr>
<tr>
<td><strong>Q13</strong> Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>Respondent skipped this question</td>
<td></td>
</tr>
<tr>
<td><strong>Q14</strong> If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
<td></td>
</tr>
<tr>
<td><strong>Q15</strong> Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Respondent skipped this question</td>
<td></td>
</tr>
<tr>
<td><strong>Q16</strong> If you would like, please provide additional information about your transit needs below:</td>
<td>Transportation to BART, SF airport and medical transport to the bay area would be great</td>
<td></td>
</tr>
<tr>
<td><strong>Q17</strong> If you would like a follow up on this survey, please provide your contact information below:</td>
<td>Respondent skipped this question</td>
<td></td>
</tr>
</tbody>
</table>
Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

Q1 1. Do you currently use public transit?  
   Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel?  
   Walk

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Thanks

Q4 How often do you ride transit?  
   1-6 times a year

Q5 Which bus services do you ride? Please check all that apply.  
   Modesto Area Express (MAX), StaRT Medivan

Q6 Some riders can complete their trips using a single bus service (e.g., just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
   No- I use just one bus system for my regular trips

Q7 How do you typically pay your bus fare?  
   Cash

Q8 How do you currently get transit information?  
   Websites, Printed bus schedules

Q9 What would make it easier to access transit information?  
   More stops near residential areas
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q10 Why do you choose transit?</td>
<td>Other (please specify): No car</td>
</tr>
<tr>
<td>Q11 What would make you ride transit more frequently?</td>
<td>More frequent service, More coverage area / more destination points, Free or reduced fares, Increased routes in more neighborhoods, Stops closer to my origin/destination</td>
</tr>
<tr>
<td>Q12 Please note the activities that you use public transit for: (select all that apply)</td>
<td>Work, School, Social activities</td>
</tr>
<tr>
<td>Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>No</td>
</tr>
<tr>
<td>Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Work, Social Activities</td>
</tr>
<tr>
<td>Q16 If you would like, please provide additional information about your transit needs below:</td>
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<td>Q17 If you would like a follow up on this survey, please provide your contact information below:</td>
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</tr>
</tbody>
</table>
#21

Collector: Web Link 1 (Web Link)
Started: Monday, December 30, 2019 9:12:03 AM
Last Modified: Monday, December 30, 2019 9:14:46 AM
Time Spent: 00:02:43
IP Address: [redacted]

Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

Q1 1. Do you currently use public transit? No

Q2 If the answer to question #1 was No, what is your primary mode of travel? Personal Vehicle

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4 How often do you ride transit? Respondent skipped this question

Q5 Which bus services do you ride? Please check all that apply. Respondent skipped this question

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? Respondent skipped this question

Q7 How do you typically pay your bus fare? Respondent skipped this question

Q8 How do you currently get transit information? Respondent skipped this question

Q9 What would make it easier to access transit information? Respondent skipped this question

Q10 Why do you choose transit? Respondent skipped this question

Q11 What would make you ride transit more frequently? Respondent skipped this question
<table>
<thead>
<tr>
<th>Q12</th>
<th>Please note the activities that you use public transit for: (select all that apply)</th>
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<tr>
<td>Q13</td>
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<td>Respondent skipped this question</td>
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<tr>
<td>Q14</td>
<td>If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15</td>
<td>Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q16</td>
<td>If you would like, please provide additional information about your transit needs below:</td>
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<td>Q17</td>
<td>If you would like a follow up on this survey, please provide your contact information below:</td>
<td>Respondent skipped this question</td>
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</tbody>
</table>
Q1. Do you currently use public transit? Yes

Q2. If the answer to question #1 was No, what is your primary mode of travel? Respondent skipped this question

Q3. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4. How often do you ride transit? 1-6 times a year

Q5. Which bus services do you ride? Please check all that apply. Modesto Area Express (MAX)

Q6. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? No- I use just one bus system for my regular trips

Q7. How do you typically pay your bus fare? Cash

Q8. How do you currently get transit information? Websites

Q9. What would make it easier to access transit information? Respondent skipped this question

Q10. Why do you choose transit? To avoid parking
Q11 What would make you ride transit more frequently?  
More frequent service,
Free or reduced fares,
More benches and shelters at bus stops

Q12 Please note the activities that you use public transit for: (select all that apply)  
Recreation

Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit?  
No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  
Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  
Social Activities,
Recreation

Q16 If you would like, please provide additional information about your transit needs below:  
Respondent skipped this question

Q17 If you would like a follow up on this survey, please provide your contact information below:  
Respondent skipped this question
Q1. Do you currently use public transit? Yes

Q2. If the answer to question #1 was No, what is your primary mode of travel? Respondent skipped this question

Q3. If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

Q4. How often do you ride transit? 1-4 times a month

Q5. Which bus services do you ride? Please check all that apply. Modesto Area Express (MAX)

Q6. Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

Q7. How do you typically pay your bus fare? Cash

Q8. How do you currently get transit information? Smartphone application

Q9. What would make it easier to access transit information? Respondent skipped this question

Q10. Why do you choose transit? I don't have access to a motor vehicle
| Q11 | What would make you ride transit more frequently? | Free or reduced fares, 
More benches and shelters at bus stops |
|-----|------------------------------------------------|----------------------------------|
| Q12 | Please note the activities that you use public transit for: (select all that apply) | Shopping, 
Medial appointments, 
Social activities |
| Q13 | Are there places you need to access in Stanislaus County but you can't get there using transit? | No |
| Q14 | If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit: | Respondent skipped this question |
| Q15 | Do you need fixed route buses to run on holidays? If so, for what purpose would you ride?To get to and from: | I do not need fixed route service on holidays |
| Q16 | If you would like, please provide additional information about your transit needs below: | As a senior on a very limited income it would be so nice if we had transfers so it didn't cost so much to get to the senior center |
| Q17 | If you would like a follow up on this survey, please provide your contact information below: | Respondent skipped this question |
Q1 1. Do you currently use public transit?
   Yes

Q2 If the answer to question #1 was No, what is your primary mode of travel?
   Respondent skipped this question

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.
   Respondent skipped this question

Q4 How often do you ride transit?
   4-7 times a week

Q5 Which bus services do you ride? Please check all that apply.
   Modesto Area Express (MAX)

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?
   No- I use just one bus system for my regular trips

Q7 How do you typically pay your bus fare?
   Mobile App

Q8 How do you currently get transit information?
   Smartphone application

Q9 What would make it easier to access transit information?
   Earlier busied to Bart

Q10 Why do you choose transit?
   To avoid traffic
Q11 What would make you ride transit more frequently? Other (please specify): Earlier buses to Bart

Q12 Please note the activities that you use public transit for: (select all that apply) Work

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit? No

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit: Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from: Work

Q16 If you would like, please provide additional information about your transit needs below:

Buses to leave earlier in the morning to Bart

Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name
Email Address

48 / 59
**Q1** Do you currently use public transit?  
No

**Q2** If the answer to question #1 was No, what is your primary mode of travel?  
Personal Vehicle

**Q3** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.

**Q4** How often do you ride transit?  
Respondent skipped this question

**Q5** Which bus services do you ride? Please check all that apply.  
Respondent skipped this question

**Q6** Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
Respondent skipped this question

**Q7** How do you typically pay your bus fare?  
Respondent skipped this question

**Q8** How do you currently get transit information?  
Respondent skipped this question

**Q9** What would make it easier to access transit information?  
Respondent skipped this question

**Q10** Why do you choose transit?  
Respondent skipped this question

**Q11** What would make you ride transit more frequently?  
Respondent skipped this question
**2020-2021 StanCOG Unmet Transit Needs Analysis Survey**

<table>
<thead>
<tr>
<th>Q12</th>
<th>Please note the activities that you use public transit for: (select all that apply)</th>
<th>Respondent skipped this question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q13</td>
<td>Are there places you need to access in Stanislaus County but you can't get there using transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q14</td>
<td>If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q15</td>
<td>Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q16</td>
<td>If you would like, please provide additional information about your transit needs below:</td>
<td></td>
</tr>
</tbody>
</table>

I would take the bus more if there were some that went later, and more frequent. Maybe have a transit overview day where people learn about the buses? Have people teach people hands on how to use the bus...like a bus mentor.

<p>| Q17 | If you would like a follow up on this survey, please provide your contact information below: | Respondent skipped this question |</p>
<table>
<thead>
<tr>
<th>Q1</th>
<th>Do you currently use public transit?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2</td>
<td>If the answer to question #1 was No, what is your primary mode of travel?</td>
<td>Personal Vehicle</td>
</tr>
<tr>
<td>Q3</td>
<td>If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q4</td>
<td>How often do you ride transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q5</td>
<td>Which bus services do you ride? Please check all that apply.</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q6</td>
<td>Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q7</td>
<td>How do you typically pay your bus fare?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q8</td>
<td>How do you currently get transit information?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q9</td>
<td>What would make it easier to access transit information?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q10</td>
<td>Why do you choose transit?</td>
<td>Respondent skipped this question</td>
</tr>
<tr>
<td>Q11</td>
<td>What would make you ride transit more frequently?</td>
<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q12 Please note the activities that you use public transit for: (select all that apply)  

Respondent skipped this question

Q13 Are there places you need to access in Stanislaus County but you can’t get there using transit?  

Respondent skipped this question

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:  

Respondent skipped this question

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:  

Respondent skipped this question

Q16 If you would like, please provide additional information about your transit needs below:  

I am a graduate and a professional. My work is about 40 mins (walking) or 6 mins by car. I would LOVE to use local transportation. The reason I do not is that the buses are not frequent and routes are restricted (unlike bigger cities). Also the buses do not seem very clean. I usually see the buses are empty -- they bus system is obviously not working or seen of value here. Also I go to the Bay Area 1-2 times a month and traffic is horrible as we all know (especially our ridiculous Hwy 99). I tried the Bay Area bus to bart and it was ok but takes about the same time. What we need are fast trains but the oil lobbies are likely influencing the corrupt politicians. We need to learn from other cities and counties. The US overall is very backward in public transportation. I appreciate this opportunity to participate in this survey. I mean all above in the best way possible.

Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name  

Age  

City/Town  

Email Address  

Phone Number
Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

**Q1** 1. Do you currently use public transit? Yes

**Q2** If the answer to question #1 was No, what is your primary mode of travel? Personal Vehicle

**Q3** If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue. Respondent skipped this question

**Q4** How often do you ride transit? 4-7 times a week

**Q5** Which bus services do you ride? Please check all that apply. Stanislaus Regional Transit (StaRT) Fixed Route, Turlock Transit

**Q6** Some riders can complete their trips using a single bus service (e.g., just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination? Yes- I have to transfer to another bus system for my regular trips (on most systems, this would mean a rider is charged an additional 25 cents for an intersystem transfer)

**Q7** How do you typically pay your bus fare? Mobile App

**Q8** How do you currently get transit information? Websites, Printed bus schedules, Bus stop signs, Smartphone application

**Q9** What would make it easier to access transit information? facebook, website and transit center posts
**Q10** Why do you choose transit?
- it's inexpensive

**Q11** What would make you ride transit more frequently?
- More frequent service,
- More coverage area / more destination points,
- Free or reduced fares,
- Increased routes in more neighborhoods,
- More benches and shelters at bus stops,
- Increased routes to Park and Ride Lots,
- Stops closer to my origin/destination

**Q12** Please note the activities that you use public transit for: (select all that apply)
- Work,
- Shopping,
- Recreation

**Q13** Are there places you need to access in Stanislaus County but you can't get there using transit?
- Yes

**Q14** If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

I would like to travel to/from:
- costco, no bust stop in between canal and main st,
- library, church

On the following day(s) of the week:
- everyday
- anytime

**Q15** Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:
- Work,
- Shopping,
- School Activities,
- Social Activities,
- Recreation,
- Other (please specify):
- church

**Q16** If you would like, please provide additional information about your transit needs below:
- Respondent skipped this question
Q17 If you would like a follow up on this survey, please provide your contact information below:

First and Last Name
Age
City/Town
Email Address
Page 1: 2020-2021 StanCOG Unmet Transit Needs Analysis Survey

Q1 1. Do you currently use public transit?  
   **No**

Q2 If the answer to question #1 was No, what is your primary mode of travel?  
   **Personal Vehicle**

Q3 If your answer to question #1 was No, please skip to Question 16. If your answer was Yes, please continue.  
   **Respondent skipped this question**

Q4 How often do you ride transit?  
   **Respondent skipped this question**

Q5 Which bus services do you ride? Please check all that apply.  
   **Respondent skipped this question**

Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?  
   **Respondent skipped this question**

Q7 How do you typically pay your bus fare?  
   **Respondent skipped this question**

Q8 How do you currently get transit information?  
   **Respondent skipped this question**

Q9 What would make it easier to access transit information?  
   **Respondent skipped this question**

Q10 Why do you choose transit?  
   **Respondent skipped this question**

Q11 What would make you ride transit more frequently?  
   **Respondent skipped this question**
<table>
<thead>
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<th>Q12 Please note the activities that you use public transit for: (select all that apply)</th>
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<td>Respondent skipped this question</td>
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<tr>
<td>Q1 1. Do you currently use public transit?</td>
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<td>Q4 How often do you ride transit?</td>
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<td>Q5 Which bus services do you ride? Please check all that apply.</td>
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<td>Q6 Some riders can complete their trips using a single bus service (e.g. just MAX, StaRT, Ceres, or Turlock Transit) while other riders have to transfer to another system to complete their trip. Do the trips you regularly take require you to use more than one bus system to get to your destination?</td>
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<tr>
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<td>Q8 How do you currently get transit information?</td>
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<tr>
<td>Q9 What would make it easier to access transit information?</td>
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<tr>
<td>Q10 Why do you choose transit?</td>
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<td>Respondent skipped this question</td>
</tr>
</tbody>
</table>
Q12 Please note the activities that you use public transit for: (select all that apply)

| Respondent skipped this question |

Q13 Are there places you need to access in Stanislaus County but you can't get there using transit?

| Respondent skipped this question |

Q14 If your answer to question #13 was Yes, please tell us about the places you need to go in Stanislaus County, but cannot reach by public transit:

| Respondent skipped this question |

Q15 Do you need fixed route buses to run on holidays? If so, for what purpose would you ride? To get to and from:

| Respondent skipped this question |

Q16 If you would like, please provide additional information about your transit needs below:

I would just like to see more accessible and legible maps. I remember an occasion where I found myself needing to use public transport but I found myself struggling to understand the routes, and I'm a 20 year old college student. These maps should be a lot more accessible as well, for one have the privilege to look it up on my phone but I would not know where to look if not. I would also like to add that I do have a neighbor my age attending the JC who uses the public transit frequently. When I asked him if it was difficult to get used to it, he claimed it was VERY confusing. Making information about our Public transport more accessible and the system itself is essential to our peoples' success. Thank you for your consideration.

| Respondent skipped this question |

Q17 If you would like a follow up on this survey, please provide your contact information below:
The following comments are what I received at today’s Unmet Transit Needs workshop in Newman:

- The Transit Center is not open at 6:00 AM when the Medivan leaves. Bathroom facilities are needed.
- Need a stop closer to the McConell Adult Education center in Newman coming from Gustine.
- Bus schedules on bus stop signs are needed for those without access to cell phones.
- Electrical plugs/chargers are needed on fixed route buses for those who ride with oxygen tanks.
Hello Edith,

My name is Walter Torres. I have been using Turlock Transit buses daily for three months now and I am happy about it. I would like to make a suggestion to add or link your operator, Turlock Transit, to Wageworks website since they have Commuter Benefit Program which would be very helpful for employees like myself. Right now, I couldn’t use their website to purchase passes using my pre-tax funds as “TURLOCK TRANSIT” is not listed under their operator options. “START” Bus, Modesto Area Express, Merced Transit, and Amtrak are the only ones listed under their options, while Turlock Transit is NOT included and I am stuck with this problem. Link is provided below for your review. This is one of the many ways to encourage people to start using Public Transit and have their cars at home which I am doing. This helps in reducing CO2 emissions and minimize traffic in the area. Please advise.

https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.wageworks.com%2Femployees%2Femployee-benefits-account-management%2Fwageworks-commuter-card&data=02%7C01%7Cerobles%40stancog.org%7C0d208ad431b5430d6cac08d81e387459%7Ce73b77d83dbd4d4e8d82f3153670356d%7C0%7C0%7C637292575653246558&sdata=Be%2ByQZMjhueh3dTCNPwTKh3TOtBSyUtXm7DaV36cis%3D&reserved=0

Warm regards,

Walter
Attachment 1

Publications for the Public Hearing
STATE OF CALIFORNIA }ss.
County of Stanislaus

Shay Lawrence
Here-upon being first duly sworn, deposes and says that all time
hereinafter mentioned he/she was a citizen of the United States
over the age of twenty-one (21) years, and doing business in said
county, not interested in the matter of the attached publication, and
is competent to testify in said matter, that he/she was at and during
all said time the principal clerk to the printer and publisher of the
WATERFORD NEWS

a legal newspaper of general circulation published weekly in
Waterford in said County of Stanislaus, State of California; that said
WATERFORD NEWS

is and was at all times herein mentioned, a newspaper of general
circulation as that term is defined by Section 6000 of the Govern-
ment Code, and as provided by said section and so adjudicated by
Decree No. 41155 by the Superior Court of Stanislaus County, State
of California, is published for the dissemination of local and tele-
graphic news and intelligence of a general character, have a
bonafide subscription list of paying subscribers, and is not devoted
to the interest, or published for the entertainment or instruction of a
particular class, profession, trade, calling, race of denomination:
or for the entertainment and instruction of any number of such
classes, professions, trades, callings, races or denominations:
that at all times said newspaper has been established, in Waterford,
in said County and State, at regular intervals for more than one year
preceding the first publication of the notice herein mentioned, that
said newspaper was in type not smaller than nonpareil and was
preceded with words printed in 54 blackface type not smaller than
nonpareil, describing and expressing in general terms, the purport
and character of the notice intended to be given

LEGAL NOTICE #7442
NOTICE OF RESCHEDULING OF PUBLIC
HEARING FISCAL YEAR 2020/21
PUBLICATION DATE: 03-31-2020

of which named annexed is a printed copy, was published
and printed in said
WATERFORD NEWS

at least 1 time commencing on the
31st of March, 2020
and ending on the 31st of March, 2020 the days
inclusive, and as often during said time as said newspa-
per was regularly issued, to wit:

I declare under penalty of perjury under the laws of the
State of California that the foregoing is true and correct.
Dated this 31st of March, 2020

[Signature]
PRINCIPAL CLERK OF THE PRINTER

Legal#7442
NOTICE OF RESCHEDULING OF PUBLIC
HEARING AND
EXTENSION OF 30-DAY
PUBLIC COMMENT PERIOD FOR THE
STANISLAUS COUNCIL
OF GOVERNMENTS
(STANCOG)
FISCAL YEAR 2020/21
UNMET TRANSIT NEEDS IDENTIFICATION ANALYSIS
NOTICE IS HEREBY GIVEN that due to the
COVID-19 situation, the
FY 2020/21 Unmet Transit Needs Public Hearing originally
scheduled for
Wednesday, March 18, 2020, has been rescheduled
to take place April 14, 2020, from 11:00 AM to
12:00 PM via conference call. The public hearing will
be held for the purpose of
soliciting comments on any
unmet transit needs, which are reasonable to meet by
establishing or contracting
for new public transporta-
tion services. All those
wishing to speak will be
given an opportunity to do
so. Spanish translation
services will be available at
this hearing and other lan-
guage accommodation and
Analysis Report. Staff will
present a draft analysis to
the StanCOG Policy Board
for adoption at a later
meeting date in 2020.
Further information may be
obtained by contacting
Edith Robles, Assistant
Planner, at (209) 525-4891
or via email
erobles@stancog.org.
Publish Date: 03-31-2020
Affidavit of Publication

STATE OF CALIFORNIA
County of Stanislaus

Shay Lawrence

Hereunto being first duly sworn, deposes and says that all time hereinafter mentioned herein was a citizen of the United States over the age of twenty-one (21) years, and doing business in said county, not interested in the matter of the attached publication, and is competent to testify in said matter, that he/she was at and during all said time the principal clerk to the printer and publisher of the HUGHSON CHRONICLE

a legal newspaper of general circulation published weekly in Hughson in said County of Stanislaus, State of California: that said Hughson Chronicle is and was at all times herein mentioned, a newspaper of general circulation as that term is defined by Section 6000 of the Government Code, and as provided by said section and so adjudicated by Decree No. 41228 by the Superior Court of Stanislaus County, State of California, is published for the dissemination of local and telegraphic news and intelligence of a general character, have a bona fide subscription list of paying subscribers, and is not devoted to the interest, or published for the entertainment or instruction of a particular class, profession, trade, calling, race or denomination; or for the entertainment and instruction of any number of such classes, professions, trades, callings, races or denominations: that at all times said newspaper has been established, in Hughson; in said County and State, at regular intervals for more than one year preceding the first publication of the notice herein mentioned, that said notice was set in type not smaller than nonpareil and was preceded with words printed in blackface type not smaller than nonpareil, describing and expressing in general terms, the purport and character of the notice intended to be given

LEGAL #7441

NOTICE OF RESCHEDULING OF PUBLIC HEARING AND EXTENSION OF 30-DAY PUBLIC COMMENT PERIOD FOR THE Stanislaus County of Governments (STANCOC) FISCAL YEAR 2020/21 UNMET TRANSIT NEEDS IDENTIFICATION ANALYSIS

NOTICE IS HEREBY GIVEN that due to the COVID-19 situation, the FY 2020/21 Unmet Transit Needs Public Hearing originally scheduled for Wednesday, March 18, 2020, has been rescheduled to take place April 14, 2020, from 11:00 AM to 12:00 PM via conference call. The public hearing will begin for the purpose of soliciting comments on any unmet transit needs, which are reasonable to meet by contracting for new public transportation services. All those wishing to speak will be given an opportunity to do so. Spanish translation services will be available at this hearing and other language support or reasonable accommodations for people with hearing impairments will be provided.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Dated the 31st of March, 2020.

[Signature]

PRINCIPAL CLERK OF THE PRINTER
Affidavit of Publication

PUBLIC NOTICE

STATE OF CALIFORNIA,
County of Stanislaus

KATICA KROLL

Of the said County, being duly sworn, deposes and says:

I am a citizen of the United States and a resident of the county aforesaid; I am over the age of twenty-one years, and not a party to or interested in the above entitled matter. I am the principal clerk of THE TURLOCK DAILY JOURNAL, 121 South Center Street, 2nd Floor, Turlock, California, a newspaper of general circulation, published in Turlock, California in the City of Turlock, County of Stanislaus, and which newspaper has been adjudged a newspaper of general circulation, by the Superior Court of the County of Stanislaus, State of California. That the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper.

APRIL 1, 2020

I certify (or declare) under penalty of perjury that the foregoing is true and correct, this 1st day of April, 2020.

[Signature]
Principal Clerk of the Printer
Proof of Publication of

PUBLIC NOTICE

STANCOG

PUBLIC HEARING
NOTICE OF RESCHEDULING OF PUBLIC HEARING AND
EXTENSION OF 30-DAY PUBLIC COMMENT PERIOD FOR THE
STANISLAUS COUNCIL OF GOVERNMENTS (STANCOG)

FISCAL YEAR 2020/21 UNMET TRANSIT NEEDS IDENTIFICATION ANALYSIS
NOTICE IS HEREBY GIVEN that due to the COVID-19 situation, the FY 2020/21
Unmet Transit Needs Public Hearing originally scheduled for Wednesday,
March 18, 2020, has been rescheduled to
take place April 14, 2020, from 11:00 AM
to 12:00 PM via conference call. The public
hearing will be held for the purpose of
soliciting comments on any unmet
transit needs, which are reasonable
to meet by establishing or contracting for
new public transportation services. All
those wishing to speak will be given
an opportunity to do so. Spanish
translation services will be available at
this hearing and other language support
or reasonable Americans with Disabilities
Act accommodations may be requested
72 hours in advance of the hearing.

You can dial in using your phone.
United States: +1 (877) 240-3412
Access Code: 698-513-101

As the regional transportation planning
agency, STANCOG, must hold at least
one public hearing to solicit comments
on any unmet transit needs before a
determination on transit funding is
made. Pursuant to the Transportation
Development Act, a determination
must be made that there are no areas
in Stanislaus County with unmet transit
needs, which can reasonably be met,
before monies for other purposes may be
approved.
The public comment period has been
extended until April 15, 2020 at 4:00
PM. Comments are requested about the
transportation needs of all individuals
including, but not limited to, the elderly,
disabled, and persons of limited means.
In addition, comments can also be
submitted by:
- using the web-based survey
below:
  English: https://www.surveymonkey.com/r/STANCOG2019UTN
  Spanish: https://www.surveymonkey.com/r/STANCOG_SpanishUTN.

Second Street, Police Beat
Les's Animal Support Group
Standing in mud past us.
STATE OF CALIFORNIA,
County of Stanislaus

KATICA KROLL

Of the said County, being duly sworn, deposes and says:
I am a citizen of the United States and a resident of the county aforesaid; I am over the age of twenty-one years, and not a party to or interested in the above entitled matter. I am the principal clerk of CERES COURIER, 121 South Center Street, 2nd Floor, Turlock, California, a newspaper of general circulation, published in Ceres, California in the City of Ceres, County of Stanislaus, and which newspaper has been adjudged a newspaper of general circulation, by the Superior Court of the County of Stanislaus, State of California. That the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper.

APRIL 1, 2020

I certify (or declare) under penalty of perjury that the foregoing is true and correct, this 1st day of April, 2020

[Signature]
Principal Clerk of the Printer
STATE OF CALIFORNIA
County of Stanislaus

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 printer, foreman or principal clerk of The West Side INDEX, a newspaper of general circulation, printed and published weekly in the City of Newman, County of Stanislaus, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Stanislaus, State of California, under the date of April 25, 1952, Case Number 46882; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

April 2

in the year 2020.

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

Dated at Newman, California, this 2nd day of April, 2020.

Signature

This space is for the County Clerk's Filing Stamp

Proof of Publication of

Notice of Rescheduling of Public Hearing and Extension of 30-Day Public Comment Period

Fiscal Year 2020/21 Unmet Transit Needs Identification Analysis

Stanislaus Council of Governments (StanCOG)

PUBLIC NOTICE

NOTICE OF RESCHEDULING OF PUBLIC HEARING AND EXTENSION OF 30-DAY PUBLIC COMMENT PERIOD FOR THE STANISLAUS COUNCIL OF GOVERNMENTS (STANCOG) FISCAL YEAR 2020/21 UNMET TRANSIT NEEDS IDENTIFICATION ANALYSIS

NOTICE IS HEREBY GIVEN that due to the COVID-19 situation, the FY 2020/21 Unmet Transit Needs Public Hearing originally scheduled for Wednesday, March 18, 2020, has been rescheduled to take place April 14, 2020, from 11:00 AM to 12:00 PM via conference call. The public hearing will be held for the purpose of soliciting comments on any unmet transit needs, which are reasonable to meet by establishing or contracting for new public transportation services. All those wishing to speak will be given an opportunity to do so. Spanish translation services will be available at this hearing and other language support or reasonable Americans with Disabilities Act accommodations may be requested 72 hours in advance of the hearing.

You can dial in using your phone.
United States: +1 (872) 240-3412
Access Code: 696-513-101

As the regional transportation planning agency, StanCOG, must hold at least one public hearing to solicit comments on any unmet transit needs before a determination on transit funding is made. Pursuant to the Transportation Development Act, a determination must be made that there are no areas in Stanislaus County with unmet transit needs, which can reasonably be met, before monies for other purposes may be approved.

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

STATE OF CALIFORNIA
County of Stanislaus

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 Patterson Irrigator, a newspaper of general circulation, printed and published once a week on Thursdays, in the city of Patterson, California, County of Stanislaus, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court, of the County of Stanislaus, State of California, under the date of June 23, 1952, Case Number 47304; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

[Signature]

all in the year 2020

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

Dated at Patterson, California, this day of April, 2020

[Signature]
STATE OF CALIFORNIA,

County of Stanislaus

I am a citizen of the United States and a resident of the county aforesaid; I am over the age of twenty-one years, and not a party to or interested in the above entitled matter. I am the principal clerk of THE OAKDALE LEADER, 122 South Third Avenue, Oakdale, California, a newspaper of general circulation, published in Oakdale, California in the City of Oakdale, County of Stanislaus, and which newspaper has been adjudged a newspaper of general circulation, by the Superior Court of the County of Stanislaus, State of California. That the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

April 1, 2020
I certify or declare under penalty of perjury that the foregoing is true and correct.

Dated at Oakdale

The 8th, day of April 2020

Signature
<table>
<thead>
<tr>
<th>Account #</th>
<th>Ad Number</th>
<th>Identification</th>
<th>PO</th>
<th>Amount</th>
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Attention: Cindy Malekos

CO STAN COG
1111 I STREET, #308
MODESTO, CA 95354

Date: 7th, day of May, 2020

Extra charge for lost or duplicate affidavits.
Legal document please do not destroy!
Attachment 2
SSTAC Meeting Minutes
SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC) MEETING
StanCOG Board Room
1111 I Street, Suite 308
Modesto, CA

Minutes of February 4, 2020 (Tuesday)
9:00 am

MEMBERS PRESENT:  Adam Barth (City of Modesto); Lillian Castigliano (Commission on Aging); Stacie Morales (MOVE); Mohamed Rashid (DRAIN Charities)

ALSO PRESENT:  Angela Swanson (City of Modesto); Scott Medeiros (Turlock Transit); Carla Alviso, Chris Jasper, Karen Kincy, Stephanie Mora, Edith Robles (StanCOG)

1. CALL TO ORDER
Chair Stacie Morales called the meeting to order at 10:00 a.m.

2. ROLL CALL

3. PUBLIC COMMENTS - None

4. CONSENT CALENDAR
A. Motion to Approve Social Services Transportation Advisory Council (SSTAC) Minutes of 11/5/19

* By Motion (Member Lillian Castigliano/Member Mohamed Rashid), and unanimous vote, the Council approved the Consent Calendar.

5. DISCUSSION/ACTION ITEMS
A. StanCOG Regional Bicyclist and Pedestrian Safety and Education Campaign Update
Chris Jasper provided an update on the StanCOG Regional Bicyclist and Pedestrian Safety and Education Campaign which was funded by the Active Transportation Program
(ATP). He reviewed the project activities that would take place mostly in late spring and early summer. He stated that StanCOG was seeking assistance from its various committees to identify possible volunteers, to help support the effort and to get the word out. He also stated that there would be a survey available on the StanCOG website and through social media. A brief discussion followed, members provided suggestions and had their questions answered.

B. **Motion to Recommend the Policy Board Adopt by Resolution the FY 2020/21 Local Transportation Funds (LTF) and State Transit Assistance (STA) Funds Apportionments**

Stephanie Mora provided background on the LTF and STA Funds Apportionments process. She stated that the FY 2020/21 LTF estimate was $24,500,000 and the STA estimate was $5,962,679.

*By Motion (Member Adam Barth/Member Mohamed Rashid), and unanimous vote, the Council recommended the Policy Board Adopt by Resolution the FY 2020/21 Local Transportation Funds (LTF) Apportionment of $24,500,000 and State Transit Assistance (STA) Funds Apportionment of $5,962,679.*

C. **FY 2020/21 Unmet Transit Needs Update**

Edith Robles provided an overview of the Unmet Transit Needs (UTN) process. She reviewed the timeline and outreach locations, and stated that StanCOG had also provided a survey as well as the UTN comment form which was available in both English and Spanish on the StanCOG website via the links below.

- English - [http://www.stancog.org/utn-comments.shtm](http://www.stancog.org/utn-comments.shtm)

She also stated there would be a Public Hearing at the March 18th Policy Board meeting. A brief discussion followed and members’ questions were answered.

6. **TRANSIT MANAGERS/MOVE REPORT**

Adam Barth with Modesto Area Express (MAX) reported that there would be a new bus route added in July that would connect to Manteca and Stockton. He stated that they would be purchasing two more commuter busses, bringing their total to six. He also stated they had finished their Public Transportation Agency Safety Plan which was required by the Federal Transit Administration (FTA), and that they were also in the process of doing a Conference of Operational Analysis to review their route structures.

Angela Swanson with Modesto Area Dial-a-Ride (MADAR) provided an update on the process of hiring the new operator, Transdev, procuring tenant improvements at the bus maintenance facility, and the changeover from MADAR to Max Mobility. She reviewed the new Ecolane scheduling software that would be coming soon and reported on the possibility of working with the Special Needs Network.

Scott Medeiros with Turlock Transit reported they were phasing out their Disabled Eligibility Cards, and starting July 1st there would be two options, ADA Paratransit (MOVE) or a Discount Fare Card, to remain eligible for Dial-a Ride or to qualify for a discount on fixed-route busses. He stated that applications were available on their website and provided informational flyers for the members. He provided updates on their Short-Range Transit Plan, upcoming rate increases, route changes, and relocating their offices from City Hall to the
Turlock Transit Center. He also stated that the Transit Center only accepted cash, which had increased the use of Token Transit.

Stacie Morales with MOVE reported on her visit to the Department of Veterans Affairs (VA) in Livermore, where she provided them with information that could help with their new Veterans Transportation Services. She provided an update on their Business Plan and Demand Study and provided an overview of the upcoming Community Partner Grant Program, Scholarship Program and a Fare Assistance Program. She also mentioned that the Oakdale Senior Center was looking for a van or bus to help transport seniors and that MOVE was purchasing a modified van with a side lift.

7. CALTRANS REPORT - None

8. EXECUTIVE DIRECTOR REPORT

Karen Kincy stated that StanCOG was in the process of updating the Transit Claim forms to be more in line with the Transit Study and last year’s performance audit. She provided an update on the Transit Study, which had recommended full consolidation of all the transit agencies. She stated it would take approximately 18 months and outlined the process. She also stated that StanCOG was in the process of preparing the budget for next year, which would include a Human Services Coordinated Plan. She also announced that the StanCOG Executive, Director Rosa Park had received the Woman of the Year award from Women in Transportation (WTS).

9. MEMBER REPORTS

Lillian Castigliano with Commission on Aging provided an update on the upcoming 3rd Senior Ball to be held at the Stanislaus Veterans Center. She reported on the United Samaritan senior food delivery, and reviewed the services they provide. She reviewed the services provided at the Stanislaus Veteran’s Center, and reported that Carol Bowman was the new Program Manager for Senior Services at Catholic Charities in Modesto.

10. ADJOURNMENT

Chair Stacie Morales adjourned the meeting at 10:59 a.m.

Next Regularly Scheduled SSTAC Meeting:
March 3, 2020 (Tuesday) @ 9:00 am
StanCOG Board Room
1111 I Street, Suite 308
Modesto, CA 95354

Minutes Prepared By:

Carla Alviso, Administrative Assistant
Important Notice Regarding COVID 19

In accordance with Governor Newsom’s Executive Order N-29-20, the Stanislaus Council of Governments (StanCOG) Board Room was closed, and the Social Services Transportation Advisory Council (SSTAC) members and staff participated in this meeting via GoToMeeting. In the interest of maintaining appropriate social distancing measures, members of the public were provided the opportunity to participate in the meeting electronically and had the right to observe and offer public comment during the meeting.

MEMBERS PRESENT: Adam Barth (City of Modesto); Carol Bowman (Catholic Charities); Stacie Morales (MOVE); Mohamed Rashid (DRAIL); Carla Strong (Howard Training Center)

ALSO PRESENT: Letty Ortiz, Darla Moen (Stanislaus County); Angela Swanson (City of Modesto); Steven Martinez, Tom Dumas (Caltrans); Carla Alviso, Aric Barnett-Lynch, Chris Jasper, Karen Kincy, Cindy Malekos, Edith Robles, Debbie Trujillo (StanCOG)

1. CALL TO ORDER
Chair Stacie Morales called the meeting to order at 10:22 a.m.

2. ROLL CALL

3. PUBLIC COMMENTS - None

4. CONSENT CALENDAR

A. Motion to Approve Social Services Transportation Advisory Council (SSTAC) Minutes of 3/31/20

* By Motion (Member Mohamed Rashid/Member Carla Strong), and unanimous roll call vote, the Council approved the Consent Calendar.
5. DISCUSSION/ACTION ITEMS

A. **Motion to Recommend the Policy Board Approve the FY 2020/21 Transportation Development Act (TDA) Apportionments for Transit and Other Purposes and Approve the FY 2020/21 TDA Allocations for Transit**

Karen Kincy provided an overview of the Transportation Development Act (TDA) and State Transit Assistance (STA) funds allocation process. She stated that after allocations for Administration, Planning, Non-Motorized and regional projects were deducted, it was recommended that $18,000,640 be approved for transit claims and the remaining LTF funds of $5,048,960 be held in reserves for future transit use.

*By Motion (Member Adam Barth/Member Carla Strong), and unanimous roll call vote, the Council recommended the Policy Board approve the FY 2020/21 Transportation Development Act (TDA) Apportionments for Transit and Other Purposes and Approve the FY 2020/21 TDA Allocations for Transit.*

B. **Motion to Recommend the Policy Board Adopt the 2020 Public Participation Plan (PPP)**

Debbie Trujillo provided background information on the Public Participation Plan. She reported that the draft document was released for a 45-day public review period that began on April 1st and concluded at 3:00 pm on May 18th, and that two public hearings were conducted via teleconference on April 14th. She stated that one comment was received and that the comment and response would be included in the final PPP document, which would be presented to the Policy Board at their June 17th meeting. There was a brief discussion and members’ questions were answered.

*By Motion (Member Carla Strong/Member Mohamed Rashid), and unanimous roll call vote, the Council recommended the Policy Board adopt the 2020 Public Participation Plan (PPP).*

C. **Motion to Recommend the Policy Board Adopt the FY 2020/21 Unmet Transit Needs Identification and Analysis Report**

Edith Robles provided an overview of the Unmet Transit Needs process and reviewed the various outreach methods used to receive public input. She stated that StanCOG received a total of 71 public comments, and of those, four were identified as Unmet Transit Needs. She reviewed the four comments and stated the overall finding was that there were no Unmet Transit Needs that were reasonable to meet, per the Policy Board’s adopted definitions, for FY 2020/21. Chair Morales thanked Edith and StanCOG staff for the effort that was put forward to receive public comments.

*By Motion (Member Carol Bowman/Member Adam Barth), and unanimous roll call vote, the Council recommended the Policy Board adopt the FY 2020/21 Unmet Transit Needs Identification and Analysis Report.*

D. **StanCOG Non-Motorized Transportation Plan**

Chris Jasper provided an overview of the update to the Non-Motorized Transportation Plan (NMTP). He reported on the various methods used to maximize public outreach during the COVID-19 stay-at-home orders and reviewed the plan’s next steps. He stated that the draft document was anticipated to be completed by the winter of 2020 and was
expected to be presented to the Policy Board in early 2021. He also encouraged the members to visit the NMTP web page available on the StanCOG website at: 
http://www.stancog.org/nmtp.shtm and to also follow StanCOG on Facebook for further details and updates. A brief discussion followed and members’ questions were answered.

E. Motion to Nominate FY 2020/21 Social Services Transportation Advisory Council (SSTAC) Chair and Vice-Chair
Cindy Malekos explained that it was time to select the Council’s Chair and Vice-Chair for the next fiscal year which was to begin July 1st.

*By Motion (Member Adam Barth/Member Carla Strong), and unanimous roll call vote, the Council re-elected Stacie Morales to serve as Chair and elected Carol Bowman to serve as the new Vice-Chair for FY 2020/21.

6. TRANSIT MANAGERS/MOVE REPORT
Adam Barth with Modesto Area Express (MAX) stated that MAX was offering free rides in June through the end of July, and that they had resumed full service. He provided information on several new routes that would be starting in July which included the former Ceres Area Transit route, a new route to Stockton with a stop in Manteca and the Escalon system eTrans.

Angela Swanson with MADAR stated that starting July 1, MADAR would be expanding to the City of Ceres which would open transportation to the whole region for one fare. She provided an update on their contract with Storer Transportation, which had to be extended because of the COVID-19 situation. She also reported that ridership was down to about 20% and that they were only transporting one person at a time because of the health conditions of their riders.

Letty Ortiz with Stanislaus Regional Transit (StaRT) reported that they were back to full service and that they were offering free rides in June through the end of July.

Stacie Morales with MOVE reported that their lobby was open for appointments only and that the office was using minimal rotating staff. She stated that there were no ADA eligibility appointments at the time, anyone calling in would receive 90-day full and immediate eligibility, and she reviewed safety changes being made to allow for future appointments. She stated that their travel training was not available because the day programs and senior programs were not open at the time. She also provided information on Unite Us, a web-based referral program, and stated she would like to set up a webinar for the SSTAC members to attend, if interested.

7. CALTRANS REPORT
Steven Martinez reported that in May, Caltrans honored the lives of 189 fallen highway workers at its 30th Annual Memorial. He stated that even though there had been less highway congestion during the COVID-19 stay-at-home orders, there was an 87% increase in citations for speeding in excess of 100 mph. He also stated that during COVID-19, Caltrans had authorized food trucks in State rest areas to help provide food to truck drivers and motorists, as well as provide opportunities to food truck operators. He also provided information on a traffic advisory and upcoming construction on State Route 99.

8. EXECUTIVE DIRECTOR REPORT
Cindy Malekos, on behalf of Rosa Park, thanked the members for participating in virtual meetings, and offered assistance to anyone who may be having technical difficulties logging
into the meetings. She stated that due to State guidelines, GoToMeetings would be held as long as the Governor’s orders were in place.

Aric Barnett-Lynch stated that StanCOG had been sending out a monthly newsletter to provide StanCOG updates for the members.

9. MEMBER REPORTS
Carol Bowen with Catholic Charities reported that they were continuing in a reduced capacity for senior-assisted transportation but were providing rides for essential appointments and grocery shopping. She stated that they were hoping to be at full capacity within two weeks. She also provided information on their senior meal delivery which provided 1,600 meals to home bound seniors in the last two months.

Mohamed Rashid with DRAIL reported that they had been back in the office for two and a half weeks and were staggering staff, half in the morning and half in the afternoon. He also stated that there were no in-person appointments, and that all business was done by phone.

Carla Strong with Howard Training Center reported that their day programs were deemed non-essential and expressed her concern for their 150 clients, some of whom would not be able to return because of the new procedures that may be put in place. She stated that their kitchen and community employment were considered essential and were running with a skeleton crew. She also reported that their facility on Stratos Way had been moved and they were all at one location at Stonum Road. She also stated that next year’s CrabFest Fundraiser would be held on the first weekend in February and would potentially be a drive-through event.

10. ADJOURNMENT
Chair Stacie Morales adjourned the meeting at 11:20 a.m.

Next Regularly Scheduled SSTAC Meeting:
August 4, 2020 (Tuesday) @ 9:00 am

Minutes Prepared By:

__________________________________
Carla Alviso, Administrative Assistant
Attachment 3

Resolution 19-14
WHEREAS, the Stanislaus Council of Governments (StanCOG) is the Regional Transportation Planning Agency (RTPA) and Metropolitan Planning Organization (MPO) for the Stanislaus region, pursuant to State and Federal designation; and

WHEREAS, StanCOG, as the RTPA, is responsible for the allocation to claimants of funds from the Transportation Development Act (TDA); and

WHEREAS, the approved StanCOG Unmet Transit Need Process calls for a comprehensive review of the definitions and process at least once every five years; and

WHEREAS, StanCOG has a Social Services Transportation Advisory Council (SSTAC), established pursuant to Section 99238 of the TDA; and

WHEREAS, SSTAC has considered the proposed changes, as shown in Attachment 1 and Attachment 2; and

NOW, THEREFORE BE IT RESOLVED that the Policy Board approve the changes made to the unmet transit need process and definition, as shown in Attachment 1 and Attachment 2, attached here to; and

BE IT FURTHER RESOLVED that the StanCOG Executive Director is authorized to make any necessary administrative changes to these definitions.

The foregoing Resolution was introduced at a special meeting of the Stanislaus Council of Governments, on the 23rd day of October, 2019. A motion was made and seconded to adopt the foregoing Resolution. Motion carried, and the Resolution was adopted.

MEETING DATE: October 23, 2019

ATTEST:                      JERAMY YOUNG, CHAIR

ROSAL DE LEON PARK, EXECUTIVE DIRECTOR
Unmet Transit Need Process

A. In accordance with Public Utilities Code Section 99401.5, and as part of the transportation planning process, StanCOG must annually identify the transit needs of the jurisdictions within Stanislaus County, including:

1. An assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged, including but not limited to, the elderly, the handicapped, those with disabilities (including individuals eligible for paratransit and other special transportation services pursuant to Section 12143 of Title 42 of the United States Code (the federal Americans with Disabilities Act of 1990, as amended (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 meet 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 (A); and above.

3. An analysis of the potential alternative public transportation services, specialized transportation services, and service improvements that would meet all or part of the transit demand.

4. Unless additional information becomes available which supersedes the analysis in the 2003-04 Report, the information as listed in Sections 1-3 above shall be included in future reports by reference only.

B. 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 of the Public Utilities Code. This analysis is only required, however, upon receipt by the transportation planning agency of an interested party identifying a potential need.

B.C. As part of the ongoing planning process, StanCOG will continue to consult with and consider the recommendations from the Social Services Transportation Advisory Council (SSTAC) satisfying the requirement of Public Utilities Code Section 99238.5. All counties eligible for other purpose funding under TDA Article 8 are required to have a process of citizen participation utilizing SSTAC to hear the transit needs of transit dependent or disadvantaged persons. PUC Section 99238.5(a) requires this process provide for at least one public hearing annually whether or not any Article 8 claims are actually filed. StanCOG staff will continue to provide support and technical assistance to the SSTAC in their evaluation of all comments received. That technical assistance will include proposals from the transit operators, as are offered, to deal with the transit complaints received by the SSTAC, prior to the public hearing. Prior to the statutorily required public hearing, the SSTAC should make a written report to the StanCOG Policy Board containing a summary of its recommendations, including a list of identified needs.
and those that the SSTAC considers reasonable to meet. SSTAC recommendations will be reflected in the report to the Policy Board.

G-D. The Citizens Advisory Committee (CAC) and the Technical Advisory Committee (TAC) are also encouraged to submit comments and recommendations to the StanCOG Policy Board regarding how identified needs can be met, whether it is reasonable to do so, and what steps are already being taken. At their own discretion, the CAC and TAC may comment on the SSTAC report or may make separate recommendations to the StanCOG Policy Board.

D-E. The StanCOG Policy Board shall hold at least two public hearings to receive testimony regarding potential unmet transit needs in each annual report cycle. The first of these shall be held no later than September 30th of each year. This shall not be at the same meeting at which the unmet transit needs finding is made. StanCOG shall conduct a second public hearing, following staff analysis, before making its final determinations with respect to unmet transit needs and reasonable to meet. This second public hearing shall be no later than January 31st of each year. The intent of the second public hearing is to receive comments on the staff analysis. Potential unmet transit needs heard for the first time at the second public hearing need not be analyzed or acted upon the same year, though, if not acted upon, they shall be acted upon in the subsequent year. Notice of each hearing, including the date, place, and specific purpose of the hearing shall be given at least 30 days in advance through publication in one or more newspapers of general circulation, including in Spanish. StanCOG shall also send written notification to those persons and organizations that have indicated, through the StanCOG citizen participation process or any other source of information, an interest in the subject of the hearing.

E-F. All Unmet Transit Needs complaints received either through the year or at the public hearings shall be documented on the Unmet Transit Need "Request for Transit Service" form. The person making the request may ask that the form be mailed to him/her, or the required information may be received via phone conversation. If the "Request for Service" is mailed, StanCOG staff will follow up by phone to assure accuracy of information received. The "Request for Service" will be available to the public on the StanCOG web site at StanCOG.org. Presented to SSTAC, Comments may be submitted through the StanCOG website form, by email, in writing, in person, or by hearing testimony as is consistent with the StanCOG Public Participation Plan.

F-G. StanCOG recognizes that not all transit desires can or should be met. Issues that are deemed to be minor operational issues rather than unmet transit needs shall be referred to the appropriate transit operator for further investigation or action as warranted. A minor operational issue is defined as any transit comment, complaint, or issue which may have merit but does not rise to the level of (meet the definition of) an unmet transit need.

G-H. The list of all transit issues identified at the Unmet Transit Needs public hearing shall be presented to the SSTAC at its September meeting. As part of that presentation, staff shall identify those issues that in staff's opinion are minor operational issues believed not to
merit further review. The SSTAC shall be asked to render its own opinion on the same subject to determine which complaints are worthy of further review.

H.I. The remaining proposals issues shall be discussed before the SSTAC, including a brief analysis. This analysis shall be the foundation for the analysis within the draft Unmet Transit Needs Report. The Policy Board shall be provided recommendations of Unmet Transit Needs from the SSTAC and staff.

I.J. Public testimony received at the first required hearing shall be compiled and evaluated by staff, based upon recommendations received from the SSTAC. StanCOG staff shall prepare a written analysis of potential unmet transit needs which have been identified and shall then recommend to the Policy Board whether or not each issue raised is an "unmet transit need" in accordance with the adopted definition. The Policy Board shall then determine whether or not unmet transit needs exist based on staff recommendations and the adopted definition and specifically identify such needs if they are determined to exist.

J.K. Once StanCOG has determined that a request is an "unmet transit need," it shall determine whether it is "reasonable to meet." For each unmet transit need identified staff shall recommend, based on the adopted definition and comments received, whether or not it is reasonable to meet, identify reasons why it is reasonable to meet or not, and identify any steps that are already being taken to meet the need. The StanCOG Policy Board may make its determination regarding "reasonable to meet" at the same meeting at which the finding of specific unmet transit needs is made or may make this determination at a subsequent meeting.

K.L. If an unmet transit need is determined by StanCOG to be reasonable to meet, then the unmet transit need shall be funded before any allocation is made for streets and roads Article 8 Other Claims within the County. Where an unmet transit need is found to be reasonable to meet, the Transit Cost Sharing committee shall recommend, as a part of the Transit Cost Sharing process, to the Policy Board which transit operator should provide the service, as a part of the Transit Cost Sharing process. The operator's Transportation Development Act claim shall document how the unmet transit need is being funded.

L.M. Where an unmet transit need is determined to be reasonable to meet, the operator responsible to meet that need may track the productivity of the new service for a six month period after it is initiated to determine whether the identified need appears reasonable to meet. If the ridership during the first six months is too low to shew indicate that it is meeting a reasonable transit need, the operator may request that it begin the process of overturning the Reasonable to Meet finding. The operator shall document to the SSTAC both that the service is not receiving acceptable levels of ridership and that it has acceptably marketed the service. If the SSTAC agrees with the request of the operator, the operator may request the Policy Board to reverse its reasonable to meet findings.
As with any planning process, the Unmet Transit Needs process should evolve over time in response to changing local conditions, including growth. This Unmet Transit Needs process and associated definitions shall be reviewed comprehensively by StanCOG, the SSTAC, and other interested parties at least once every five years or more frequently if appropriate.
Definition of Unmet Transit Need

An “unmet transit need” is a need for transportation for an individual or group of individuals within any part of Stanislaus County, which has not been funded and implemented and which has been accurately documented on the Unmet Transit Need “Request for Transit Service” form. Unmet transit needs include, but are not necessarily limited to, needs for traditional fixed-route transit, curb-to-curb or door-to-door paratransit service, and “door-through-door” service (trips that originate inside a building or residence and terminate inside a destination building or residence), as long as some portion of the trip is taken via a motorized vehicle having four or more wheels and operated by a professional or volunteer driver whose primary purpose is to transport individuals or groups of individuals over public rights of way. Unmet transit needs include “specialized services” that provide transportation tailored to the unique needs of the individual being served in a manner that exceeds the level of service described in the literature published by the city or county entity that provides traditional fixed-route or paratransit service to the area in which the unmet transit need is thought to exist. Potential transit needs may be identified by community members or through a local or regional planning process. Although, some services may be restricted or give priority to traditionally transit-dependent populations (such as elderly, youths, persons with disabilities, or low-income persons), all eligible users should have equivalent access or opportunity to use the service. At a minimum, this may include requests for transportation services which are identified through the annual TDA Unmet Transit Needs hearings, by the SSTAC, in the Regional Transportation Plan, in the Short-Range Transit Plan of any transit operator, in any study of unmet transit needs prepared or formally accepted by the StanCOG Policy Board, or in a compliance plan for the Americans with Disabilities Act as prepared by any public or private entity. Unmet transit needs are not:

1. Trips, which would duplicate transportation services
2. A need for transportation service beyond the fiscal year under consideration

Definition of Reasonable to Meet

An identified unmet transit need will be determined to be “reasonable to meet” if it is demonstrated, to the satisfaction of the StanCOG Policy Board, that the transit need can be met within the following performance and financial standards:

1. Any new service developed to meet an unmet transit need shall achieve at least 50% of the system-wide performance standards, as found in the Transit Cost Sharing Procedures adopted by the StanCOG Policy Board, except in the case of an extension of service determined to be a necessary lifeline* service for transit dependent populations.

*Lifeline Service: A service necessary to access community services within Stanislaus County that are needed to sustain an individual’s physical and mental health, as determined by StanCOG Policy Board.

2. Any new service developed to meet an unmet transit need shall not cause the system of which it is a part to fail to meet the systemwide performance standards.
3. Any new service developed to meet an unmet transit need will not require the expenditure of more Local Transportation Funds than are available to the jurisdiction for transit.

4. Any new specialized service would be required to meet TDA requirements and be eligible for LTF funding under article 4 “Claims for Funds”, Article 4.5 “Claims for Community Transit Services”, and Article 8 “Other Claims for Funds”.

5. An unmet transit need that requires specialized service will not reduce the amount of TDA funding needed by a City or County to continue to provide public transit services unless determined otherwise by the StanCOG Policy Board as demonstrated by their approval of claims submitted under article 4.5 “Claims for Community Transit Services” of the Transportation Development Act (TDA).

The determination of whether an unmet transit need is “reasonable to meet” shall take into account as appropriate:

1. If the time period needed to implement the required corrective action (e.g. major purchases, planning requirement) is greater than one year, an unmet transit need may be declared not reasonable to meet. However, the funding must be delegated for actions necessary during the ensuing fiscal year to meet the unmet transit need during the following fiscal year. An unmet transit need shall not be determined unreasonable to meet more than once on these grounds.

2. The fact than an identified transit need cannot be fully met based on available resources shall not be the sole reason for a finding that a transit need is not reasonable to meet.

3. StanCOG’s Policy Board determination of needs that are reasonable to meet shall not be made by comparing unmet transit needs with the need for streets and roads.
Attachment 4

Resolution 19-43
WHEREAS, the Stanislaus Council of Governments (StanCOG) is a Regional Transportation Planning Agency and a Metropolitan Planning Organization with the responsibility of administering the Transportation Development Act (TDA); and

WHEREAS, StanCOG has a Social Services Transportation Advisory Council (SSTAC), established pursuant to Section 99238 of the TDA; and

WHEREAS, the SSTAC meets on a monthly basis during the year to obtain public input on unmet transit needs; and

WHEREAS, StanCOG has identified the transit needs in the jurisdiction through an assessment of the size and location of identifiable groups likely to be transit dependent or transit disadvantaged; and

WHEREAS, StanCOG has analyzed the adequacy of existing public transportation services, including specialized transportation services, alternative public transportation, the need for farmworker vans or related equipment and service improvements that would meet all or part of the transit demand; and

WHEREAS, StanCOG has updated the adopted definitions for “unmet transit needs” and “reasonable to meet” via Resolution 19-14; and

WHEREAS, StanCOG held a formally noticed public hearing on April 14, 2020 to solicit comments on potential unmet transit needs per Section 99238.5 of the TDA; and

WHEREAS, the comments received during the FY 2020/21 Unmet Transit Needs assessment have been analyzed pursuant to the adopted definitions.

NOW, THEREFORE BE IT RESOLVED that after reviewing and analyzing the public comments received, the Policy Board adopts the Fiscal Year 2020/21 Unmet Transit Needs Identification and Analysis Report with the finding that there are no unmet transit needs that are reasonable to meet for FY 2020/21.

BE IT FURTHER RESOLVED that StanCOG will process claims and allocate TDA funds consistent with the above findings and TDA Section 99401.5(e).

BE IT FURTHER RESOLVED that the Executive Director is authorized to make administrative changes, as needed, to ensure that the program is implemented in the most efficient and cost-effective manner possible.
The foregoing Resolution was introduced at a regular meeting of the Stanislaus Council of Governments on the 17th day of June 2020. A motion was made and seconded to adopt the foregoing Resolution. Motion carried, and the Resolution was adopted.

MEETING DATE: June 17, 2020

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JERAMY YOUNG, CHAIR

ATTEST:

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ROSA DE LEÓN PARK, EXECUTIVE DIRECTOR