



1405 N. IMPERIAL AVE., SUITE 1
EL CENTRO, CA 92243-2875
PHONE: (760) 592-4494
FAX: (760) 592-4497

September 30, 2016



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL AGENDA

DATE: Wednesday, October 5, 2016

TIME: 10:00 a.m.

LOCATION: ICTC Offices
1405 N. Imperial Ave., Suite 1
El Centro, CA 92243

Chairperson: Leticia Zuno

Vice-Chair: Mike Hack

Individuals wishing accessibility accommodations at this meeting, under the Americans with Disabilities Act (ADA), may request such accommodations to aid hearing, visual, or mobility impairment by contacting ICTC offices at (760) 592-4494. Please note that 48 hours advance notice will be necessary to honor your request.

PUBLIC COMMENTS

Any member of the public may address the Committee for a period not to exceed three minutes on any item of interest not on the agenda within the jurisdiction of the Committee. The Committee will listen to all communication, but in compliance with the Brown Act, will not take any actions on items that are not on the agenda.

DISCUSSION/ACTION ITEMS

1. Introductions
2. Approval of Minutes of September 7, 2016 *ACTION* Page 2
3. CTSA Reports *DISCUSSION*
By ICTC Staff
4. Do Not Leave Alone Policy *DISCUSSION / ACTION* Page 8
By ICTC Staff
5. Transit 101 *PRESENTATION / DISCUSSION* Page 12
By Transit Operators
6. General Discussion *DISCUSSION*
All
7. Adjournment

The next meeting is scheduled for November 2, 2016. For questions or comments, please call Cristi Lerma 760-592-4494, or email at cristilerma@imperialctc.org.

**CITIES OF BRAWLEY, CALEXICO, CALIPATRIA, EL CENTRO, HOLTVILLE, IMPERIAL, WESTMORLAND,
IMPERIAL IRRIGATION DISTRICT AND COUNTY OF IMPERIAL**



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SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

MINUTES

September 7, 2016

Present

Voting Attendees:

Michael L. Hack	Consumer
Sofia Gonzalez	Area Agency on Aging
Letty Zuno	Access to Independence
Michelle Soto	California Children's Services
Mitzi Perez	ARC – Imperial Valley
Angie Pena	Work Training Center
Kathi Williams	CTSA – ICTC
David Aguirre	CTSA – ICTC

Non-Voting Attendees:

Rosie Blankenship	Area Agency on Aging
Guillermo Gonzalez	ICTC
Cristi Lerma	ICTC
Raul Martinez	Imperial County Public Health/AFLP
Kitty Gay	Imperial County Public Health/MCAH
David Salgado	SCAG
Charles Brockwell	IVT/IVT Access/IVT Ride/IVT MedTrans
Cesar Sanchez	IVT
Narcisa Silva	IVT Ride
Karla Pacheco	IVT Access
Helio Sanchez	IVT MedTrans

1. Chair Zuno called the meeting to order at 10:00 a.m. A quorum was present. Introductions were made.
2. Minutes adopted for June 8, 2016. (Hack/Zuno) **Motion Carried.**
3. Discuss / Review of SSTAC's Roles and Responsibilities

Ms. Williams described the charge of the SSTAC and referred to Public Utilities Code (PUC) 99238. Each transportation planning agency shall provide for the establishment of a social services transportation advisory council for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232(c). The social service transportation advisory council has the following responsibilities:

- Participate in the identification of transit needs including unmet transit needs which are "Reasonable to Meet"
- Annually review and recommend action by the ICTC through the Unmet Transit

Needs Hearing process:

- a. No Unmet Transit Needs
 - b. No Unmet Transit Needs which are “Reasonable to Meet”
 - c. There are Unmet Transit Needs which are “Reasonable to Meet”
- Advise RTPA on any major transit issues, including coordination and consolidation of specialized transportation services
- SSTAC’s Membership:
- a. Participants in the Social Services Transportation Advisory Council (SSTAC) under Section A are users, purchasers or providers of transit services. Voting members serve three year terms and are appointed by the Commission. Alternates attend and vote as necessary in the absence of the Primary Appointee.
 - The SSTAC is made up of the following groups;
 - One potential transit users who is a representatives of the general public, senior
 - One potential transit users who is a representatives of the general public, disabled
 - Two social service providers for seniors
 - Two social service providers for disabled
 - One social service providers for persons of limited means
 - Two representatives from the local consolidated transportation service agency (CTSA)
 - The transportation planning agency may appoint additional members in accordance with the procedure prescribed in subdivision (b) of PUC 99238.
 - b. Section B refers to Non-Voting Technical Resource members such as:
 - Public Transit Providers, Private Transit Providers, Caltrans, Interested Parties and Advocates, and Others
- SSTAC Officers, such as the Chairperson, Vice Chairperson and the Secretary are nominated for terms from voting membership for one year terms.
- The Consolidated Transportation Services Agency (CTSA) works to expand the availability and use of specialized transportation services; serves as an information resource and provides technical assistance for specialized transportation providers; provides public outreach to increase awareness of specialized transportation options.
- After reviewing SSTAC’s Charge, Ms. Williams gave an update regarding the focus for FY 2015-16
- Review of Demonstration Routes
 - for Transition into the permanent fixed route system
 - for Suspension / for Retirement
 - Recruitment of a Mobility Coordinator
 - Competitive Bids for IVT RIDE El Centro and IVT MedTrans
 - Replacement of Vehicles
- Ms. Williams gave an update regarding the focus for FY 2016-17
- Develop an update to the Short Range Transit Plan
 - Complete the region wide Bus Stop Inventory
 - Final Replacement of Vehicles – IVT Blue, Green and Gold Lines
 - Implement the Revised ADA Certification Process
- Ms. Williams provided a monthly schedule of anticipated topics for discussion and events for FY 2016-17

- October 5, 2016 - Transit 101
 - Review of Transit Services
 - Imperial Valley Transit (IVT)
 - IVT Access
 - IVT Ride
 - IVT MedTrans
 - Review of specialized transportation options
 - Static display of transit vehicles
- November 2, 2016
 - Review of Agencies' Missions and Clientele; transportation provided; and, perceived transportation gaps
- December 7, 2016
 - Identification of Perceived Transportation Gaps
 - Review of Potential Transportation Solutions
 - Review of ICTC's Definition of "Reasonable to Meet" and "Unmet Transit Need"
 - Identification of Unmet Transit Needs
- January 4, 2017
 - Adoption of the SSTAC Master Unmet Needs List
 - Selection of Priorities for the FY 2016-17 Unmet Transit Needs Public Hearing Process
 - Development of the SSTAC Letter
 - SSTAC Representative to deliver the SSTAC Letter at the public hearing
- February 2017
 - Unmet Transit Needs Public Hearing process / date to be determined
- March 2017
 - Review and Respond to the Unmet Transit Needs Public Hearing Panel "Findings" and panel recommendations / date to be determined
- For April 2017 to June 2017 – there will be updates on services
- For July 2017 and August 2017 – there is no meeting scheduled

4. Reappointment of Voting Positions

For category 3 (two service providers for seniors) a [motion](#) was made to appoint Sofia Gonzalez with Area Agency on Aging (AAA) and Angie Pena with Work Training Center (WTC) for a three year period, term being from November 2016 to November 2019, ([Hack/Williams](#)) **Motion Carried.**

For category 4 (three service providers for the disabled) a [motion](#) was made to appoint ARC – Imperial Valley for a three year period, term being from November 2016 to November 2019, ([Lang/Hack](#)), **Motion Carried.**

For category 2 (potential transit user, with a disability) it was discussed whether or not a parent of a child with a disability can be a voting member. Currently, there is one vacancy for an alternate member. A [motion](#) was made to amend the category to state "potential transit user, with disability or his/her parent or guardian," ([Pena/Hack](#)), **Motion Carried.**

5. Installation of Officers

A [motion](#) was made to re-appoint Ms. Letty Zuno (Chair) and Mr. Mike Hack (Vice-Chair) as the Chair and Vice-Chair of the SSTAC, ([Lang/Williams](#)), **Motion Carried.**

6. CTSA Reports:

- IVT Ride – El Centro has 664 registered passengers to date.
- Staff is developing a “Do not leave alone” policy that will be on the agenda for next months meeting for review and comment.
- IVT Access – there have been an increase in ADA applications received.
- IVT MedTrans – the brochures have been printed and they do have quarterly calendars in them.
- IVT has a new Facebook page.
- Wi-Fi services have been installed in the 40 ft. IVT buses and passengers are using it. There is an average of 70,000 pages viewed daily by those using the services.
- Mr. Gonzalez provided examples of real life situations where individuals are being assisted through mobility coordination. Mobility training is available to anyone that is interested. If more information is needed you can reach out to Guillermo Gonzalez.
- Ms. Blankenship stated that ICTC was a big supporter of the senior directory this year and funds go to senior services including the annual food distribution.

7. Transit Operator Reports:

- a. Imperial Valley Transit: Updates were given by Mr. Sanchez for the month of August
 - o 2000 average passengers per day, 3000 average passengers per day when IVC began
 - o Gold Line: 50 average passengers per day
 - o IVC Express: An average of 44 passengers per trip in the morning and an average of 47 passengers in the evening.
 - o Holtville: 46 passengers for the month
 - o El Centro to Brawley: 3 passengers for the month
- b. IVT Access: Updates were given by Ms. Pacheco for the month of August
 - o On time performance was 96%
 - o Passenger per revenue hour: 2.25
 - o No Shows: 108
 - o Wheelchairs: 915
 - o Passenger Count: 3,079
 - o Weekdays: 2,975
 - o Saturdays: 66 per Saturday
 - o Sundays: 38 per Sunday
- c. IVT Ride – Updates were given by Ms. Montemayor for the month of August
 - i. City of Brawley
 - o 60 or older or disabled can use this service with an ID card
 - o Passenger per revenue hour: 2.7
 - o On time performance was 97%
 - o Wheelchairs: 334
 - o Passenger Count: 995 weekday 955, Saturday 40
 - o 16 No-Shows
 - ii. City of Calexico
 - o 60 or older or disabled can use this service with an ID card
 - o On time performance was 96%
 - o Passenger per revenue hour: 3.22
 - o Wheelchairs: 314

- Passenger Count: 2,016; weekday; 1814 Saturday; 83 Sunday 119
 - 46 No-Shows
 - iii. City of El Centro
 - 60 or older or disabled can use this service with an ID card
 - On time performance was 93%
 - Passenger per revenue hour: 2.73
 - Wheelchairs: 488
 - Passenger Count: 2509; weekday; 2442 Saturday; 67
 - 88 No-Shows
 - iv. City of Imperial
 - 60 or older or disabled can use this service with an ID card
 - On time performance was 98%
 - Passenger per revenue hour: 1.72
 - Passenger Count: 400; weekday 370; Saturday 30
 - 4 No-Shows
 - v. West Shores
 - 60 or older or disabled can use this service with an ID card
 - On time performance was 93%
 - Tuesdays/Thursdays service
 - Passenger per revenue hour: 1.08
 - Wheelchairs: 2
 - Passenger Count: 61, average 6 per day
 - 0 No-Shows
 - d. IVT MedTrans
 - Transportation services to San Diego County medical facilities
 - On time performance was 100%
 - Passenger per revenue hour: 2.08
 - Wheelchairs: 44
 - Passenger Count: 715
8. General Discussion
- Ms. Blankenship expressed appreciation to all that provide services to the clients of Imperial County.
9. Adjournment
- The next meeting of the SSTAC will be on October 5, 2016 at 10:00 a.m.
 - Meeting adjourned at 11:40 a.m.

**SOCIAL SERVICES TRANSPORTATION
ADVISORY COUNCIL
OF
IMPERIAL COUNTY**

	CATEGORY	VOTING MEMBER	TERM	ALTERNATE
1.	One (1) Potential Transit User, age 60+	HEDDY MCNEER El Centro	Nov 14 Nov 17	TED CEASAR
2.	One (1) Potential Transit User, with Disability or his/her parent or guardian	MIKE HACK El Centro	Nov 14 Nov 17	VACANT
3.	Two (2) Service Providers for Seniors, Include Transit Provider if Exists	SOFIA GONZALEZ Area Agency on Aging ANGIE M. PENA Work Training Center	Nov 16 Nov 19 Nov 16 Nov 19	VACANT VACANT
4.	Three (3) Service Providers for the Disabled, Include Transit Provider if Exists	LETICIA ZUNO Access to Independence DR. MARTHA GARCIA IVC-Student Services K.C. KENNEDY ARC	Nov 15 Nov 18 Nov 15 Nov 18 Nov 16 Nov 19	LORENA ARAMBULA Regional Center MICHELLE SOTO CCS - California Childrens' Services
5.	Two (2) Service Providers for Limited Means	ROSYO RAMIREZ I.C. Public Authority/ IHSS DR. KATHLEEN LANG California Health & Wellness	Nov 15 Nov 18 Nov 15 Nov 18	JOHN GRASS IC Behavioral Health Agustin Urbina CALWORKS
6.	Two (2) Consolidated Transportation Service Agency (CTSA)	DAVID AGUIRRE ICTC KATHI WILLIAMS ICTC	Nov 14 Nov 17 Nov 15 Nov 18	GUILLERMO GONZALEZ ICTC MARK BAZA ICTC
		Non Voting Technical Resource Members		
	NAME	PROGRAM\SERVICE	COMPANY/AGENCY	
1.	Charles Brockwell	Imperial Valley Transit/ IVT ACCESS/ IVT RIDE/ IVT MEDTRANS	First Transit	
2.	Ramon Aguirre/K.C. Kennedy	ARC Paratransit Services	ARC - Imperial Valley	
3.	Chris Schmidt/ Anicia Gottwig	CALTRANS	CALTRANS	
4.	Shelly Kreger	YCAT Turquoise Routes 5 & 10	YCIPTA	

DO NOT LEAVE ALONE (DNLA) PROGRAM

DRAFT

Some passengers have severely limited awareness or decision-making skills and cannot travel on their own. These passengers are classified as "Do Not Leave Alone" or DNLA. DNLA service is available upon request, or if transit supervisory staff observe that a passenger should be classified as such.

Passengers who have DNLA status will not be allowed to leave a IVT branded service vehicle; IVT Access, IVT Ride or IVT MedTrans vehicle alone when they reach their destination; and a responsible individual (must be at least 18 years or older) must sign-off that they received the DNLA passenger.

What are the caregiver's responsibilities?

Caregivers must bring the passenger to the vehicle when it arrives. The caregiver must acknowledge (by signature) that arrangements have been made for a responsible person to meet the passenger at the end of his or her trip.

If at the drop-off location the driver of the IVT branded service vehicle is unable to locate a responsible person to leave the passenger who has DNLA service, the passenger will remain on board the vehicle until a responsible person is located. The vehicle may continue in service with the passenger on board. If the failure to follow these procedures causes a delay on IVT branded service vehicle, transit service including the DNLA classified service may be suspended or cancelled.

Are there penalties for not having someone available to sign?

DNLA service goes beyond what is required by the ADA. However, the safety and security of every passenger is our top priority. It is the responsibility of the caregiver for the passenger receiving DNLA service to make sure an adult (18 years or older) is available to sign for the passenger.

The following lists the progressive sequence if someone is not available to sign for a passenger with DNLA service in a rolling 12- month period:

1. On the first incident that occurs where a responsible individual is not waiting or refuses to sign the DNLA form or driver's log, a letter will be mailed to the caregiver informing them of the incident.

2. On the second incident the caregiver will receive a certified or hand delivered letter informing them that the passenger is now suspended for three (3) business days from DNLA service.

3. On the third incident the caregiver will receive a certified or hand delivered letter informing them that DNLA service has been cancelled and the passenger must ride the IVT branded service vehicle with a personal care attendant (PCA). Reservations will not be accepted without a PCA in attendance.

"Suspended from DNLA service" means that passengers may not use IVT branded service vehicles unless they ride with a personal care attendant (PCA). It is the caregiver's responsibility to provide a PCS to ride with the passenger who is no longer eligible for DNLA service.

Any person who wishes to complete a DNLA Consent Form may do so in writing, in person. Please contact the ICTC Mobility Coordinator at 760-592-4494 or at:

Imperial County Transportation Commission
1405 N. Imperial Ave. Suite 1
El Centro, CA. 92243
Telephone: 760-592-4494
Fax: 760-592-4497

DO NOT LEAVE ALONE (DNLA) PASSENGER PROCEDURES

Some of our passengers have severely limited awareness or decision-making skills and cannot travel on their own. These passengers are classified as "Do Not Leave Alone" or DNLA. Passengers who have DNLA status will not be allowed to leave a IVT branded service vehicle; IVT Access, IVT Ride or IVT MedTrans vehicle alone when they reach their destination; and a responsible individual (must be 18 years or older) must sign-off that they received the DNLA passenger. At the destination, Drivers will abide by the following procedures when a responsible party does not meet the vehicle.

Drop-offs at Adult Day Health Care Centers:

1. DNLA passengers must be picked up at the pick-up time shown on the Daily Route Sheet.
2. Passengers will be dropped off when the Center is open.
3. If dropping off a DNLA passenger before the Center is open, the Center staff may be asked to sign the Route Sheet to accept the passenger. If not, the Driver will contact dispatch for further instructions.
4. If no one approaches the vehicle after three minutes, the Driver will call Dispatch for further instructions.
5. If time permits, Dispatch will ask the Driver to standby with passenger until a responsible party arrives.
6. Dispatch may ask the Driver to continue on their run and return later.
7. Once a responsible party arrives at the vehicle, the Driver will have the responsible party sign the driver's log sheet.
8. At that time, the passenger will be allowed to get off the vehicle.

Drop-offs at Residence:

1. DNLA passengers must be picked up no earlier than the scheduled early (SchedE) pick-up time shown on the Daily Route Sheet.
2. The Driver will make sure that he/she arrives at the correct address.
3. The Driver will not get off the vehicle to knock or ring door bell unless instructed by Dispatch.
4. The Driver will not unload passenger until a responsible party arrives at the vehicle.
5. If no one approaches the vehicle after three minutes, the Driver will call Dispatch for further instructions.
6. If time permits, Dispatch will ask the Driver to standby with passenger until a responsible party arrives.
7. Dispatch may ask the Driver to continue on their run with the passenger and return later.
8. Once a responsible party arrives at the vehicle, the Driver will have the responsible party sign the Driver's Daily Route Sheet.
9. At that time, the passenger will be allowed to get off the vehicle.

If the responsible party receiving the DNLA passenger refuses to sign the Daily Route Sheet, the Driver will contact Dispatch for further instructions.

When dropping off a DNLA passenger, and no one is available to receive the passenger, the Driver will call Dispatch. Under no circumstances will the Driver leave DNLA passengers by themselves at a drop-off location.

DO NOT LEAVE ALONE (DNLA) CONSENT

DRAFT

Dear Applicant, Legal Guardian or Advocate:

In situations where it may not be safe for a cognitively impaired passenger to be left alone when being picked up or dropped off, we will, with the passenger's or legal guardian's permission, designate the passenger as a Do-Not-Leave-Alone (DNLA) passenger. In such cases, a responsible adult will need to sign for the passenger at the drop-off and pick-up points. That person will need to meet the vehicle at the curb at each location at the designated times. If the responsible party is not waiting or refuses to sign, we reserve the right to discontinue the DNLA procedure in the future.

This form must be completed and signed by the passenger, passenger's parent, legal guardian, custodian, or advocate in order for IVT to implement the DNLA procedure. If the form is not completed and returned, the DNLA designation will not be added to the passenger's file.

I have read and understand the DNLA procedure. _____ cannot be left alone at curbside. A responsible adult will meet the vehicle at each pick-up and drop-off location and sign the DNLA forms or driver's logs.

Printed Name of Person Requesting DNLA Procedure

Telephone No.

Relationship to Passenger

Signature

Date

Imperial County Transportation Commission
1405 N. Imperial Ave. Suite 1
El Centro, CA. 92243
Telephone: 760-592-4494
Fax: 760-592-4497

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL (SSTAC)

October 5, 2016
ICTC Offices
1405 N. Imperial Ave. Suite #1
El Centro, CA 92243



TRANSIT 101

Imperial Valley Transit (IVT)

- FIXED ROUTE services operate along specific routes and fixed time schedules
- 353 days of operation, including Sundays
- Average Monthly Passenger Trips are 66,788
- The current operations contract is between ICTC and First Transit Inc.
- The FY2015-16 cost was approximately \$3.39 million for 34,697 annual service hours

*IVT Passengers primarily consist of a mixture of seniors, students, and the "transit dependent," as opposed to those who are "choice" riders.



Imperial Valley Transit (IVT) Fleet Make-up

- All vehicles are ADA and CARB Compliant
- 16 - 40 Foot Low-Floor Gillig Transit Buses (Clean Diesel)
 - Wheel Chair Ramp and 2 Wheelchair Tie Down Positions
 - 40 seated, 70+ is the Total Capacity
- 6 - 25 Foot Cutaway Buses
 - Wheelchair Lift Equipped



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TRANSIT 101

IVT Blue Line Circulator

- Fixed Route Service to serve Southern El Centro
 - The FY2015-16 cost was \$318,276 for 3,209 service hours
 - 70 Minute Headways with timed transfers @ 7th and State St.
 - Approximately 20 stops including ICSO, AAA, Public Admin., Imperial County Social Services (4th St.), WTC, IRS, County Admin./Court House, ECRMC
- 3 Cutaway vehicles shared between Blue and Green Lines
 - 1 Blue Line, 1 Green Line, 1 Spare Bus
 - 20 passenger vehicle with 2 wheel chair tie down positions



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TRANSIT 101 (CONDENSED VERSION)

IVT **Green Line** Circulator Route

- Fixed Route Service to serve Northern El Centro
 - The FY2015-16 cost was \$322,955 for 3,209 service hours
 - 70 Minute Headways with timed transfers @ 7th and State St.
 - Approximately 25 stops including ECRMC, El Centro Library, Wal-Mart, Food-For-Less, Costco, and limited service in Southern Imperial
- 3 Cutaway vehicles shared between IVT Circulator Routes
 - 1 Blue Line, 1 Green Line, 1 Spare Bus
 - 20 passenger vehicle with 2 wheel chair tie down positions



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TRANSIT 101 (CONDENSED VERSION)

IVT **Gold Line** Circulator Route

- Fixed Route Service in Brawley
 - The FY2015-16 cost of \$256,457 for 3,326 hours
 - 70 Minute Headways with timed transfers @ Brawley Transit Transfer Terminal (5th and Plaza)
 - Approximately 28 stops including Imperial County Admin, PMH, Wal-Mart, Senior Center, City Library, Cattle Call Park, Social Services, Lions Center
- 2 Cutaway vehicles in operation
 - 1 for Daily Operations and 1 Spare
 - 20 passenger vehicles with 2 wheel chair tie down positions



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IVT FARE STRUCTURE

ALL FARE PRICES ARE ONE WAY PER TRIP

Local Zone Fare \$1.00

Senior/Disabled Local Zone Fare..... \$0.50

Regional Zone Fare \$1.25

Senior/Disabled Regional Zone.....\$0.60

The following fares are “convenience” priced

Direct Routes.....\$2.50

Fast Trip\$2.25

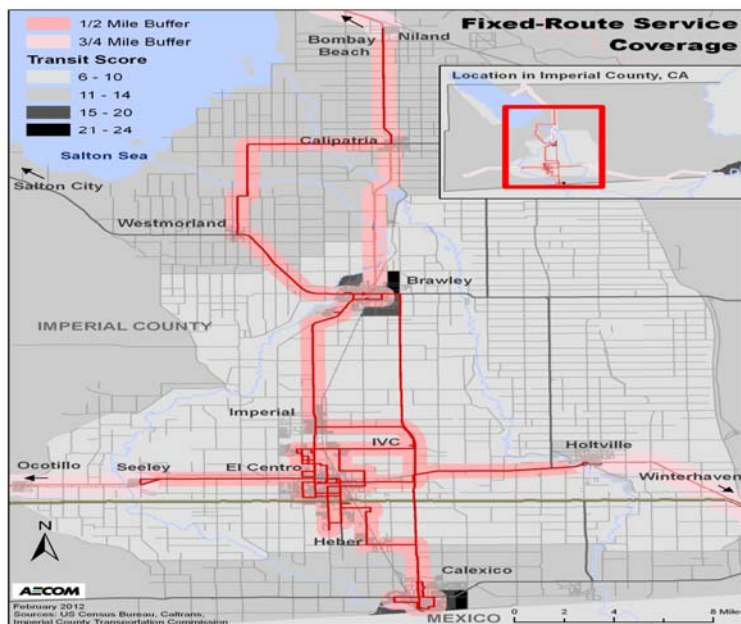
The following are discounted trips for IVC students

IVC Express Students.....\$1.25


NON-IVC Students.....\$1.75

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IVT COVERAGE MAP



MARKETING & PUBLIC OUTREACH

- Rider's Guides Brochures
- Pens
- Sports Bottles
- Mobility Training
- Dedicated website www.IVTRANSIT.com
- Wi-Fi now available
- Like Us ! FaceBook Page Now Available;  Imperial Valley Transit
- Stuff-A-Bus, OES Participation, Community Service, Public Workshop, Veteran's Day Free Ride, Stuff A Bus and other various Outreach Activities

QUESTIONS??

TRANSIT 101

Imperial Valley Transit (IVT) – Review

- You are a college student, live in Calexico and classes at IVC start on Monday. You have classes Monday, Wednesday and Friday from 8:30AM to 11:30 AM. How will you get to and from class using the bus ? Please tell us the bus routes, schedule times and fare
- See Hint: IVC EXPRESS

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TRANSIT 101

Imperial Valley Transit (IVT) – Review

- You are a young woman, live in Brawley near C Street and Jacaranda Street and want to visit your dad at Pioneers' Hospital on Thursday. How will you get to and from the hospital using the bus ? Please tell us the bus routes, schedule times and fare
- Hint: IVT GOLD LINE

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TRANSIT 101

Imperial Valley Transit (IVT) – Review

- You are a senior citizen and live in the senior housing on Myrtle Rd. in Imperial. You want to go to visit your daughter who lives near Bucklin Park in El Centro on Monday. How will you get to and from your daughter's home using the bus ? Please tell us the bus routes, schedule times and fares
- Hint: IVT GREEN LINE

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TRANSIT 101

American with Disabilities Act (ADA) Paratransit – IVT ACCESS

- Curb to Curb intercity service for ADA certified disabled persons who cannot access regular fixed route transit service
 - Window and Corridor Concepts
 - Window is the time frame the IVT fixed route is in vicinity of the requested pick-up
 - Corridor is $\frac{3}{4}$ of a mile within the fixed route alignment
 - 30 minute pick up window (15 minutes before and after schedule time)
 - Pick up and Drop off Locations must be safe and accessible



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TRANSIT 101

- Fleet consists of 11 – 25 Ft Cutaway vehicles with 4 wheel chair positions each
- Up to 16 passengers seated without wheelchairs
- The FY15-16 Cost is \$1,500,562 for 13,547 service hours
- FY2015-16 – 32,291 Passengers
- FY2015-16 – 9,675 Wheelchairs (30%)
- Fare is 2x's the fixed route fare (\$2.00 to \$2.50)



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TRANSIT 101

Eligibility/Certification Process

- Requires a completed application with the Disability Verification form (6 pages)
- ICTC is allowed 21 days to process
- Upon completion a personal identification number is issued to use when scheduling trips
- Trips must be scheduled in advance
- Dispatch and Drivers use remote tablets for schedules and updates

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MARKETING & PUBLIC OUTREACH

- Brochures
- Sports Bottles
- Pens
- Magnets
- Mobility Training
- The IVT ACCESS service has a dedicated website www.IVTACCESS.com
- OES Participation

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QUESTIONS??

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TRANSIT 101

IVT ACCESS – Review

- You are a young man, live in Heber, use a wheelchair and want to go to the IV mall to see a movie and have lunch with friends on Saturday from 11:30 AM to 3:30 PM. How will you get to and from the IV mall using the bus? Please tell us the bus routes (corridors) and times (windows) and fares.
- Hint: Route 1N and 1S

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TRANSIT 101

IVT ACCESS – Review

- You are a college student, live on the east side of Brawley and classes at IVC start on Monday. You have classes on Wednesday from 8:30 AM to 3:00 PM. How will you get to and from class using the bus? Please tell us the bus routes (corridors) and times (windows) and fares.
- Hint: 2S and 2N

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TRANSIT 101

IVT RIDE

- Service operations began Fall 2014; El Centro Summer of 2016
 - Intracity Dial-A-Ride Consolidation:
 - Brawley – Calexico - El Centro – Imperial – West Shores
- Curb to Curb Demand Response Paratransit Service
 - Seniors age 60 and over OR Disabled (ADA Riders)
- Riders must schedule their trips in advance (ALL TRIPS)
- Intake form with ID card provided
- FY2015-16 Contract Cost \$832,858 for 13,548 Hours



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TRANSIT 101

- Low-Floor Cutaway Buses
 - Complete ADA and CARB compliance
 - Hi-Capacity Roof Mount AC
 - 19 passengers w/o wheelchairs
 - 13 passengers plus 3 wheelchair spaces



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MARKETING & PUBLIC OUTREACH

- Brochures
- Sports Bottles
- Coin Purse
- Pens
- Magnets
- Umbrellas
- M&M's
- Mobility Training
- Dedicated website www.IVTRIDE.com
- Local OES Participation, Community Service, Public Workshops and Outreach Activities

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QUESTIONS??

TRANSIT 101

IVT RIDE – Review

- You are a senior citizen, live in Calexico and want to go to the Calexico swap meet on Wednesday with your sister. How will you get to and from the swap meet using the bus ?

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TRANSIT 101

IVT RIDE – Review

- You are a young woman, live in Imperial at home with your parents and want to take your Dad, who is disabled and in a wheelchair, to his Dr. appointment in El Centro on Tuesday at 2:30 PM. How will you get to and from the Dr. office with him using the bus ?

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TRANSIT 101

IVT MedTrans

- Non emergency transportation service Started July 2016
- Same Day Round Trip service for Medical Trip Purposes Only
 - Departs Imperial County @ 7:00am & 11:00am
 - Departs from San Diego @ 3:00pm & 5:30pm
- Services all major San Diego Health Care facilities in the I-8 corridor with service to South Bay once a month
 - Children's Hospital, UCSD Medical Center, Scripps, VA Hospital, Sharps, Shiley Eye Center, and many others



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TRANSIT 101

IVT MedTrans

- 3 Cutaway buses
 - Up to 16 seats available or 12 seats with two wheelchairs
- 1 mini Sweeper Bus
 - 10 seats available or 6 seats with 2* wheelchairs
- 1,318 passengers for the months of July and August 2016
- Service Operates 4 days a week (Rotates Monday and Friday off)
- \$15 round trip for passenger + \$7 for Personal Care Attendant (PCA)



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MARKETING & PUBLIC OUTREACH

- Brochures
- Sports Bottles
- Satchel Bags
- Pens
- Coin Purses
- Mobility Training
- Dedicated website www.IVTMedTrans.org

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QUESTIONS??

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TRANSIT 101

IVT MedTrans – Review

- You are a senior citizen, live in Calexico and want to go to the UCSD Medical Center for a medical referral for possible cancer treatment. Your son will travel with you. How will you get to and from UCSD using the bus? What are the fares?

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TRANSIT 101

IVT MedTrans – Review

- You are a young woman in El Centro with a young child age 3, with spinal bifida. The County California Childrens' Serices (CCS) has referred you to a specialist at Radys Childrens' Hospital in San Diego for further evaluation. How will you get to and from the Rady's Childrens' Hospital using the bus? What are the fares?

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MV-1 SUPERVISOR VEHICLES

- ▶ ICTC has used grant funding to purchase Four (4) MV-1 specialized wheel chair ramp equipped supervisor vehicles which can be dispatched in emergencies or as needed on a case by case basis.



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YCAT/QUECHAN /ICTC BLUE ROUTE 5 AND TURQUOISE ROUTE 10



- Turquoise Route 10 - YCAT provides Monday and Wednesday twice daily roundtrip service. Effective July 1, 2016, Saturday services are no longer available.
- Blue Route 5 - YCAT provides 12 circulator trips daily between Winterhaven and Reservation areas, to Yuma AZ.

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TRANSIT 101

Review of Specialized Transportation Options

- Emilio Nares Foundation



- ARC – Imperial Valley



- ARC Paratransit Services
- ARC Non Emergency Medical Transportation
- Valley Medical Transport

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NEXT UP

November 2, 2016

- Review of Agencies' Missions and Clientele
- Review of Agencies Transportation
- Review of Perceived Transportation Gaps

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PARTICIPANT AGENCY REVIEW

- ▶ Agency presentations for the SSTAC meeting on 11-2-2016 (About 5 to 8 minutes is ideal)
- ▶ Who is the agency ?
 - ▶ How many staff, how long have you been in business ?
- ▶ What clientele do you serve ?
- ▶ Where are you located ?
- ▶ Do you provide transportation services ?
 - ▶ What type, how often, do you charge a fare ?
- ▶ Do you have brochures or other material to handout, do you have a website ?
- ▶ Do you think you have transportation needs ?
 - ▶ What type, for whom and when ?
- ▶ It is not required but if you create a PowerPoint, please email a copy or provide a flash drive to Cristi Lerma or Guillermo Gonzalez at cristilerma@imperialctc.org or guillermogonzalez@imperialctc.org by 10-31-2016

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ANY REMAINING
QUESTIONS?

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Please see the Transit Vehicle Display located
outside the ICTC building in the parking area.