



1405 N. IMPERIAL AVE., SUITE 1
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October 28, 2016



SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL AGENDA

DATE: Wednesday, November 2, 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 October 5, 2016 *ACTION*
3. CTSA Reports DISCUSSION
By ICTC Staff
4. Review of Agencies' Missions and Clientele; PRESENTATION
Transportation; and, of Perceived Transportation Needs
5. Transit Operator Reports DISCUSSION
 - a. Imperial Valley Transit (IVT)
 - b. IVT Access

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

- c. IVT Ride
 - i. Brawley
 - ii. Calexico
 - iii. El Centro
 - iv. Imperial
 - v. West Shores
 - d. IVT MedTrans
6. General Discussion
All
7. Adjournment

DISCUSSION

The next meeting is scheduled for December 7, 2016. For questions or comments, please call Cristi Lerma 760-592-4494, or email at cristilerma@imperialctc.org.



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SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

MINUTES

October 5, 2016

Present

Voting Attendees:

Michael L. Hack	Consumer
Rosie Blakenship	Area Agency on Aging
Heddy McNeer	Consumer
Rosyo Ramirez	Imperial County Public Authority/IHSS
Angie Pena	Work Training Center
Michelle Soto	California Children's Services
Mitzi Perez	ARC – Imperial Valley
Kathi Williams	CTSA – ICTC
David Aguirre	CTSA – ICTC
Lorena Arambula	San Diego Regional Center (SDRC)
Dr. Kathleen Lang	California Health & Wellness

Non-Voting Attendees:

Vicky Hernandez	ICTC
Guillermo Gonzalez	ICTC
Ted Ceasar	Consumer
Sofia Gonzalez	Area Agency on Aging
Eduardo Mantinez-Inzunza	Imperial Valley College
Orlando Johnson	211
Raul Martinez	Imperial County Health Dept.
Kitty Gay	Imperial County Health Dept.
Cesar Sanchez	IVT/IVT Access/IVT Ride
Narcisa Montemayor	IVT/IVT Access/IVT Ride
Karla Pacheco	IVT/IVT Access/IVT Ride
Helio Sanchez	IVT/IVT Access/IVT Ride

1. Mike Hack called the meeting to order at 10:05 a.m. A quorum was present. Introductions were made.
2. Minutes adopted for September 2, 2015. **(Lang/Hack) Motion Carried. Pending Kathleen Lang being added to attendee list.**
3. CTSA Reports:

There were none.
4. Do Not Leave Alone (DNLA) policy

Ms. Williams and Mr. Gonzalez introduced the DNLA policy and forms. This is a new policy under

development designed to protect the impaired passengers and the IVT transit services. The issue has arisen in that several persons had been left on the bus for extended periods of time, because the person who was to receive them was not available, or, refused to answer the residence door. This can affect the health and welfare of the patient, as well as, disrupt the service when it must return to the same location for another attempt at passenger delivery.

- Sought comments and a recommendation to proceed for Commission approval for the draft "Do Not Leave Alone Policy". Policy was tabled to next meeting pending revisions suggested by Rosyo Ramirez, Dr. Kathleen Lang and Kitty Gay.

5. Transit 101

Ms. Williams and Mr. Gonzalez co-introduced and co-presented the Transit 101 presentation describing transportation services. Operations Supervisors for all of the IVT branded services provided the actual presentation for their respective services.

Imperial Valley Transit (IVT) - Cesar Sanchez, Operations Supervisor:

- 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 FY 2015-16 cost was approximately \$3.39 million for 34,697 annual service hours
- Dedicated website www.IVTRANSIT.com
- 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
- 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 at 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
- 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 at the 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
- 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 at the 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
- 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

ADA Paratransit – IVT ACCESS Karla Pacheco, Operations Supervisor:

- Curb to Curb intercity service for disabled persons who cannot access regular fixed route transit service
- Window and Corridor Window is the time frame the fixed route is in vicinity of pick-up
Corridor is ¾ of a mile within the fixed route alignment
- 30 minute pick up window (15 minutes before and after schedule time)
- Eligibility/Certification Process
- Requires a completed application with the Physician 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
- All trips must be scheduled in advance
- Dispatch and Drivers use remote tablets for schedules and updates
- Fleet of 8 active and 3 spares – 25 Foot 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
 - Fare is 2x’s the fixed route fare (\$2 to \$2.50)
 - FY2015-16 – 32,291 Passengers
 - FY2015-16 – 9,675 Wheelchairs (30%)
 - The IVT ACCESS service has a dedicated website www.IVTACCESS.com

IVT RIDE - Narcie Montemayor, Operations Supervisor:

- Service operations began Fall 2014; El Centro Summer 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)
 - Dispatch and Drivers use remote tablets for schedules and updates
- Intake form with ID card provided
- FY2015-16 Contract Cost \$832,858 for 13,548 Hours
- Fleet of 11 plus three spares New -Floor Cutaway Buses
 - Complete ADA and CARB compliance
 - Hi-Capacity Roof Mount AC
 - 19 passengers w/o wheelchairs
 - 13 passengers plus 3 wheelchair spaces
 - Dedicated website www.IVTRIDE.com

IVT MedTrans - Helio Sanchez, Operations Supervisor:

- Nonemergency transportation services started July 2016
- Same Day Round Trip service for Medical Trip Purposes Only
- Services all major San Diego Health Care facilities in the I-8 corridor with service to South Bay

once a month

- Riders must schedule their trips in advance (ALL TRIPS)
- Dispatch and Drivers use remote tablets for schedules and updates
- Children's Hospital, UCSD Med Center, Scripps, VA Hospital, Sharps, Shiley Eye Center, and many others
- Service Operates 4 days a week (Rotates Monday and Friday off)
- \$15 round trip for passenger + \$7 for Personal Care Attendant (PCA)

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.

Specialized Services:

- Emilio Nares Foundation: More information about the service provided by the Emilio Nares Foundation can be found at the following link: <http://enfhope.org/our-programs/ride-with-emilio/ride-with-emilio-imperial-county/>
- ARC – Imperial County
 - ARC Paratransit Services
 - ARC Non-Emergency Medical Transportation
- Valley Medical Transport

Ms. Williams also provided some role playing scenarios for the IVT services using the IVT Rider's Guide and schedule. For the next meeting, Ms. Williams requested that each participant provide a 5 minute presentation describing their agency's mission and clientele, transportation if any, and if they have any perceived transportation gaps.

- SSTAC attendees were invited to tour the transit buses staged in a display in the parking lot after adjournment (IVT ACCESS, IVT RIDE, IVT MEDTRANS, MV1)

6. General Discussion

- Everardo Martinez-Inzunza introduced a new issue on reported bullying of disabled students on the IVT buses, a question about monthly passes, developing interest by students for the IVC express at night and a code of conduct for IVC students.

7. Adjournment

- The next meeting of the SSTAC will be on November 2, 2016 at 10:00 a.m.
- Motion to adjourn the meeting was made by [Hack](#) and seconded by [Williams](#), **Motion carried.** Meeting adjourned at 12:15 p.m.