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.
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.


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 representative of the general public, senior
      - One potential transit users who is a representative 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
      - 2000 average passengers per day, 3000 average passengers per day when IVC began
      - Gold Line: 50 average passengers per day
      - IVC Express: An average of 44 passengers per trip in the morning and an average of 47 passengers in the evening.
      - Holtville: 46 passengers for the month
      - El Centro to Brawley: 3 passengers for the month
   b. IVT Access: Updates were given by Ms. Pacheco for the month of August
      - On time performance was 96%
      - Passenger per revenue hour: 2.25
      - No Shows: 108
      - Wheelchairs: 915
      - Passenger Count: 3,079
      - Weekdays: 2,975
      - Saturdays: 66 per Saturday
      - Sundays: 38 per Sunday
   c. IVT Ride – Updates were given by Ms. Montemayor for the month of August
      i. City of Brawley
         - 60 or older or disabled can use this service with an ID card
         - Passenger per revenue hour: 2.7
         - On time performance was 97%
         - Wheelchairs: 334
         - Passenger Count: 995 weekday 955, Saturday 40
         - 16 No-Show
      ii. City of Calexico
         - 60 or older or disabled can use this service with an ID card
         - On time performance was 96%
         - Passenger per revenue hour: 3.22
         - Wheelchairs: 314
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: 2,016; weekday; 1814 Saturday; 83 Sunday 119
   - 46 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: 2509; weekday; 2442 Saturday; 67
   - 88 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: 400; weekday 370; Saturday 30
   - 4 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.
<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>VOTING MEMBER</th>
<th>TERM</th>
<th>ALTERNATE</th>
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</thead>
<tbody>
<tr>
<td>1. One (1) Potential Transit User, age 60+</td>
<td>HEDDY MCNEER</td>
<td>Nov 14</td>
<td>TED CEASAR</td>
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<td></td>
<td>El Centro</td>
<td>Nov 17</td>
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<tr>
<td>2. One (1) Potential Transit User, with Disability or his/her parent or guardian</td>
<td>MIKE HACK</td>
<td>Nov 14</td>
<td>VACANT</td>
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<td>El Centro</td>
<td>Nov 17</td>
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<tr>
<td>3. Two (2) Service Providers for Seniors, Include Transit Provider if Exists</td>
<td>SOFIA GONZALEZ</td>
<td>Nov 16</td>
<td>VACANT</td>
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<td></td>
<td>Area Agency on Aging</td>
<td>Nov 19</td>
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<td></td>
<td>ANGIE M. PENA</td>
<td>Nov 16</td>
<td>VACANT</td>
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<td>Work Training Center</td>
<td>Nov 19</td>
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<td>4. Three (3) Service Providers for the Disabled, Include Transit Provider if Exists</td>
<td>LETICIA ZUNO</td>
<td>Nov 15</td>
<td>LORENA ARAMBULA</td>
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<td></td>
<td>Access to Independence</td>
<td>Nov 18</td>
<td>Regional Center</td>
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<td>DR. MARTHA GARCIA</td>
<td>Nov 15</td>
<td>MICHELLE SOTO</td>
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<td>IVC-Student Services</td>
<td>Nov 18</td>
<td>CCS - California Childrens’ Services</td>
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<td>K.C. KENNEDY</td>
<td>Nov 16</td>
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<td>ARC</td>
<td>Nov 19</td>
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<td>5. Two (2) Service Providers for Limited Means</td>
<td>ROSYO RAMIREZ</td>
<td>Nov 15</td>
<td>JOHN GRASS</td>
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<td>I.C. Public Authority/ IHSS</td>
<td>Nov 18</td>
<td>IC Behavioral Health</td>
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<td>DR. KATHLEEN LANG</td>
<td>Nov 15</td>
<td>Agustin Urbina</td>
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<td>California Health &amp; Wellness</td>
<td>Nov 18</td>
<td>CALWORKS</td>
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<td>6. Two (2) Consolidated Transportation Service Agency (CTSA)</td>
<td>DAVID AGUIRRE</td>
<td>Nov 14</td>
<td>GUILLERMO GONZALEZ</td>
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<td>ICTC</td>
<td>Nov 17</td>
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<td>KATHI WILLIAMS</td>
<td>Nov 15</td>
<td>MARK BAZA</td>
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<td>ICTC</td>
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**NAME** | **PROGRAM\SERVICE** | **COMPANY/AGENCY**
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<tbody>
<tr>
<td>1. Charles Brockwell</td>
<td>Imperial Valley Transit/ IVT ACCESS/ IVT RIDE/ IVT MEDTRANS</td>
<td>First Transit</td>
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<tr>
<td>2. Ramon Aguirre/K.C. Kennedy</td>
<td>ARC Paratransit Services</td>
<td>ARC – Imperial Valley</td>
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<tr>
<td>3. Chris Schmidt/ Anicia Gottwig</td>
<td>CALTRANS</td>
<td>CALTRANS</td>
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<tr>
<td>4. Shelly Kreger</td>
<td>YCAT Turquoise Routes 5 &amp; 10</td>
<td>YCIPTA</td>
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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

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

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
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

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 wheelchair 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 @ 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 @ 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
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

IVT COVERAGE MAP

Fixed-Route Service Coverage

Location in Imperial County, CA

1/2 Mile Buffer
3/4 Mile Buffer
Transit Score

6 - 10
11 - 14
15 - 20
21 - 24

Salton Sea
Brawley
Imperial Valley
Imperial County
IMEX

Location in Imperial County, CA

MEXICO
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??
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

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
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

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 ¾ 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
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)

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
MARKETING & PUBLIC OUTREACH

- Brochures
- Sports Bottles
- Pens
- Magnets
- Mobility Training
- The IVT ACCESS service has a dedicated website [www.IVTACCESS.com](http://www.IVTACCESS.com)
- OES Participation

QUESTIONS??
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

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
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

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
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

QUESTIONS??
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?

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?
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, Sharp's, Shiley Eye Center, and many others

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)
MARKETING & PUBLIC OUTREACH

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

QUESTIONS??
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?

You are a young woman in El Centro with a young child age 3, with spinal bifida. The County California Childrens’ Services (CCS) has referred you to a specialist at Rady’s 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?
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.

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.
TRANSIT 101

Review of Specialized Transportation Options
- Emilio Nares Foundation
- ARC – Imperial Valley
  - ARC Paratransit Services
  - ARC Non Emergency Medical Transportation
- Valley Medical Transport

NEXT UP

November 2, 2016
- Review of Agencies’ Missions and Clientele
- Review of Agencies Transportation
- Review of Perceived Transportation Gaps
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

ANY REMAINING QUESTIONS?
Please see the Transit Vehicle Display located outside the ICTC building in the parking area.