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December 30, 2016

### **SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL AGENDA**

**DATE:** Wednesday, January 4, 2017  
**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

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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.

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#### **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 December 7, 2016 *ACTION*
3. CTSA Reports *DISCUSSION*  
*By ICTC Staff*
4. FY 2017-18 Master Needs List *DISCUSSION / ACTION*
5. FY 2017-18 UTN Letter to the Hearing Panel *DISCUSSION / ACTION*
6. Transit Operator Reports *DISCUSSION*
  - a. Imperial Valley Transit (IVT)
  - b. IVT Access
  - c. IVT Ride

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

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

DISCUSSION

The next meeting is scheduled for February 1, 2017. For questions or comments, please call Cristi Lerma 760-592-4494, or email at [crستيرlerma@imperialctc.org](mailto:crستيرlerma@imperialctc.org).



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## **SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL**

### **MINUTES**

December 7, 2016

#### Present

#### Voting Attendees:

Letty Zuno	Access to Independence
Michael L. Hack	Consumer
Sofia Gomezalez	Area Agency on Aging
Mitzi Perez	ARC – Imperial Valley
Angie Pena	Work Training Center
Adrian Celis	Imperial County Behavioral Health
Everardo Martinez-Inzunza	Imperial Valley College
Kathi Williams	CTSA – ICTC
Guillermo Gonzalez	CTSA – ICTC
Dr. Kathleen Lang	California Health & Wellness

#### Non-Voting Attendees:

Raul Martinez	Imperial County Public Health
Cristi Lerma	ICTC
Mark McCumsey	Caltrans
Ramon Aguirre	ARC – Imperial Valley
Charles Brockwell	IVT/IVT Access/IVT Ride/IVT MedTrans
Cesar Sanchez	IVT/IVT Access/IVT Ride/IVT MedTrans
Narcisa Silva	IVT/IVT Access/IVT Ride/IVT MedTrans
Karla Pacheco	IVT/IVT Access/IVT Ride/IVT MedTrans
Helio Sanchez	IVT/IVT Access/IVT Ride/IVT MedTrans

1. Ms. Zuno called the meeting to order at 10:00 a.m. A quorum was present. Introductions were made.
2. Minutes adopted for December 7, 2016. **(Gonzalez/Hack) Motion carried.**
3. CTSA Reports:

Ms. Williams had the following announcements:

- FTA Section 5310 Program will have applicant workshops throughout California. The closest one to Imperial County is in Riverside on January 11, 2017 at RCTC. A flyer was attached to the agenda with more information.
- The IVT Happy Holidays “Free Day” is unknown but will occur sometime in December. All IVT, IVT Access and IVT Ride Riders will ride for free on this day.

Mr. Gonzalez had the following announcements:

- Staff is still reviewing the Do Not Leave Alone (DNLA) Policy. For additional comments, please email Mr. Gonzalez.
- IVT had a Military Appreciation Day for Veteran’s Day on November 10, 2016.

- IVT had a “Stuff the Bus” Food Drive from Monday, November 7<sup>th</sup> until Friday, November 18<sup>th</sup>. IVT collected over 800 cans of food or 921 pounds of food.
- On Monday, December 26, 2016, IVT will be operating on a Saturday schedule.
- IVT will be closed on January 2, 2016 in observance of New Year’s Day.

4. Review of Agencies’ Missions and Clientele; Transportation; and, of Perceived Transportation Needs

Agencies that were not able to provide a presentation the previous month were given an opportunity to describe their agencies mission and clientele, and transportation and/or perceived transportation needs.

- ✚ Ms. Perez presented on behalf of ARC – Imperial Valley
  - Formally established in 1973
  - ARC Imperial Valley is a private nonprofit corporation
  - ARC’s Mission is serving individuals with intellectual and developmental disabilities
  - Services provided are:
    - Residential Services
    - Day Programs
    - Vocational Programs
    - Para Transit
    - Health Care Training and Advocacy
    - Recycling Center
    - Car Wash
  - ARC operates 3 groups (17 individuals) homes for people with significant needs including medical needs.
    - Residential programs are based on the needs of a resident
  - Activity Centers serve individuals with moderate needs including performance limitations. The program provides a vocational component plus socialization and community integration.
  - Behavior programs are available for those individuals that exhibit the need for one.
  - ARC Transportation provides clients transportation to their job sites and special events
  - Health Education and Training
    - First Aid Training
    - CPR Training – adult, child, and infant.
    - National Safety Council and American Heart Association – Red Cross
  - ARC Imperial Valley employs over 350 individuals. There are people working for 24/7 365 days a year.
  - ARC did not have any perceived transportation needs.

- ✚ Ms. Gonzalez (AAA) provided a summary of their presentation
  - Perceived transportation needs
    1. Heber: Currently there is no IVT Ride service available to the Heber Senior Nutrition Congregate Meal Site. Seniors walking to and from the site do not attend the nutrition program from June to September because of the scorching summer heat, thereby missing an opportunity for food security;
    2. Intercity IVT Ride: Currently only Intracity is available. Older adults would benefit from an intercity curb to curb service in receiving medical care, lower supermarket prices of food and personal items, including warehouse consumer items that are available in the larger cities;
    3. Post the respective Bus Route Schedule at all Bus Stops. Schedules that are simple and easy to read would be popular with all riders, not just older people. Informative, easy to read signs at bus stops would also be helpful. There is a need to develop good models that can be adopted more widely by each city; and

4. Calexico: Designated IVT Ride bus for seniors attending the Calexico Congregate Meal Site.

5. FY 2017-18 Master Needs List

Ms. Williams reviewed the Master Needs List and the following changes were made via motion(s).

A *motion* was made by [Zuno](#) and seconded by [Hack](#) to change #2 on the list form “under review” to Inventory Project Under Way;

Delete #3 (regarding Med-Express) from the list;

Add “Review of “FAST” trip from El Centro to Holtville.” **Motion Carried.**

A *motion* was made by [Martinez-Inzunza](#) and seconded by [Hack](#) to add to the Master Needs List “Add an IVC Express route from Calexico to IVC and from IVC to Calexico in the evening after 5:30 p.m.” **Motion Carried.**

A *motion* was made by [Gonzalez](#) and seconded by [Hack](#) to add to the list “Allow IVT Ride to provide transportation services to seniors to congregate meal sites in Heber from June to September.” **Motion Carried.**

A *motion* was made by [Gonzalez](#) and seconded by [Hack](#) to add to the list “Provide a designated IVT Ride Bus for seniors to congregate meal sites and to their home in Calexico.” **Motion Carried.**

6. FY 2017-18 UTN Letter to the Hearing Panel

Ms. Williams reviewed last year’s letter. SSTAC agreed to address it at the meeting in January.

7. Transit Operator Reports

- Imperial Valley Transit: Updates were given by Mr. Sanchez for the month of November
  - o Gold Line: 58 average passengers per day
  - o IVC Express: An average of 40 passengers per trip in the morning and an average of 45 passengers in the evening.
  - o Saturdays: 1160 per Saturday
  - o Sundays: 467 passengers per Sunday
  - o Holtville Direct had 16 passengers in the morning and 13 passengers in the evening.
  - o Brawley Direct had 26 passengers
- IVT Access: Updates were given by Ms. Pacheco for the month of November
  - o On time performance was 97%
  - o No Shows: 123
  - o Wheelchairs: 834
  - o Passenger Count: 2,700
  - o Weekdays: 130 passengers per week day
  - o Saturdays: 15 per Saturday
  - o Sundays: 12 per Sunday
  - o Late Cancellations: 11
  - o No-Shows: 123
- IVT Ride – Updates were given by Ms. Montemayor for the month of November
  - i. City of Brawley
    - o 60 or older or disabled can use this service with an ID card
    - o Passenger per revenue hour: 2.42
    - o On time performance was 99%
    - o Wheelchairs: 212

- Passenger Count: 760 weekday 43 average per day, Saturday 6 average per day
- 18 No-Shows
  
- ii. City of Calexico
  - 60 or older or disabled can use this service with an ID card
  - On time performance was 98%
  - Passenger per revenue hour: 2.73
  - Wheelchairs: 36
  - Passenger Count: 1,612; weekday; 73 average per day, Saturday 13 average per Saturday and Sunday 22 average per Sunday
  - 36 No-Shows
  
- iii. City of El Centro
  - 60 or older or disabled can use this service with an ID card
  - On time performance was 96%
  - Passenger per revenue hour: 2.48
  - Wheelchairs: 74
  - Passenger Count: 2,106; weekday; 101 average per day Saturday 17 average per Saturday
  - 74 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: 2.07
  - Passenger Count: 428; 19 average per week day; 7 average per Saturday
  - Wheelchairs: 26
  - 5 No-Shows
  
- v. West Shores
  - 60 or older or disabled can use this service with an ID card
  - On time performance was 97%
  - Tuesdays/Thursdays service
  - Passenger per revenue hour: 1.13
  - Wheelchairs: 0
  - Passenger Count: 55, average 6 per day
  - 2 No-Shows
  
- IVT MedTrans – Updates were given by Mr. Sanchez for the month of November
  - 376 registered
  - Transportation services to San Diego County medical facilities
  - All buses are now equipped with Wi-Fi services
  - On time performance was 100%
  - Passenger per revenue hour: 1.9
  - Wheelchairs: 13
  - Late Cancellations: 0
  - No-Shows: 4
  - Passenger Count: 550
    - Primary: 348
    - Personal Care Attendant (PCA): 197

## 8. General Discussion

- Mr. Hack announced that Peoples' First will have a silent auction at ARC but would follow up with more information.

## 9. Adjournment

- The next meeting of the SSTAC will be on January 4, 2017 at 10:00 a.m.
- Meeting adjourned at 11:48 p.m.

**IMPERIAL COUNTY TRANSPORTATION COMMISSION  
SOCIAL SERVICE TRANSPORTATION ADVISORY COUNCIL (SSTAC)**

**FY 2017-18 MASTER NEEDS LIST: Identification of Transit Needs**

For discussion and planning purposes leading up to annual ICTC Unmet Transit Needs Hearing. Importance of needs will be determined prior to hearing with selected items formally presented to ICTC.

1.	Improve cleanliness and upkeep at El Centro City area bus stops, and other stops in the region as identified	<b>Inventory Project is Under Way</b>
2.	Enhance Communication of Available Services	<b>Inventory Project is Under Way</b>
3.	Proposed Transit Mobility Summit	<b>PENDING FUNDING</b>
4.	Review of an afternoon “ FAST” trip from El Centro to Brawley	<b>IMPLEMENTED/Demo Phase</b>
5.	Review of limited Saturday service to Seeley	<b>IMPLEMENTED/Demo Phase</b>
6.	Expand Transit Access with in the community of Calexico IVT Garnet Line	<b>PENDING FUNDING</b>
7.	Expand Transit Access with in the community of Imperial IVT Red Line	<b>PENDING FUNDING</b>
8.	Review of “FAST” trip from El Centro to Holtville	<b>IMPLEMENTED/Demo Phase</b>
9.	Add an IVC Express route from Calexico to IVC and from IVC to Calexico in the evening after 5:30 p.m.	<b>UNDER REVIEW</b>
10.	Allow IVT Ride to provide transportation services to Seniors to congregate meal sites in Heber from June to September.	<b>UNDER REVIEW</b>
11.	Provide a designated IVT Ride Bus for Seniors to congregate meal sites and to their home in Calexico.	<b>UNDER REVIEW</b>

# FY 2016-17 Letter to the Panel

## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

**Leticia Zuno, Chairperson**  
**Michael Hack, Vice-Chairperson**  
**Kathi Williams, Secretary**

**1405 N. Imperial Ave., Suite 1**  
**El Centro, CA 92243**  
**(760) 592-4494**

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February 3, 2016

ICTC Unmet Transit Needs Hearing Panel  
Imperial County Transportation Commission  
1405 N. Imperial Ave., Suite 1  
El Centro, CA 92243

Dear Panel Members:

One of the primary responsibilities of the Social Services Transportation Advisory Council (SSTAC) is to advise ICTC on existing public transportation needs. Annually SSTAC delivers a letter report to the Unmet Transit Needs Hearing Panel regarding needs that have or can be, or have not and cannot be met utilizing existing resources.

SSTAC also reviews and evaluates services and needs throughout the year. The following concerns and recommendations include those needs that are unable to be met by SSTAC members through coordination of available services or the use of existing resources.

Therefore, the following general comments are offered for Fiscal Year 2016-17;

1. SSTAC would like to express continued support for the construction for the transfer terminals at locations yet to be determined in the Cities of Calexico and Imperial.
2. SSTAC would like to continue to express support for the IVT Circulator bus concept which includes the El Centro Blue Line and IVT Green Line, IVT Gold Line in Brawley, and proposed IVT Red Line in Imperial and IVT Garnet Line in Calexico.

In addition, the following issues and concerns are identified for consideration in order of priority for Fiscal Year 2016-17;



# FY 2016-17 Letter to the Panel

ICTC Unmet Transit Needs  
Public Hearing Panel FY 2016-17

(2)

February 3, 2016

1. Improve cleanliness and upkeep at all El Centro City area stops, and other stops in the region as identified.
2. Enhance communication of available services as a way to disseminate information to the passengers, as documented as in the intent of Finding #8 in FY 2010-11 UTN Findings: *(Staff will research options to provide schedules and information for passengers for Imperial Valley Transit (IVT) bus stops. Staff is to return with options and cost estimates by December 2010, for consideration on implementation from the ICTC).*
3. Review of capacity restraints on Med-Express.
4. Review of a proposed Transit Mobility Summit.

We appreciate the opportunity to participate in the use, evaluation and delivery of transit services.

Sincerely,



Letty Zuno  
Chairperson