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SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

MINUTES December 03, 2025

Present:

Voting Attendees:

Sarah Enz	Public Administrator
Cristina Leal	ARC
Camilo Garcia	Workforce & Economic Development
Raul Cordova	IC Work Training Center
Gustavo Gómez	ICTC
Mike Hack	Consumer
Andrew Sanchez	Imperial Valley College

Non-Voting Attendees:

Jose Guillen	IVT MedTrans/IVT Ride NOW
Helio Sanchez	IVT Transit
Cesar Sanchez	IVT Transit
Karla Pacheco	IVT ACCESS
Luis Castro	Imperial County Department of Social Services
Denise Andrade	HealthNet
Daniel Flores	Access to Independence
Priscilla Baca	ICTC
Debbie Marshall	State Council on Developmental Disabilities (Zoom)

1. Ms. Enz called the meeting to order at 10:04 a.m.
Introductions were made.

A quorum was present.

2. Minutes were adopted for October 01, 2025 & November 5, 2025

Motion was carried.

3. CTSA Reports

Mr. Gomez presented the following information:

- The consulting team is drafting a plan for the Comprehensive Operational Analysis Study. We expect one more outreach round in February and will present the draft and recommendations to the public at our SSTAC meeting.
- We're preparing to bid for the Bus Stops Improvement project, which includes 7 stops in El Centro, 3 in Calipatria, and 1 in Westmorland. The project involves improvements to shelters, with some needing replacement.

- The Calexico ICTC Project is currently under construction, with completion anticipated in March 2026. Progress continues despite delays caused by site flooding.
- Last month, we awarded a contract for GTFS real-time tracking. This will let passengers see where vehicles are and receive delay updates. In the coming months, we'll add an app and QR codes at bus stops so riders can track vehicles and get text alerts about delays and arrival times
- Our contactless payment method allows customers to pay quickly and securely using either a credit card or by tapping their phone or card. We anticipate awarding this contract in January.
- We held our Stuff-a-Bus event in November, along with our Veterans campaign. During November, veterans were able to ride for free. Additionally, we extended this benefit to include IVT Medtrans services for veterans.

Ms. Baca presented the following information:

- Ride along to the Coachella Valley, IVT Gold, IVT Green line and Blue line.
- Mr. Gomez and I gave a presentation at the senior center in Calipatria. I had a few events that took place at the senior apartments in El Centro and Calexico.
- A few events are coming up next month.

4. UTN Letter to the Heating Panel Review:

Presented by Mr. Gomez:

- We wanted to remind you that the Unmet Transit Needs (UTN) process is approaching. Each year, we seek public feedback on transit needs within the community and county. The Social Services Transportation Advisory Council (SSTAC) is central to this process. Please review and share any comments or updates you have. If you need to discuss this with others, we hope to finalize this by next month's meeting. Our goal is to complete the list and prepare the required letter for the 2026-2027 fiscal year, following our priority order. Recent service updates include the Innercare bus stop in El Centro and IVT Ride Now service in Heber and IVT Express route. Within the last four years, we have been able to obtain 150 responses per survey.

5. Transit Operator FY 2026-27 Quarter 1 Reports:

Imperial Valley Transit:

Mr. Sanchez had the following report:

- Stuff a Bus and Veterans ride for free for November. 13 Veterans rode for free in November, and the Stuff a Bus result is over 1200 pounds of donations.
- We have maintenance personnel who keep all bus stops clean. If anyone sees any bus stops not clean, please reach out to ICTC or Transdev.

IVT Access:

Ms. Pacheco had the following report:

- IVT ACCESS running as normal.
- During the holidays, services die down.
- We had one veteran ride for free in November.

IVT Ride Now:

Mr. Guillen had the following report on all IVT Ride services:

- IVT RIDE NOW, in Westshore had flooded, but we were able to get back to schedule later that day.

- IVT Ride Now ridership has been steadily increasing in El Centro, Calexico, and Brawley.
- The general public can download the app and access on-demand services. However, our seniors receive priority when they make their reservations.
- We have been averaging 60 to 65 more people per day.

IVT MedTrans:

Mr. Guillen had the following report:

- IVT Med Trans Transportation is running smoothly
- We had 5 Veterans ride for free in the month of November. Our veterans visiting the VA hospitals in La Jolla
- We are monitoring the weather and will notify riders promptly if snow is expected

6. General Discussion:

- ICTC & Transdev will be participating in the Imperial Light Parade and the Calexico parade.
- Debbie Marshall announced they would be having their first conference on March 21 at IVC College for adults with disabilities.
- The Comprehensive Operational Analysis survey was conducted throughout November and garnered over 300 responses. As an added incentive, participants had a chance to win a \$50 gift card. The winner will be announced in the next couple of weeks.
- Dr. Sanchez announced that the bus stop on the east side of campus will be temporarily closed due to construction. Additionally, IVC College will be closed for winter break from December 15 through January 3, 2025.

7. Adjournment

- The meeting adjourned at 10:48 a.m.
- The next meeting will be held on Wednesday, January 7, 2025, at the Imperial County Transportation Commission Office, 1503 N. Imperial Ave., Suite 104, El Centro, CA 92243.