



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



November 30, 2012

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL AGENDA

DATE: Wednesday, December 5, 2012
TIME: 10:00 a.m. – 12:00 p.m.
LOCATION: ICTC Offices
1405 N. Imperial Ave., Suite 1
El Centro, CA 92243

Chairperson: Griselda Martinez

Vice-Chair: Leticia Vizcarra

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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 November 7, 2012 *ACTION* Page 3
3. ADA Paratransit Services No Show/Late Cancellation Policy and Appeals Process *DISCUSSION* Page 6
4. FY 2013-14 Unmet Transit Needs Priorities *DISCUSSION/ACTION* Page 10
5. CTSA Reports *DISCUSSION*
6. Operator Reports *DISCUSSION*

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

7. General Discussion

DISCUSSION

8. Adjournment

For questions or comments, please call Cristi Lerma or David Salgado at 760-592-4494, or email at cristilerma@imperialctc.org and dauidsalgado@imperialctc.org.



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SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

DRAFT MINUTES

November 7, 2012

Present

Voting Attendees:

Heddy McNeer	Consumer
Michael L. Hack	Consumer
Sherry Leon	Area Agency on Aging
Leticia Vizcarra	Access to Independence (Vice-Chair)
Erika Martinez	ARC – Imperial Valley
Michelle Schenck-Soto	California Children’s Services (CCS)
Rosyo Ramirez	IHSS Public Authority
Kathi Williams	CTSA – ICTC
David Salgado	CTSA – ICTC

Non-Voting Attendees:

Beatriz Cruz	ICTC
Jean Chatel	IVT/IVT Access/Calexico Dial-A-Ride
Marv Balin	IVT/IVT Access/Calexico Dial-A-Ride
Dan McKeegan	First Transit
Jerry Arguelles	City of Calexico
Adriana Pacheco	Brawley Dial-A-Ride
Isabel Pacheco	Brawley Dial-A-Ride

1. Vice-Chair Vizcarra called the meeting to order at 10:04 am. A quorum was present. Introductions were made.
2. No public comments.
3. Minutes adopted for October 3, 2012 (McNeer/Ramirez) **Motion Carried.**
4. ADA Paratransit Services No Show/Late Cancellation.
 - Mr. Salgado introduced the draft policy with an appeals process to the Council. He indicated that an Ad-hoc committee had been formed to review/develop a draft policy that was created from other agencies’ policies. Ms. Williams stated that a recommendation was requested as the approval process by the Commission had started.
 - Ms. McNeer stated that the no show policy seemed basic and it didn’t appear to be a problem.

- Mr. Balin stated that the cancellation notice had been modified to let passengers on IVT ACCESS cancel a scheduled appointment with a four hour notice instead of a regular twenty four hour notice.
- Ms. Ramirez stated that the draft of the ADA Paratransit Service No Show/Late Cancellation has turned out to be easier to read than the original draft. Ms. Ramirez also mentioned that corrections for typos needed to be made to draft. Page 1 last sentence “reminder” should be changed to “remainder”. Pg. 2 Second Occurrence line two after incident, upper case font should be replaced to lower case.
- Mr. Balin mentioned that approximately two hundred IVT ACCESS certified users have potentially been without service due to other passengers not cancelling their appointments.

A motion was made to recommend approval of the policy/appeals process by the Commission with the listed changes to correct typographical errors. **(Ramirez/Hack) Motion Carried**

5. CTSA Reports

Ms. Williams and Mr. Salgado had the following updates:

- Ms. Williams stated that oral interviews were conducted and one consulting firm has been chosen which will be recommended to the Commission for approval to start on the project for the proposed IVT Gold, Red and Orange line circulators. Once the project starts there will be stakeholder meetings and bilingual public workshops conducted in the three communities.
- Ms. Williams stated that ICTC would be looking into hiring a consultant firm to produce and ADA service review and growth management assessment within the next six months.
- There is no new information to report regarding the Quechan Tribe and Yuma County Intergovernmental Public Transportation Authority (YCIPTA) MOU that is currently being reviewed by attorneys, to establish a new route from the Winterhaven area to El Centro.
- Mr. Salgado stated that there was no update from CALTRANS on the FTA 5310 grant process.
- Ms. Martinez requested support letters from the SSTAC and local agencies for ARC’s FTA 5310 Grant application. ARC is looking into requesting funds for two additional buses for San Diego Regional Services, one bus for Alegria, and one bus for El Centro Dial-A-Ride. **(Williams/Hack) Motion Carried.**
- Ms. Williams stated that two meetings will be held to hear the annual Unmet Transit Needs next year during the month of January. The possible dates will be the 24th or 31st of January. The location is unknown at this time.
- Ms. Ramirez would like to add a new item #11 IVT ACCESS Lack of Capacity throughout the Region to the FY 2013-2014 Master Needs List. **(Martinez/Hack) Motion Carried.**
- Ms. Vizcarra would like to add the continued discussion of the FY 2013-2014 Master Needs List to the December Agenda. So as to focus meeting time prior to the hearing in January.

6. Operator Reports

- Ms. Pacheco stated that the Brawley Dial-A-Ride has been very busy. Brawley City Council has approved the extension of Brawley Dial-A-Ride service contract. Bus drivers and personnel have been issued new uniform shirts. Ms. Pacheco stated that their no show count has lowered but the cancellation count has risen. Also one of their drivers attended an ADA training workshop on wheelchair securement in San Diego, CA. Brawley Dial-A-Ride will be conducting ADA training workshops for their employees within the following weeks.
- Mr. Balin stated there have been no changes to the Calexico Dial-A-Ride but it continues to be busy.
- Ms. Martinez stated that El Centro Dial-A-Ride recently added a third bus and that it has been very helpful in accommodating demand. They continue to be very busy.
- Imperial Dial-A-Ride is doing well and also is very busy during the beginning of the month.
- Mr. Balin stated that a new 40 ft. Gillig bus has been in use, and so far no complaints have been made. Mr. Balin also mentioned that riders like the new bus. The remaining 9 new buses are being registered through the DMV at this time, should have them ready to run by the end of the month. IVT expects to have shadow buses on Route 1 North/South operating by Dec. 1, 2012. Mr. Chatel stated that the new Seeley bus route has been a success for the month of October 2012 they had a total of 31 passengers using the new Seeley bus routes. The addition of another trip on the IVC Express has been positive as well for the month of October. The A.M. passengers total 386 and P.M. passengers total 285.
- Mr. Chatel stated that the no show policy will help with the scheduling of riders with IVT ACCESS. There has been a 35% growth in riders for the service. Ms. Williams stated that other policies would be looked at in the next several months, such as behavioral policies and conditional eligibility.
- Ms. Martinez stated that Med-Express has new brochures. Med-Express is very busy.
- Ms. Martinez stated West Shores Dial-A-Ride is very busy during the beginning of the month then slows down towards the middle to the month.

7. General Discussion

- Ms. Williams stated that the Homeless Task Force is coordinating an event taking place at Adams Park in El Centro. IVT will be providing free bus rides for the homeless who are wearing the wrist bands, for the day to the event. Special wrist bands will be issued to participants by the members of the Task Force prior to the event.
- Ms. Ramirez stated that Caregiver Appreciation Day is being held on November 8, 2012 at the Social Services – IHSS building parking lot area from 1:30 to 4:30 p.m.

8. Adjournment

- Next meeting of the SSTAC will be on December 5, 2012.
- Meeting adjourned at 11:08 a.m.

Imperial County Transportation Commission

ADA-Paratransit No Show/Late Cancellation Policy

November 2012

Background

The Americans with Disabilities Act (ADA) Comparable Complementary Paratransit Service is a federally mandated service requiring equal access to the public fixed route bus system for individuals with disabilities. The service operates six (6) wheelchair accessible, mini-buses as a demand response service in tandem with the fixed route bus system for certified eligible disabled passengers. The service area and hours are the same as the fixed route bus system discussed above. The service is available to “certified as eligible” disabled passengers.

IVT ACCESS is the ADA paratransit service within Imperial County. The Imperial County Transportation Commission (ICTC) has developed the following policy and administrative process for addressing no-shows and late cancellations.

Subpart F, Section 37.125 of the ADA Complementary Paratransit Guidelines provides that a public transit service provider entity may suspend the provision of paratransit service to ADA eligible individuals who establish a pattern or practice of excessive no shows and/or late cancellations.

Definitions

No Show

A “No-show” shall be recognized as an ADA eligible person who fails to appear, fails to board the vehicle, and/or use his/her scheduled transportation within the standard “ready window.” The ready window is the 30 minute time frame the passenger has been advised by dispatchers to be ready for their trip. The bus is required to wait up to 5 minutes for an individual upon arrival within the ready window.

Late Cancellation

A “Late Cancellation” shall be recognized as an ADA eligible person who fails to cancel the appointment for pick-up at least four (4) hours before the scheduled pick-up time.

In the event of a “no show,” passengers are required to call in and cancel any return trips scheduled for the remainder of the day.

Policy

Individuals with No-Shows/Late Cancellations shall be sanctioned or suspended from service according to the following guidelines:

First Occurrence: If an individual has one No-Show/Late Cancellation, **IVT ACCESS** shall contact the individual by telephone to determine if there was a reason the reserved trip was missed and document the occurrence, at which time the 30 day time frame begins.

Second Occurrence: If an individual has a second No-Show/Late Cancellation within thirty (30) operating days of the first No-Show/Late Cancellation incident, the **ICTC** shall mail a letter to the individual notifying the individual that a second No Show/Late Cancellation has been recorded and that a third No-Show/Late Cancellation within thirty (30) operating days of the second incident will result in suspension of their paratransit service for thirty (30) calendar days.

Third Occurrence: If an individual has a third No Show/Late Cancellation within thirty (30) days of the first No-Show/ Late Cancellation the individual shall be suspended for thirty (30) days. A letter will be sent by **ICTC** stating the dates that service will be suspended and when service will resume.

Fourth Occurrence: If an individual has a fourth No Show/Late Cancellation within 30 days of the date that suspended the paratransit service is resumed, a letter will be sent by **ICTC** and shall suspend service to the individual for a six month period. The six month period will be effective from the date of this letter.

Fifth Occurrence: In the event of a fifth No-Show/Late Cancellation that occurs after reinstatement of service following a six month suspension, a letter will be sent by **ICTC** and individual shall be permanently suspended from the paratransit service.

Method

During suspension of ADA Paratransit Service, **ICTC** shall take the following steps:

1. Notify the individual in writing that **ICTC** is suspending their service
2. The suspension will cite with specificity the basis of the proposed suspension and setting forth the proposed sanction.
3. Provide written notification and guidance on the **ICTC** ADA Paratransit No Show and Late Cancellation Policy Appeals Process

Comisión de Transporte del Condado de Imperial
Póliza de Paratrásito de ADA de falta de presencia del usuario/cancelación de corto plazo
Noviembre de 2012

Información Breve

La Ley de Americanos con Discapacidades (ADA) ofrece un servicio complementario de paratrásito. El mandato federal es ofrecer una opción accesible al transporte público para aquellas personas que no puedan utilizar adecuadamente los servicios de tránsito regular debido a necesidades funcionales y de movilidad. El servicio opera autobuses que proporciona servicio a sés sillas de rueda. El servicio se ofrece en respuesta de la demanda con el sistema de autobuses de ruta fija para pasajeros con discapacidad que hayan sido certificados. La área de servicio y horas son los mismos que el sistema de autobuses de ruta fija mencionado. El servicio está disponible para "pasajeros certificados" con alguna discapacidad.

IVT ACCESS es el servicio de paratrásito ADA dentro del Condado de Imperial. La Comisión de Transporte del Condado de Imperial (**ICTC**) ha desarrollado la siguiente póliza y proceso administrativo para limitar la falta de presencia del usuario o cancelación de corto plazo.

Subparte F, sección 37.125 de la guía complementarias de paratrásito ADA proporciona que una entidad de proveedor de servicio de transporte público podrá suspender la prestación del servicio de paratrásito para personas elegibles de ADA que establece un patrón o práctica excesiva de cancelaciones.

Definiciones

Falta de presencia

Una falta de presencia será reconocida como una persona elegible de ADA, que no aparece o es incapaz de abordar el vehículo. Con una ventana de tiempo de treinta minutos el pasajero ha sido advertido por operadores para estar listo para su viaje. El autobús es necesario esperar hasta 5 minutos para un individuo dentro de la ventana de llegada.

Cancelación

Una cancelación de corto plazo será reconocido como una persona elegible de ADA que no cancela la cita para recoger a menos de cuatro horas antes del tiempo indicado.

En caso de no asistir los pasajeros están obligados a llamar y cancelar los viajes de regreso previstos para el resto del día.

Póliza

Individuos con cancelación/falta de presencia serán sancionados o suspendidos del servicio según lo siguiente:

Primera ocasión: Si un individuo tiene una cancelación de corto plazo o falta ha su reservación, **IVT ACCESS** se pondrá en contacto con el individuo por teléfono para determinar si hubo un motive por cual se perdió el viaje reservado y se documentara la ocurrencia momento en que comienza el plazo de treinta días.

Segunda ocasión: Si un individuo tiene una segunda cancelación de corto plazo o falta ha su reservación dentro de los treinta días de funcionamiento del primer incidente de cancelación ha corto plazo o falta ha su reservación, **ICTC** deberá enviar por correo una carta a la persona para notificarles que se ha registrado una segunda cancelación ha corto plazo o falta ha su reservación. Y que una tercera cancelación ha corto plazo o falta ha su reservación dentro de treinta días de funcionamiento del segundo incidente resultará en suspensión de su servicio de paratransito por treinta días de calendario.

Tercera ocasión: Si un individuo tiene una tercera cancelación de corto plazo o falta ha su reservación dentro de treinta días de la primera ocasión el individuo quedará en suspensión durante treinta días. Una carta será enviada por **ICTC** la fecha que se suspenderá el servicio y cuando el servicio se reanudará.

Cuarta ocasión: Si un individuo tiene una cuarta cancelación de corto plazo o falta ha su reservación dentro de los treinta días de la fecha en que se suspendió el servicio de paratransito, una carta será enviada por **ICTC** y se suspenderá servicio a la persona por un período de seis meses. El período de seis meses será efectivo a partir de la fecha de esta carta.

Quinta ocasión: En caso de una quinta cancelación de corto plazo o falta ha su reservación que ocurra después de la reinstalación del servicio tras una suspensión de seis meses, se enviará una carta por **ICTC** y el individuo será suspendido permanentemente en el servicio de paratransito.

Procedimiento

Durante la suspensión del servicio de paratransito de la ADA, **ICTC** deberá seguir los siguientes pasos:

1. Notificar al individuo por escrito que **ICTC** ha suspendido su servicio
2. La suspensión deberá ser específica de la base de la suspensión propuesta y exponer la sanción propuesta.
3. **ICTC** deberá proporcionar por escrito notificación y orientación sobre la póliza de paratransito de ADA falta de presencia del usuario/cancelación de corto plazo

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

FY 2013-14 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. Develop and construct 7th/State Streets transfer terminal **Grant Approved (Design Pending)**
2. Improve cleanliness and upkeep at El Centro City area bus stops **Under Review**
3. Review of an "FAST" trip between Brawley and El Centro **IMPLEMENTED/Demo Phase**
4. Expand Transit Access with in the community of Brawley **Under Review**
5. Review of an afternoon "FAST" trip from El Centro to Brawley **Under Review**
6. Review of limited Saturday service to Seeley **IMPLEMENTED/Demo Phase**
7. Expansion of Saturday service for IVT routes **on UTN List FY 2009-10**
8. Review of limited Sunday service for IVT routes **on UTN List FY 2009-10**
9. Review of additional IVC "Express Routes" **IMPLEMENTED/Demo Phase**
10. Provide schedule information to bus shelters **PENDING**
11. IVT ACCESS Lack of Capacity throughout the Region **Under Review**