March 1, 2013

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL AGENDA

DATE: Wednesday, March 6, 2013

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

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 January 2, 2013 ACTION

3. FY 2013-14 UTN “Findings” Letter of Response ACTION

4. FTA 5317 letter of support for ICTC ACTION

5. Med Express No Show and Late Cancellation Policy ACTION

6. CTSA Reports DISCUSSION

7. Operator Reports DISCUSSION
8. General Discussion

9. Adjournment

For questions or comments, please call Cristi Lerma or David Salgado at 760-592-4494, or email at cristilerma@imperialctc.org and davidsalgado@imperialctc.org.
Present       Voting Attendees:

Griselda Martinez  Work Training Center
Heddy McNeer      Consumer
Michael L. Hack    Consumer
Sherry Leon        Area Agency on Aging
Leticia Vizcarra   Access to Independence (Vice-Chair)
Norma Nava         IVC-DSPS
Jose Meza          ARC – Imperial Valley
Michelle Schenck-Soto California Children’s Services (CCS)
Rosyo Ramirez      IHSS Public Authority
Kathi Williams     CTSA – ICTC
David Salgado     CTSA – ICTC
Iris Montes       Imperial County Calworks

Non-Voting Attendees:
Cristi Lerma      CTSA - ICTC
Jean Chatel       IVT/IVT Access/Calexico Dial-A-Ride
Dan McKeelhan     IVT/IVT Access/Calexico Dial-A-Ride
Cesar Sanchez     IVT/IVT Access/Calexico Dial-A-Ride
Adriana Pacheco   Brawley Dial-A-Ride
Isabel Pacheco    Brawley Dial-A-Ride

1. Chair Martinez called the meeting to order at 10:02 am. A quorum was present. Introductions were made.

2. Minutes adopted for December 5, 2012 (McNeer/Leon) Motion Carried.

3. FY 2013-14 UTN Letter to the Hearing Panel

Ms. Williams stated that the drafted letter to the FY 2013-14 UTN Hearing Panel was available for review. She requested the group review the letter and decide if it reflects what was discussed at the prior meeting. There were no objections to the letter as presented and a motion was made (Ramirez/Hack), Motion Carried. Ms. Leticia Vizcarra volunteered to be the spokesperson for SSTAC and read the letter at the UTN Hearing scheduled for January 24, 2013 at 3:00 p.m. at the IID Bill Condit Auditorium located at 1285 Broadway in El Centro.

4. CTSA Reports
Ms. Williams and Mr. Salgado had the following updates:
- Mr. Salgado stated that the ADA IVT Access No Show and late Cancellation Policy is in effect starting January 2, 2013. The policy has been available to the public for 30 days and an effort has been made to make the public aware of the policy. Mr. Salgado stated that a subcommittee to discuss and produce a similar policy for the Med Express will be formed soon.

- Mr. Salgado is looking to make presentations to the Local Coordination Committee and the Veterans Service agency to inform them of ICTC’s transit services, and offer assistance if needed.

- The last day of the IVT Route 3 Winterhaven segment was Wednesday, January 2, 2013. The YCAT Turquoise Route #10 will begin servicing the Eastern Imperial County on Monday, January 7, 2013. The Turquoise Route will provide service from the Yuma/Winterhaven area to El Centro 3 days a week, twice per day.

- The groundbreaking for the El Centro Transit Transfer Terminal is scheduled for January 8, 2013 at 10:30 a.m. at 7th and State Streets. Invitations were distributed.

- The FY 2013-14 Unmet Needs Transit public hearing is scheduled for January 24, 2013 at 3 p.m. and will be held at the IID, at the William Condit Auditorium located at 1285 Broadway in El Centro. The legal notices and public service announcements have been developed. The bilingual interpreters are committed. Pink UTN Flyers in both English and Spanish were available to all agencies. An email will also be sent to all STSAC members with the flyer. The Hearing Panel was selected at the last Commission meeting and all agencies are encouraged to assist in getting the word out to all clientele and transit riders.

5. Operator Reports

- Ms. Pacheco stated that the Brawley Dial-A-Ride continues to have challenges providing service to their numerous wheelchair passengers. They also have been experiencing issues with No shows and late cancellations and may need to update their policy. Ms. Williams suggested they contact the City for assistance.

- Mr. McKeehan stated there have been no changes to the Calexico Dial-A-Ride.

- Mr. Meza stated that El Centro Dial-A-Ride continues to be very busy with nothing else to report. Imperial Dial-A-Ride is doing well with nothing else to report.

- Mr. Meza stated that changes to the payment policy are being made to the Med Express. Clients will have to pay beforehand to secure a reservation. Ms. Soto stated that there was confusion regarding these changes. Ms. Williams asked Mr. Meza to stay after the meeting to talk with herself and Ms. Soto for clarification.

- Mr. McKeehan stated that an IVT and IVT Access “Happy Holidays” free ride was held on December 20, 2012 all day. He also stated that IVT Access received 2 new buses for a total of 8 IVT Access buses in operation. A new General Manager, Charles Brockwell, was recently hired and will begin on January 15, 2013. Also, Cesar Sanchez is the Operations Manager for IVT.

- Mr. Chatel stated that the No Show Policy was implemented today for IVT Access and in the first 4 hours there were already 10 no-shows. All 10 people were contacted by IVT Access staff and advised of the policy. Mr. Salgado stated that throughout December the public was made aware with notices on the buses and contacts with social service agencies and all the feedback had been
generally positive.

6. General Discussion

- Ms. McNeer complimented the El Centro Dial-A-Ride. On one occasion she witnessed the driver wait until the client, who had mobility issues, enter the medical facility. Ms. McNeer stated that she was pleased with the driver’s courtesy.

- Mr. Hack inquired if the Green Line was still stopping by the new social security office. Mr. Chatel responded that the bus stop is still there and there have not been any recent issues with construction traffic.

7. Adjournment

- Unless there is something of significance to discuss in February, the next meeting of the SSTAC will be on March 6, 2013.

- Meeting adjourned at 10:35 p.m.
UNMET TRANSIT NEEDS FINDINGS
FISCAL YEAR 2013-14

The Imperial County Unmet Transit Needs Public Hearing was conducted at 3:00 p.m., on January 24th, 2013 at the William R. Condit Auditorium, Imperial Irrigation District facilities, in El Centro, Ca. After review and consideration of the testimony received at the hearing, this Panel reconvened on February 28th, 2013 to make the following “Findings”:

The following findings are unmet transit needs which are reasonable to meet. The ICTC Transit Financing Plan and TDA claims for Fiscal Year 2013-14 shall be approved consistent with these stated “Findings”.

I. Existing transit services should be continued:

   A. Brawley Dial-A-Ride
   B. El Centro Dial-A-Ride
   C. Imperial Dial-A-Ride
   D. County-Wide Transit System
   E. ADA Paratransit Services
   F. Calexico Senior Transport
   G. Med-Express
   H. West Shores Dial-A-Ride

II. Continue coordination between existing transit services, including paratransit services provided by both public and social service agencies. ICTC staff shall provide recommendations and technical assistance when requested by social service and public agencies.

III. All transit services shall comply with the American's with Disabilities Act of 1990; provisions specific to respective services offered.

IV. All transit services shall comply with the Federal Transit Administration (FTA) and/or Federal Highway Administration (FHWA) Drug and Alcohol Testing rules; provisions specific to respective services offered.
Staff will continue to coordinate the demonstration phases for the Imperial Valley Transit – Blue and Green Lines.

Staff will provide assistance to the Cities of Brawley, Calexico, El Centro and Imperial for the development of the transfer terminal projects.

The County-Wide Transit System shall implement two additional trips on route #21N and one additional trip on 21S in FY 2013-14 between Calexico and IVC on the IVC Express, to reduce overcrowding. Route data will be evaluated by ICTC after twelve (12) months for a decision on continuation.

The County-Wide Transit System shall implement four additional trips on routes 1N, 1S, 2N and 2S in FY 2013-14 in the Primary Corridor; Brawley to Calexico, on Saturdays. Route data will be evaluated by ICTC after twelve (12) months for a decision on continuation.

The County-Wide Transit System shall implement four additional trips on routes 1N and 1S between Calexico and El Centro, to reduce overcrowding and strive for a 35 minute headway, during peak service hours. Route data will be evaluated by ICTC after twelve (12) months for a decision on continuation.

The County-Wide Transit System shall implement four new trips on routes 1N, 1S, 2N and 2S in FY 2013-14 in the Primary Corridor; Brawley to Calexico, on Sundays. Route data will be evaluated by ICTC after twelve (12) months for a decision on continuation.

Staff will research options to provide as resources permit; schedules and information for passengers on public transit services, on the internet, through marketing programs and on IVT affiliated bus stops. Staff is to return with options and cost estimates for consideration on implementation.

All other services and issues as presented by written or verbal testimony are hereby declared as not reasonable to meet, at this time.

Jack Terrazas, Chairperson
Supervisor District #2
County of Imperial

Ryan Kelley,
Supervisor District #4
County of Imperial
George Nava, Councilmember  
City of Brawley

Bill Hodge, Councilmember  
City of Calexico

Maria Elena Froelich, Councilmember  
City of Calipatria

STAFF:
Mark Baza  
Executive Director

Kathi Williams  
Senior Transit Planner
UNMET TRANSIT NEEDS LIST
FISCAL YEAR 2013-14

Priority order

1. Increase trips on the IVC Express, per the FY 2013-14 “Findings”

2. Increase Saturday service operating hours on IMPERIAL VALLEY TRANSIT routes in the primary corridor. *Per action taken by IVAG Regional Council 12-9-09*

3. Implement 35 minute headways on Imperial Valley Transit between Calexico and El Centro, per the FY 2013-14 “Findings”.

4. Implement limited Sunday service operating hours on IMPERIAL VALLEY TRANSIT routes in the primary corridor. *Per action taken by IVAG Regional Council 12-9-09*
SAMPLE

SOCIAL SERVICES TRANSPORTATION
ADVISORY COUNCIL

Mike Hack, Chairperson 1405 N. Imperial Ave., Suite 1
Rebecca Sanchez, Vice Chair El Centro, CA 92243
Kathi Williams, Secretary (760) 592-4494

March 7, 2012

Sedalia Sanders, Chairperson
Imperial County Transportation Commission
1405 N. Imperial Ave., Suite 1
El Centro, CA 92243

Dear Commission Members:

One of the responsibilities of the Social Services Transportation Advisory Council (SSTAC) is to advise ICTC on existing public transportation needs. In addition, the SSTAC must review the "Findings" as developed by the Public Hearing Panel. SSTAC met on March 7, 2012 and reviewed the Findings as developed by the Panel on February 23, 2012.

SSTAC appreciates and endorses the proactive consideration given by the Transit Hearing Panel for "Findings I through IX". These "Findings" include compliance with various federal regulations and the retention of existing transit services.

In response to the “Findings” for FY 2012-13 the following additional comments are provided:

1. SSTAC would like to continue to express support for the El Centro Circulator concept which includes the Blue Line, Green Line and Transfer Terminal. This project developed as a result of direction from ICTC to increase access within the City of El Centro and the City of Imperial.

2. SSTAC concurs with the “Finding IX” to continue the options of providing schedule information, including adding schedules to bus shelters, as a way to disseminate information to the passengers, as documented as Finding #8 on the FY 2010-11 UTN Findings.

3. SSTAC would like ICTC to pursue all potential options to maintain transit services in the West Shores communities.

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

Sincerely yours,

Michael L. Hack
Chairperson
SAMPLE

SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

Mike Hack, Chairperson
Rebecca Sanchez, Vice-Chairperson
Kathi Williams, Secretary
1405 N. Imperial Ave. Suite 1
El Centro, CA 92243
(760) 592-4494

March 15, 2012

Mr. Mark Baza, Executive Director
Imperial County Transportation Commission
1405 N. Imperial Ave. Suite 1
El Centro, Ca 92243

Dear Mr. Baza:

It is with pleasure that the SSTAC recommends the ICTC in requesting a federal grant under Section 5317 from the New Freedom program available through the Federal Transit Administration. It is our understanding that this grant is for funding for the expansion of the IVT Access paratransit system. Your agency will attempt to provide a limited temporal and geographic expansion of the ADA service area, as well as, same same day service which you currently do not provide.

ICTC directly or indirectly provides several types of transit services to the community. This transportation is vital and can be one of the primary means the physically and developmentally disabled have, to access community services and facilities. The expansion of this service will enable you to insure the continuation of safe, reliable transit services.

We understand that the purpose of this grant is to allow ICTC to continue to meet the ever growing transportation needs of disabled persons. Your agency provides transportation to a variety of social service agencies. We commend you for the commitment and dedication that your agency provides.

Sincerely,

Mike Hack
Chairperson

T://projects/fha/553165317/SEC5317_Support Letter
February 27, 2013

Mr. Mark Baza, Executive Director
Imperial County Transportation Commission
1405 N. Imperial Ave. Suite 1
El Centro, Ca 92243

Dear Mr. Baza:

It is with pleasure that the SSTAC recommends the ICTC in requesting a federal grant under Section 5317 from the New Freedom program available through the Federal Transit Administration. It is our understanding that this grant is for funding for the expansion of the IVT Access paratransit system. Your agency will attempt to provide a limited temporal and geographic expansion of the ADA service area, as well as, some same day service which you currently do not provide.

ICTC directly or indirectly provides several types of transit services to the community. This transportation is vital and can be one of the primary means the physically and developmentally disabled have, to access community services and facilities. The expansion of this service will enable you to insure the continuation of safe, reliable transit services.

We understand that the purpose of this grant is to allow ICTC to continue to meet the ever growing transportation needs of disabled persons. Your agency provides transportation to a variety of social service agencies. We commend you for the commitment and dedication that your agency provides.

Sincerely,

Griselda Martinez
Chairperson
Imperial County Transportation Commission
Med Express No Show/Late Cancellation Policy (DRAFT)
February 2013

Background

The Med-Express Service is a non-emergency paratransit shuttle service which operates between Imperial County and San Diego County four days a week. The service is designed for Imperial County residents who need access to specialized professional medical services which may not be available within Imperial County.

The Med Express is a service provided to disabled or special needs and low-income clientele in Imperial County. The Imperial County Transportation Commission (ICTC) has developed the following policy and administrative process for addressing no-shows and late cancellations.

Definitions

No Show

A “No-show” shall be recognized as an 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 a person who fails to cancel the appointment for pick-up at least four (4) hours before the scheduled pick-up time.

Policy

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

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, MED EXPRESS staff 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 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 said 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 Med-Express 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 Paratransit No Show and Late Cancellation Policy Appeals Process