



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



November 2, 2012

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

**DATE:** Wednesday, November 7, 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

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 October 3, 2012 *ACTION*
3. ADA Paratransit Services No Show/Late Cancellation Policy and Appeals Process – DRAFT *ACTION*
4. CTSA Reports *DISCUSSION*
5. Operator Reports *DISCUSSION*
6. General Discussion *DISCUSSION*
7. Adjournment

For questions or comments, please call Cristi Lerma or David Salgado at 760-592-4494, or email at [cristilerma@imperialctc.org](mailto:cristilerma@imperialctc.org) and [davidsalgado@imperialctc.org](mailto:davidsalgado@imperialctc.org).

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



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## SOCIAL SERVICES TRANSPORTATION ADVISORY COUNCIL

**DRAFT MINUTES**

October 3, 2012

Present

Voting Attendees:

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

Non-Voting Attendees:

Cristi Lerma	ICTC
Jean Chatel	IVT/IVT Access/Calexico Dial-A-Ride
Anicia Gottwig	Caltrans
Adriana Pacheco	Brawley Dial-A-Ride
Isabel Pacheco	Brawley Dial-A-Ride

1. Chair Hack called the meeting to order at 10:07 am. A quorum was present. Introductions were made.
2. Minutes adopted for September 5, 2012 ([Ramirez/Williams](#)) **Motion Carried.**
3. Reappointment of Voting Positions

Ms. Williams stated that in September she gave the annual overview of the Charge/Purpose of the SSTAC and the Public Utilities Code for reference.

At this meeting, reappointment of 3 voting members took place, all had expiring terms. They were: Norma Nava, which serves under category 4; Rosyo Ramirez, which serves under category 5; and Kathi Williams which serves under category 6. A motion was made to reinstate Ms. Nava,

Ms. Ramirez and Ms. Williams for an additional 3 years (Leon/Salgado) **Motion Carried unanimously.**

There was discussion as to whether Ms. Vizcarra should change from category 3, which provides services to seniors, to category 4 because she primarily serves people with disabilities. There was further discussion regarding Ms. Martinez also moving categories to accommodate Ms. Vizcarra's request; and, regarding new member Iris Montes from the Department of Social Services moving from an alternate in category 5 to a voting member. A motion then was made to move Leticia Vizcarra from category 3 to category 4; move Griselda Martinez from category 5 to category 3; and to move Iris Montes from alternate in category 5 to a voting member in the same category (Williams/Martinez), **Motion Carried unanimously.**

4. Installation of Officers

A motion was made to appoint Ms. Martinez as the Chair and Ms. Vizcarra as the Vice-Chair of the SSTAC (Ramirez/Williams), **Motion Carried unanimously.**

5. CTSA Reports

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

- Ms. Williams stated that the pre-bid for the proposed IVT Orange, Red, and Gold line circulators took place last Friday. There were nine consultant teams present and staff hopes to have a contract by December. Once the project starts there will be stakeholder meetings and bilingual public workshops conducted.
- There is no new information regarding the Quechan Tribe and Yuma County Intergovernmental Public Transportation Authority (YCIPTA) MOU that is currently under development to establish new routes from the Winterhaven area to El Centro.
- IVT is experiencing some issues with the bus stop at the new Social Security offices location due to conflicts with the traffic and the construction being done on Cruikshank Rd. by the City of El Centro. Staff will continue to keep a close eye.
- IVT Access is experiencing capacity issues. Staff is in the process of developing an ADA No-Show / Cancellation Policy and would like to establish an ad hoc committee with SSTAC members to develop and assist staff with a fair and just policy. Ms. Martinez, Ms. Arambula and Ms. Vizcarra volunteered for the task. Also as part of the UTN process next year CTSA staff may look into adding a vehicle to the service contract. Mr. Chatel stated that IVT Access is having issues with passengers making reservations whether they use it or not. Ms. Martinez stated that there is a greater need for more buses.
- Anyone interested in applying for FTA 5310 funds, the announcement date is anticipated to be in November.

6. Operator Reports

- Ms. Pacheco stated that the Brawley Dial-A-Ride has been very busy and would benefit from another bus.
- Mr. Chatel stated there have been no changes to the Calexico DAR but it continues to be busy.
- Mr. Meza stated that El Centro Dial-A-Ride recently added a third bus and that it has been very

helpful. They continue to be very busy. Imperial Dial-A-Ride is doing well and very busy during the beginning of the month.

- Mr. Chatel stated that his team has been visiting social services agencies with Mr. Salgado to address the services capabilities, as well as, the capacity issues with IVT Access. Reservations are a full 2 weeks in advance. Mr. Chatel also expressed that the service is a shared ride system not a taxi and this needs to be reinforced to passengers. IVC Express new routes continue to be in full use and passengers are happy. On October 13, 2012 a second Gillig bus will be delivered. Mr. Chatel also mentioned that he has new bus schedules.

#### 7. General Discussion

- 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 November 7, 2012.
- Meeting adjourned at 11:29 a.m.



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October 31, 2012

ICTC Management Committee  
Imperial County Transportation Commission  
1405 N. Imperial Avenue, Suite 1  
El Centro, CA 92243

**SUBJECT: Americans with Disabilities Act (ADA) Paratransit Services No Show/Late Cancellation Policy and Appeals Process - DRAFT**

Dear Committee Members:

An increase in reservations and passenger ridership beginning July 1, 2011 has helped to create a lack of seating capacity on the ADA Paratransit Services known as IVT ACCESS. In addition, the IVT ACCESS service has experienced an increase in “no shows” and “late cancellations”. This creates a negative affect whereby seats may be available, but cannot be utilized in the dispatch process.

A “no show” occurs when a certified rider fails to appear, fails to board the vehicle, and/or use his/her scheduled transportation within the standard 5 minute wait period a driver offers a passenger to board. A “late cancellation” occurs when a passenger fails to cancel the appointment for pick-up at least four (4) hours before the scheduled pick-up time.

ICTC staff has analyzed the operating data for the FY 2012. The data indicates that the number of no-shows is approximately 1,800. This represents an average of 8 trips per day. The large number of “no-shows” is creating a negative effect on the ability of IVT ACCESS to provide trips to its passengers.

In order to address this issue on the IVT ACCESS service, ICTC staff formed an Ad-Hoc committee to create a draft “no-show” and “late cancellation” policy and appeals process. There is currently no formal policy in place. It is the intention of this policy that implementation will encourage both current and future users to either take or cancel trips they know will not be needed. Those reduction in “no shows” and “late cancellations” will allow access to the service for individuals who could utilize the canceled trip.

On October 24<sup>th</sup>, 2012, an ad-hoc committee composed of social service provider agency representatives who participate on the ICTC Social Services Technical Advisory Committee (SSTAC), met with ICTC staff and the operator of IVT ACCESS to create a draft policy. Attached is a Draft Policy for your review and consideration.

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The Ad-hoc Committee would recommend approval of the policy. ICTC staff would also recommend the establishment of a grace period effective December 1st through December 31st, 2012 in order to promulgate the policy in English and Spanish, with an effective date of January 1, 2013.

The SSTAC will also review the policy and appeals process on November 7<sup>th</sup> and forward comments for consideration by ICTC staff and Commission.

It is requested that ICTC Management Committee forward this item to the Commission for review and approval after public comment, if any.

1. Review and approve the ICTC ADA Paratransit Services No Show/Late Cancellation Policy and Appeals Process.
2. Direct staff to promulgate the ADA Paratransit Services No Show/Late Cancellation Policy and Appeals Process in English and Spanish between December 1<sup>st</sup> and December 31, 2013.
3. Direct staff to implement the ADA Paratransit Services No Show/Late Cancellation Policy and Appeals Process effective January 1, 2013.

Sincerely yours,

MARK BAZA  
Executive Director

BY: 

Kathi Williams  
Senior Transit Planner

MB/ksw/ds

attachments

## **ICTC ADA Paratransit No Show and Late Cancellation Policy Appeals Process DRAFT**

The following **ICTC** Appeal Process shall apply to appeals regarding suspension of paratransit services due to No-Show events or excessive Late Cancellations. The process has been designed as a means to provide individuals with a “Due Process.”

In the event of a suspension **ICTC** shall:

- (1) Notify the individual in writing that **ICTC** will suspend service, citing with specificity the basis of the proposed suspension, and
- (2) Inform the individual of his/her appeal rights as described in this policy. Suspensions are not stayed pending the outcome of the appeal.

### **Appeals Panel and Process**

Drawing from the membership of **ICTC**'s Social Services Technical Advisory Committee (**SSTAC**) a three-member Appeal Panel known as the Americans with Disabilities Act Advisory Committee (**ADAAC**) will be formed to review appeals regarding suspensions for No-Show/Late Cancellation events. The Chairperson of the **SSTAC**, at the beginning of his/her appointment or at the time of the appeal, shall appoint the individuals that will serve on the committee.

The recommendation of the Appeal Panel shall stand as the “Due Process” resolution of the appeals under **ICTC**'s formal written Appeal Process described herein.

### **Step 1: Letter of Intent to Appeal**

Individuals desiring to exercise their right to due process shall provide written notification to the **ICTC** ADA Paratransit Services Coordinator within 15 business days of receipt of notification of suspension. The written notification to **ICTC** shall at a minimum include the following:

1. Full name, complete mailing and physical addresses and daytime telephone number.
2. A request for an in-person review before the **ADAAC**, or, that an in-person review is not requested, but review by the **ADAAC** is being requested.
3. A statement shall include the details of any support assistance that may be required (i.e., representation by another individual, transportation service for appearance, etc.).
4. A statement indicating the basis upon which the appeal is being made.
5. Any other information or additional documentation, which supports the individual's appeal.

Written notification of the Intent to Appeal shall be addressed as shown below:

**ADA Paratransit Service No Show and Late Cancellation Policy Appeal**  
**C/O ADAAC**  
**ICTC**  
**1405 N. Imperial Ave. Suite 1**  
**El Centro, CA 92243**

## **Step 2: Appeal Panel Actions**

1. Within (15) business days of receipt of a written notification of Intent to Appeal, the Chairperson of the SSTAC will appoint or direct the Americans with Disabilities Act Committee (ADAAC) and shall appoint a replacement representative if a current panel member is unable to serve for any reason, and name the ADAAC's Chair for that appeal. In addition, the ADAAC shall be provided with a copy of the written notification of Intent to Appeal and any other pertinent documentation.
2. Within fifteen (15) business days of receipt of a written notification of Intent to Appeal, a time and location for a formal review by the ADAAC shall be scheduled. The formal review/ hearing shall be scheduled within 30 days of the receipt of the original notification of Intent to Appeal.
3. The individual requesting an appeal review by the ADAAC shall be simultaneously notified by **ICTC** in writing of the scheduled review/hearing and all members of the ADAAC shall be formally notified of the scheduled meeting
4. The Appeal Panel review/hearing shall be conducted as scheduled and the Panel shall be afforded no more than 15 business days, from the review/hearing date, to deliberate and issue a recommendation to the ICTC Executive Director. Final decisions will be made by the ICTC Executive Director at the recommendation of the committee.
5. Individuals appealing to the Appeal Panel shall be provided formal written notification, via mail, of the final decision of the Panel within 15 business days of the review/hearing date. Such notification shall state the basis upon which the decision was rendered.

The final, formal decision recommended by the ADAAC and issued upon the approval of the ICTC Executive Director shall stand as the "Due Process" resolution of appeals under **ICTC's** formal written ADA Paratransit No Show and Late Cancellation Policy Appeals Process described herein.



**SOCIAL SERVICES TRANSPORTATION  
ADVISORY COUNCIL  
OF  
IMPERIAL COUNTY**

	<b>CATEGORY</b>	<b>VOTING MEMBER</b>	<b>TERM</b>	<b>ALTERNATE</b>
1.	One (1) Potential Transit User, age 60+	HEDDY MCNEER El Centro	Nov 11 Nov 14	VACANT
2.	One (1) Potential Transit User, with Disability	MIKE HACK El Centro	Nov 11 Nov 14	VACANT
3.	Two (2) Service Providers for Seniors, Include Transit Provider if Exists	SHERRY LEON Area Agency on Aging GRISELDA MARTINEZ Work Training Center	Nov 10 Nov 13 Nov 10 Nov 13	VACANT  VACANT
4.	Three (3) Service Providers for the Disabled, Include Transit Provider if Exists	<b>LETICIA VIZCARRA</b> <b>Access to Independence</b> NORMA NAVA IVC-Disabled Students Programs and Services K.C. KENNEDY ARC	<b>Nov 12</b> <b>Nov 15</b> Nov 12 Nov 15 Nov 10 Nov 13	LORENA ARAMBULA Regional Center MICHELLE SOTO CCS - California Childrens' Services
5.	Two (2) Service Providers for Limited Means	<b>ROSYO RAMIREZ</b> <b>I.C. Public Authority/ IHSS</b> <b>IRIS MONTES</b> <b>CALWORKS</b>	<b>Nov 12</b> <b>Nov 15</b> <b>Nov 12</b> <b>Nov 15</b>	JOHN GRASS IC Behavioral Health VACANT
6.	Two (2) Consolidated Transportation Service Agency (CTSA)	DAVID SALGADO ICTC <b>KATHI WILLIAMS</b> <b>ICTC</b>	Nov 11 Nov 14 <b>Nov 12</b> <b>Nov 15</b>	CRISTI LERMA ICTC MARK BAZA ICTC
		Non Voting Technical Resource Members		
	<b>NAME</b>	<b>PROGRAM\SERVICE</b>	<b>COMPANY/AGENCY</b>	
1.	Marv Balin	Imperial Valley Transit / IVT ACCESS	First Transit	
2.	Isabel Pacheco	Brawley Dial-A-Ride	Sunrise Drive Service	
3.	K.C. Kennedy	MED-EXPRESS/ El Centro Dial-A-Ride/ Imperial Dial-A-Ride / West Shores Dial-A-Ride	ARC - Imperial Valley	
4.	Chris Schmidt/ Connery Cepeda	CALTRANS	CALTRANS	
5.	Marv Balin	Calexico Dial-A-Ride	First Transit	