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March 27, 2013

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

**DATE:** Wednesday, April 3, 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

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 March 6, 2013 *ACTION*
3. CTSA Reports DISCUSSION
4. Operator Reports DISCUSSION
5. General Discussion DISCUSSION
6. 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

March 1, 2013

#### Present

#### Voting Attendees:

Griselda Martinez	Work Training Center
Michael L. Hack	Consumer
Sherry Leon	Area Agency on Aging
Ted Ceasar	IVC-DSPS
KC Kennedy	ARC – Imperial Valley
Michelle Schenck-Soto	California Children’s Services (CCS)
Rosyo Ramirez	IHSS Public Authority
Cristi Lerma	CTSA – ICTC
David Salgado	CTSA – ICTC
Iris Montes	Imperial County Calworks

#### Non-Voting Attendees:

Ramon Aguirre	ARC – Imperial Valley
Jean Chatel	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
Lily Falomir	City of Calexico

1. Chair Martinez called the meeting to order at 10:04 am. A quorum was present. Introductions were made.
2. Minutes adopted for January 2, 2013 ([Hack/Ramirez](#)) **Motion Carried.**
3. FY 2013-14 UTN “Findings” Letter of Response

Mr. Salgado stated that the UTN hearing was held on January 24, 2013. At the hearing Ms. Leticia Vizcarra read the first letter the SSTAC created. The second meeting was held on February 28, 2013 and the “Findings” were adopted by the Panel. A copy of the “Findings” and the priority order were then provided to SSTAC. Mr. Salgado stated that the SSTAC needs to develop a response to the “Findings” in the form of a letter. A motion was made using last year’s letter as a sample to keep the introductory paragraphs the same, and the remove #2 and #3, and add the items in this years’ adopted Priority Order list as items #2 through #5 on the SSTAC letter ([Kennedy/Hack](#)), **Motion Carried.**

Below are the items as described in the letter:

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 VII" to implement two additional trips between Calexico and IVC on the IVC Express, to reduce overcrowding in FY 2013-14.*
  3. *SSTAC concurs with the "Finding VIII" to implement four additional trips on Imperial Valley Transit in the Primary Corridor; Brawley to Calexico, on Saturdays for FY 2013-14.*
  4. *SSTAC concurs with the "Finding IX" to implement 35 minute headways on Imperial Valley Transit between Calexico and El Centro in FY 2013-14.*
  5. *SSTAC concurs with the "Finding X" to implement four new trips on Imperial Valley Transit in the Primary Corridor; Brawley to Calexico, on Sunday for FY 2013-14*
4. FTA 5317 letter of support for ICTC

Mr. Salgado stated that ICTC is applying for this grant for a second year. The prior year the grant allowed for the purchase of two MV1 buses for IVT/IVT Access and the addition of an ADA Supervisor position. He stated that the New Freedom grant program is for services in addition to those required by the Americans with Disabilities Act. ICTC is requesting that the SSTAC create a letter of support ([Ramirez/Leon](#)) **Motion Carried.**

5. Med Express No Show and Late Cancellation Policy

Mr. Salgado stated that an ad hoc committee was originally created to draft a No Show and Late Cancellation Policy for IVT Access as a measure to reduce no shows and late cancellations. No policy was in effect for the Med Express. In order to reduce no shows for the Med Express, an ad hoc committee was used to create to draft a policy for Med Express service. The committee consisted of Mr. Salgado, Ms. Kennedy, Ms. Schenck-Soto and Ms. Arambula.

Ms. Kennedy stated that ARC has already established a new prepay policy upon reservation that has eliminated almost all no shows. She stated that previously, clients called to make a reservation as a last resort but would not bother to call and cancel. The prepay policy has mostly eliminated that problem.

The draft policy indicated that on the "Fifth Occurrence in a 30 day timeframe" a person who is reinstated after a six month suspension, that person shall be permanently suspended from the service. Ms. Ramirez felt that the penalty seemed too harsh. A motion was made to adopt the Med Express No Show and Late Cancellation policy with a revision, as stated: remove the word "permanently" and insert the words "for one year" between suspended and from on the Fifth Occurrence section of the policy. It should read as:

*“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 suspended for one year from the Paratransit service.” (Ramirez/Montes)*

**Motion Carried.**

Mr. Hack had some concerns about the policy as well. Ms. Kennedy indicated that as long as individuals call to cancel, there will be no issues. Also, there is an appeals process that one can follow if they feel the decision was unjust.

6. CTSA Reports

- Mr. Salgado stated that the Commission at its last meeting adopted a budget amendment that covered issues including regarding IVC students request for additional trips to and from Calexico and IVC. An additional trip in the AM and an additional trip in the PM were implemented and there has been positive feedback from the students, IVC faculty and IVT staff. There were also some concerns at IVC about students jostling to board the bus but IVC has taken care of this by having a security guard present.
- Mr. Salgado stated that IVT and IVT Access received two MV1 vehicles that will be used to support both services for individuals left behind due to capacity, specifically for those in wheelchairs.
- Mr. Salgado stated that staff has been meeting with the consultant that will be conducting the circulator study. He said once the Gold Line, Red Line and Orange lines are implemented overcrowding may be alleviated.

7. Operator Reports

- Brawley Dial-a-Ride: Ms. Pacheco stated that they will be contacting the City soon to establish a revised No Show/Late Cancellation Policy.
- Calexico Dial-a-Ride: Mr. Chatel stated that their 3 buses continue to be very busy all week, Sunday through Saturday.
- El Centro Dial-a-Ride: Nothing to report.
- Imperial Dial-a-Ride: Nothing to report
- Imperial Valley Transit: Mr. Chatel stated that the new IVC express bus route at 7 a.m. is getting 15-20 on board daily. He also said that staff will be working with ICTC staff to adjust the schedule to coincide with the IVC schedule for next school year.
- IVT Access: Mr. Chatel stated that since the No Show / Late Cancellation Policy was adopted denials have gone down immensely. He said that denials are about 10 per month.

8. General Discussion

- On behalf of IVC, Mr. Ceasar thanked ICTC and IVT staff for the funding and implementation of a new IVC Express Route before formal authorization.
- Ms. Kennedy stated that this year is ARC's 40<sup>th</sup> Anniversary. An Open House will be held later this year to celebrate.
- Mr. Hack stated that the 18th Annual People's First of Imperial Valley Conference will take place at a future date at the Barbara Worth Country Club.

9. Adjournment

- The next meeting of the SSTAC will be on April 3, 2013.
- Meeting adjourned at 10:55 p.m.