

access

AGENDA

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE MEETING

Thursday, December 12, 2019

9:30 a.m. - 11:30 a.m.

Access Services Headquarters, 3449 Santa Anita Avenue

Third Floor Council Chambers Room, El Monte CA, 91731

TPAC MISSION STATEMENT

Through our diversity and expertise in the transportation industry, the Transportation Professionals Advisory Committee provides the Access Board our perspective, advice, and advocacy with an understanding of the community, environment, and regulations. TPAC promotes innovative, cost effective and high quality specialized transportation solutions.

Time	Item	Item Description	Presenter	Disposition	Pages
	1.	Call to Order	Chair	Action	
	2.	Introductions	Chair	Information	
	3.	Approve September 12, 2019 Minutes	Chair	Action	3-6
	4.	General Public Comment	Chair/Public	Information	
	5.	Executive Director's Report	Andre Colaiace	Information	
	6.	Assembly Bill 5 Update	Andre Colaiace	Information	
	7.	Medi-Cal Transportation Campaign	Matthew Avancena	Presentation	7-8
	8.	TNCs for Back-up Trips	F Scott Jewell	Information	

9.	Operations Report	Rogelio Gomez	Information
10.	Trip Database Project	Bill Tsuei	Presentation
11.	New Business Raised Subsequent to the Posting of the Agenda	Members	Possible Action
12.	Adjournment	Chair	Action

Access Services does not discriminate based on disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those aids or services. You may do so by contacting (213) 270-6000.

Note: ASI board meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open to the public. The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue 3rd Floor, El Monte, California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to Board Members by staff or Board members at the meeting will simultaneously be made available to the public. Three opportunities are available for the public to address the board during a board meeting: (1) before closed session regarding matters to be discussed in closed session, (2) before a specific agenda item is debated and voted upon regarding that item and (3) general public comment. The exercise of the right to address the board is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the Secretary to the Board. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The Board of Directors will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the board may direct staff to investigate and/or schedule certain matters for consideration at a future Board of Directors Meeting and the staff will respond to all public comment in writing prior to the next board meeting.

TRANSPORTATION PROFESSIONALS ADVISORY COMMITTEE
MEETING MINUTES FOR THURSDAY SEPTEMBER 12, 2019

CALL TO ORDER

Chairperson Giovanna Gogreve called the meeting to order at 9:30am.

INTRODUCTIONS

TPAC members and alternates in attendance: Giovanna Gogreve (Metro), Luz Echavarria (LADOT), Diane Amaya (City of Redondo Beach, Beach Cities Transit), Nicole Carranza (Pomona Valley Transportation Authority), Frazier Watts (Gardena Bus), Vinita Waskow (City of Redondo Beach, Beach Cities Transit), Trini Ramirez (City of Pasadena), Silva Baghdanian (City of Glendale), Martin Tompkins (Antelope Valley Transportation Authority), Eric Hoch (Santa Monica Big Blue Bus), Salvador Gutierrez (LADOT), LaShawn Gillespie (Foothill Transit), Mark MacDougall (Torrance Transit), and Kellie Irving (Long Beach Transit).

TPAC Members absent: Jesse Valdez (East Los Angeles Regional Center), Gracie Davis (OCTA), Jose Medrano (Montebello Bus Lines), and James Lee (Torrance Transit).

Access staff in attendance: Andre Colaiace, Alvina Narayan, David Chia, Melissa Mungia, Rogelio Gomez, Eric Haack, Randy Johnson, F Scott Jewell, Bill Tsuei, Fayma Ishaq, Geoffrey Okamoto, Mike Greenwood, Brian Selwyn, Kyra Williams, Veronica Guzman-Vanmarcke, and Josh Southwick.

Guests: Michael Fricke, Michael Banchich, Luis Garcia, and Mary Griffith.

Approve July 11, 2019 MEETING MINUTES

Motion: Chairperson Giovanna Gogreve entertained a motion to approve the July 11, 2019 minutes as printed.

Vote: Members were in favor to approve the minutes.

GENERAL PUBLIC COMMENT

None

EXECUTIVE DIRECTOR'S REPORT

Andre Colaiace, Executive Director, provided an update on the following items:

- Board of Directors' Retreat taking place on September 16, 2019.
- Announcement of Transit Bus Automation Strategic Partner Grant approval.
- Randy Johnson and Andre Colaiace to discuss Federal Reauthorization Bill with Congressional representatives, committee staff and FTA Office of Civil Rights in Washington, DC (September 16, 2019 to September 19, 2019).
- Alvina Narayan and Matthew Avancena met with FTA for City of Gardena, GTrans Triennial Review.

SUPERIOR SERVICE AWARD

Fayma Ishaq, Project Administrator, presented the September 2019 Superior Service Award to Michael Banchich, Call Center Supervisor for West Central Region.

ONLINE BOOKING RESERVATIONS

Melissa Mungia, Business Analyst, provided an update on the Rider 360 Online Reservations. The presentation covered: rate of repeat users, customer acquisition, and percentage of total reservations booked online.

Future enhancements include extending online reservations to Santa Clarita region and possibly Antelope Valley, automatic booking to new addresses, and integration with Where's My Ride app in spring 2020.

ELIGIBILITY PROGRAM UPDATE

Geoffrey Okamoto, Eligibility Manager, presented the FY 2018-19 eligibility program overview and reported on the following components: total evaluations completed, renewals, appeals, and eligible customers.

Improvements to service noted as: Online Eligibility Application, On-Site Video for American Sign Language Translation Service, 21-Day Advisory Notice Handout and Pager Systems.

OPERATIONS REPORT

Mike Greenwood, Chief Operations Officer, provided an update on Access' transfer trip program expansion. Service took effect on July 1, 2019: 8 connections per day on weekdays and 3 connections per day on weekends and holidays.

Antelope Valley and Santa Clarita trips to Olive View Medical Center increased by 43% and 11%, respectively.

Rogelio Gomez, Operations Manager, presented the operations report for August 2019, and provided a detailed overview of key performance indicators for the six service regions.

Mr. Gomez reported the following July highlights:

- Georgina Gomez, Global Paratransit Call Center Manager, named recipient of 2019 Joe King Memorial Scholarship Award.
- Jerry Walker Commitment to Quality Service award recipient identified and will be announced soon.
- Access received 6 new cutaway vehicles: Antelope Valley (2) and Santa Clarita (4).

TPAC OFFICER ELECTIONS

Motion: Alvina Narayan, Manager of Training and Compliance, entertained a motion to elect Gracie Davis as TPAC Chairperson and Luz Echavarria as TPAC Vice-chair for Fiscal Year 2019-2020.

First: Martin Tompkins

Second: Silva Baghdanian

Vote: Members elected Gracie Davis as TPAC Chairperson and Luz Echavarria as TPAC Vice-chair.

ACCESS TO WORK PROGRAM UPDATE

Eric Haack, Strategic Planner, presented on the Access to Work (ATW) program. Mr. Haack reported on the findings of a customer satisfaction survey conducted in January 2019.

ATW is expected to continue service through late 2020 with available grant funding. 48 ATW vehicles are expected to be replaced. Outreach to various employment centers has been initiated to solicit potential ATW customers.

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

TPAC Members requested an AB 5 update to be added as a future agenda item.

ADJOURNMENT

Motion: Chairperson Giovanna Gogreve requested a motion to adjourn.

Vote: Meeting adjourned at 11:30am.

DECEMBER 12, 2019

TO: TPAC

FROM: MATTHEW AVANCENA, DIRECTOR, PLANNING AND
COORDINATION

RE: MEDI-CAL TRANSPORTATION EDUCATION CAMPAIGN

ISSUE:

Receive information on Access' Medi-Cal transportation education campaign.

BACKGROUND:

The County-Based Medi-Cal Administrative Activities (CMAA) Program assists in the administration of the Medi-Cal Program by improving the availability and accessibility of Medi-Cal services to Medi-Cal eligible individuals and their families.

On April 16, 2018 Access came before the Board of Directors and presented a Medi-Cal Item by which staff asked for approval to enter into a contract with the County of Los Angeles. Staff has entered into a contract with Los Angeles County, however shortly thereafter our efforts were halted by State Legislation that was created through AB 2394. The bill basically stipulated that Medi-Cal passengers that were enrolled in Managed Care Provider (MCP) Plans were required to utilize the transportation services of their MCP and that the MCP is legally required to provide these transportation services to their beneficiaries. Furthermore, the State of California put forth a Policy and Procedure Letter (PPL) clarifying this item. This change in the Medi-Cal Program noted above has had a large impact upon transit agencies that were billing under the existing reimbursement program.

MEDI-CHOICE PROGRAM

Staff has identified other ways of continuing in the Medi-Cal program and receive reimbursement funding. Staff was given approval by the County of Los Angeles to refer current passengers that utilize Access Services transportation to their MCPs which provide transportation to their beneficiaries free of charge. The program is proposed to be called MEDI-CHOICE.

One of our current contractors currently provides a referral service for Access by making calls to our passengers, and therefore the addition of the referral of passengers to their MCPs may be an appropriate addition to their contract. The Eastern Los Angeles Regional Center (ELARC) currently provides a similar referral service to its clients as Access is proposing.

Access Passengers that have Medi-Cal will receive referral calls advising them of their options to utilize free transportation services that is mandated to be provided under State Law by

their MCP. An Access rider's use of transportation services through their MCP will not affect their eligibility to use Access Services.