

Behind the Scenes



Dear Access Stakeholders:

I hope you are all staying safe! Access Services is continuing to provide essential transportation for all eligible riders during the COVID-19 emergency. I would like to thank everyone involved in this effort, particularly the Access drivers who have shown incredible dedication in serving our customers.

Customer and Community Efforts

- > All contractors have eliminated shared rides and are cleaning their vehicles twice a day.
- > We have implemented relaxed trip booking to make it easier for riders to take trips to grocery stores for pre-opening hours.
- > Staff is finalizing an agreement with the City of Los Angeles and their Department of Aging to implement a meal delivery shuttle next week. The program would deliver meals to over 500 seniors in the four basin regions and provide additional work for our providers. We are actively looking for additional opportunities to assist Los Angeles County citizens.

Reports from the Field

- > Completed trips have declined by 71% compared to normal trip volumes.

Other efforts

- > At the invitation of Access Boardmember Theresa DeVera, I made a presentation to the Los Angeles City Commission on Disabilities about Access' response to the COVID-19 pandemic.
- > Access' EOC continues to operate and is maintaining regular contact with emergency management departments at the County, City, and Metro, as well as the LA County Department of Public Health.
- > Access hosted a conference call on Monday for TransMAC in which 14 SoCal transit agencies and 2 federal agencies (DHS and TSA) shared COVID-19 response best practices.

Please contact me at any time with any questions or concerns.

Sincerely,

Andre Colaiace, Executive Director

Colaiace@accessla.org