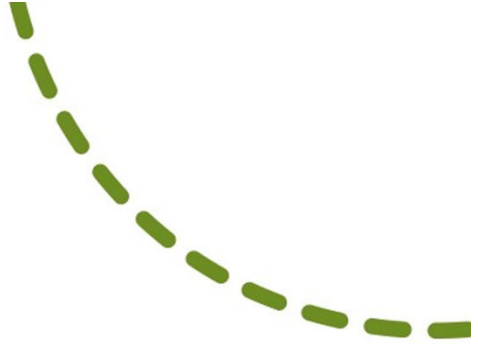
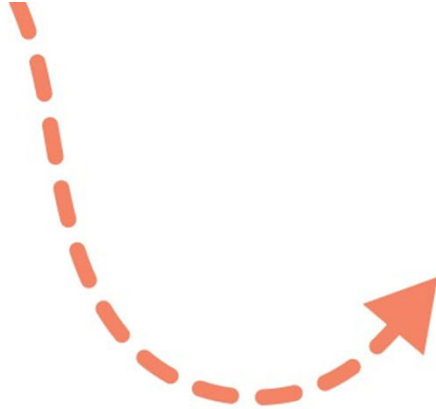
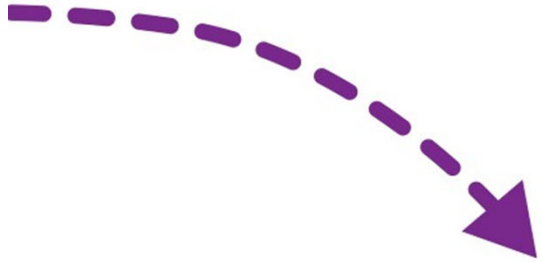


**CAC Meeting
September 8th, 2020
COVID-19 Update**



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Updates

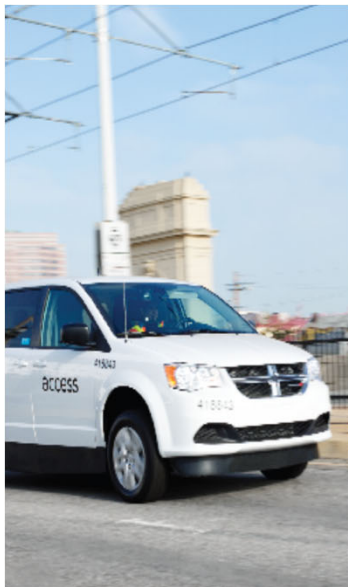


- August 3rd -12th: The Access Emergency Operations Center distributed additional personal protective equipment to service providers.
- Take-One flyer emailed on August 13th to 3,486 riders.
- Driver safety tip flyer created and distributed on August 18th.
- Virtual Community meeting scheduled for September 12th, 2020.

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Take One Flyer



**Riding Access
During COVID-19**

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Access cares about your safety and is following recommendations from the Los Angeles County Public Health Department and the Centers for Disease Control and Prevention (CDC).



Face coverings are required.

For your and our drivers' safety, face coverings, such as a mask, are required on board our vehicles. If you do not have access to a face covering, your driver can provide one. Coverings should guard your mouth and nose and be worn at all times when onboard Access.*



Please don't ride while sick. If you are sick, have tested positive for

COVID-19, or are going to get tested for COVID-19, please do not ride Access. This keeps everyone safe.

Access has also taken proactive steps to keep you safe while you use our service. These services have been put in place temporarily in response to the COVID-19 pandemic and may be modified or ended in the future.



Eliminated shared rides: To promote physical distancing, Access has

temporarily eliminated shared rides on Access minivans and implemented physically-distanced shared rides on Access' larger vehicles.



Same day service: Because we know some things cannot wait, during these

times we are temporarily offering same day service to certain locations, such as the grocery store, bank,

pharmacy, non-emergency medical appointments and cooling stations. We also offer curbside pickup subject to conditions. The fare for a same day trip will be the same as a next day trip. Riders are limited to one same day, round trip per day and no more than two same day round trips per week. This special service is subject to change based on operational conditions and is not permanent.



Enhanced cleaning and disinfection: While cleanliness has always been

a priority on Access, we have doubled down on our efforts during the COVID-19 pandemic, and are providing enhanced cleaning and disinfection for all of our vehicles.

We know that Access is a vital part of your life. While it is not possible to eliminate all risk during these times, please know that we are doing everything we can to keep you safe and healthy. If you have further questions, please call Customer Service at **800.827.0829**.

*If you cannot comply with this requirement, please call Customer Service at **800.827.0829**.



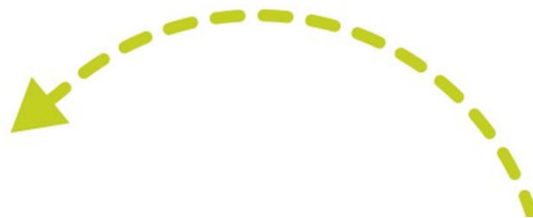
Road Safety Inspector



Delivery Operations

- Access has three current meal and grocery delivery projects active in five service regions.
- As of Tuesday, September 1st, Access has made 238,600 total deliveries to date across all active and demobilized projects.

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Same Day Service Update



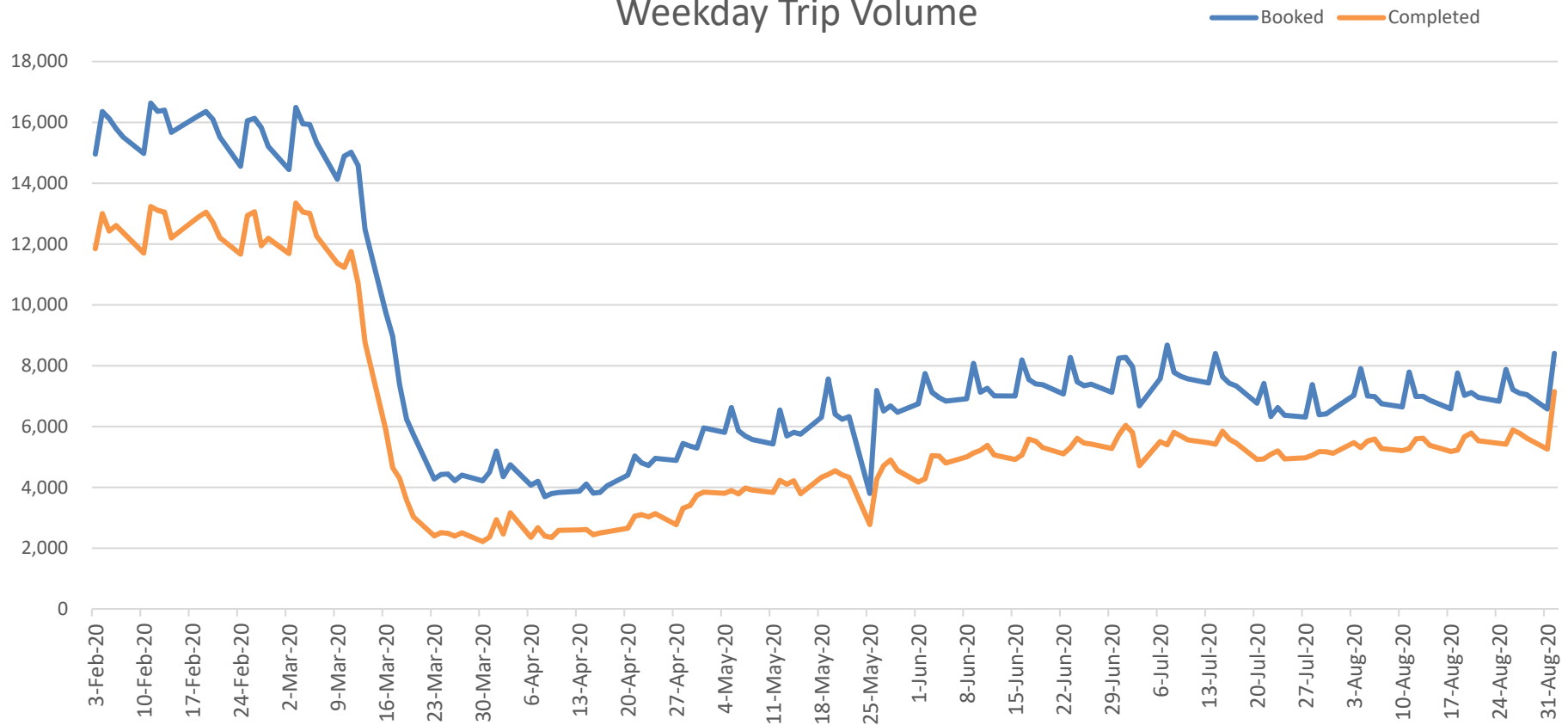
- As of September 1st, Access has completed 14,030 same-day trips since the program was implemented on May 4.
- As of September 1st, Access has completed 21 total curbside pick up trips since the program began on June 8.
- Curbside program communication.

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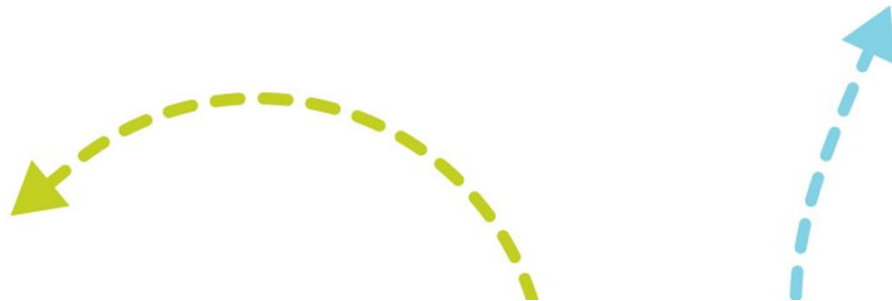


Impacts on Ridership

Weekday Trip Volume



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System Wide Performance

Key Performance Indicator	Standard	Aug-20
On Time Performance	≥ 91%	93.3%
Excessively Late Trips	≤ 0.10%	0.03%
Excessively Long Trips	≤ 5%	0.0%
Missed Trips	≤ 0.75%	0.33%
Denials	≤ 0	0
Access to Work On Time Performance	≥ 94%	97.1%
Average Hold Time (Reservations)	≤ 120	37
Calls On Hold > 5 Min (Reservations)	≤ 5%	2.8%
Calls On Hold > 5 Min (ETA)	≤ 10%	1.5%
Complaints Per 1,000 Trips	≤ 4.0	2.2
Preventable Incidents	≤ 0.25	0.08
Preventable Collisions	≤ 0.50	0.27
Miles Between Road Calls*	≥ 25,000	*

*Data not finalized

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Recovery/Service Restoration Updates



- No additional service restoration factors have been implemented at this time.
- Access continues to monitor the situation in Los Angeles County daily and remains in close communications with the Los Angeles County Department of Public Health.

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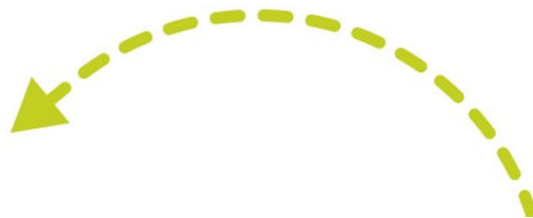




Thank you!

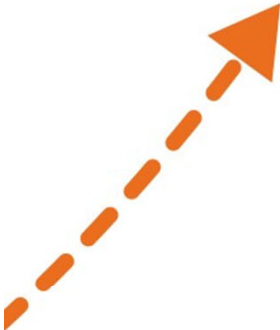
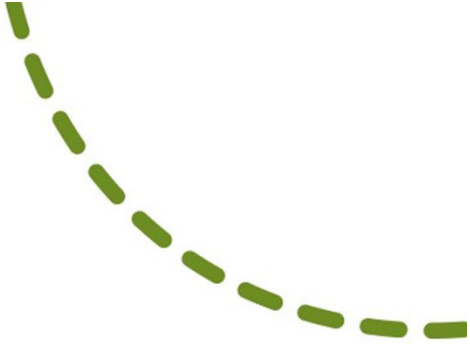
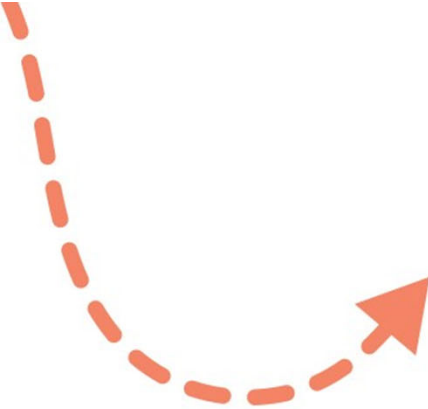
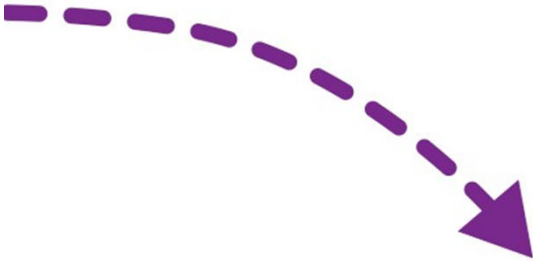
Questions?

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FY21 BUDGET

DRAFT



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Budget Process - Revised



Access Board of Directors

- Access Board draft budget review - January/February
- Continuing Resolution
- Revised HDR Projections
- Submit Draft Funding Request July
- Metro Budget Approval - September
- Access Budget Approval - September
- New MOU - October

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Forecast

FY21 Forecast	FY21 Original Forecast	FY20 Unaudited	% Change FY21/FY20
1,462,982	5,187,703	3,707,599	(-61%)

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Budget - Major Impact Factors



- HDR Revised Forecast
- Covid-19 Operational Response
 - No Shared Rides
 - PPE and Hygiene Measures
 - Meal Delivery

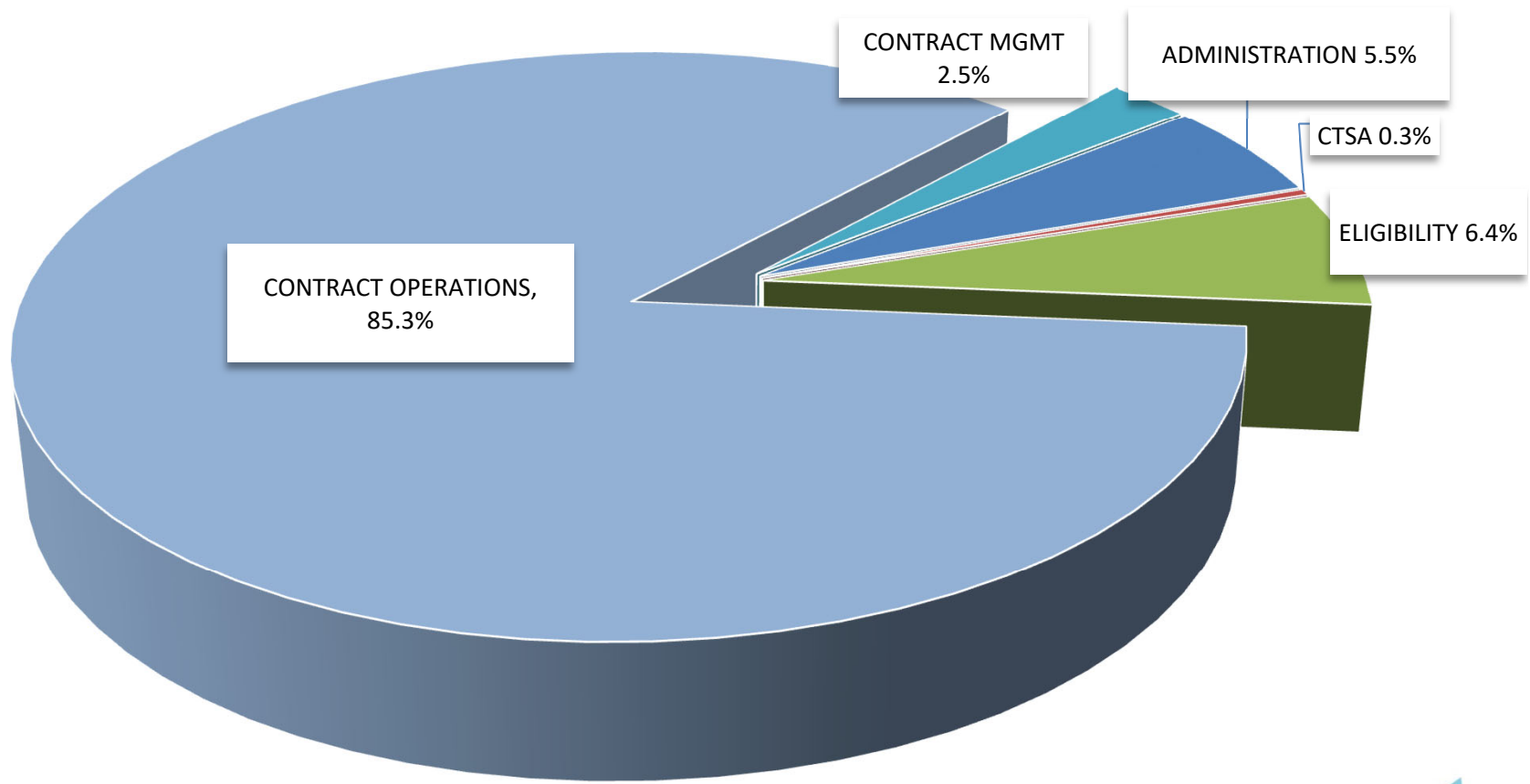
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Budget Summary

Department	FY2020/21 Budget	% of Total Funding	% of Operating Costs
ADMINISTRATION	\$8,227,146	5.0%	5.5%
CTSA	\$503,641	0.3%	0.3%
ELIGIBILITY	\$9,618,864	5.9%	6.4%
CONTRACT OPERATIONS	\$128,567,816	78.5%	85.3%
CONTRACT MGMT	\$3,760,113	2.3%	2.5%
Capital	\$13,200,000	8.1%	
Total Operating and Capital Budget	\$163,877,579	100.0%	

Operating Budget in Percent



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