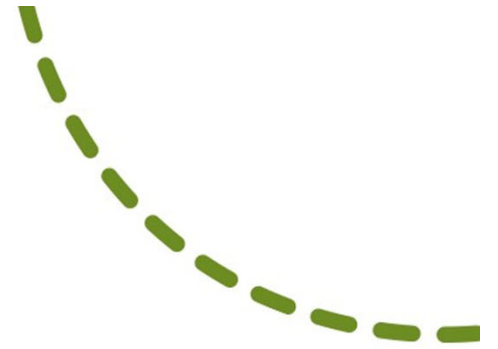
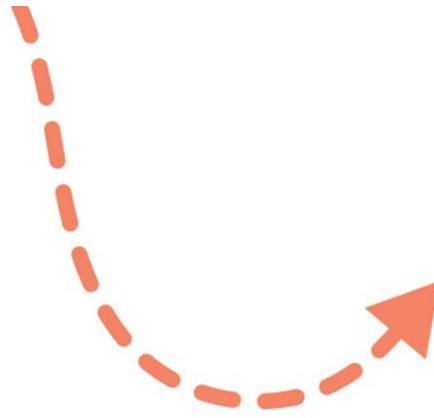
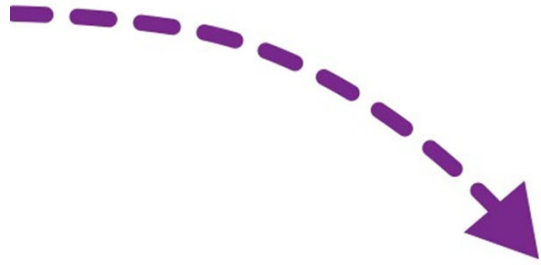


**CAC Meeting  
October 13, 2020  
COVID-19 Update**



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# Incident Timeline Updates



- September 15: Access officially earned the Health and Safety Commitments Seal from the American Public Transportation Association (APTA).
- September 17: Implemented a shortened COVID-19 reservations script.
- September 18: Last day of Project Door Drop delivery program in the Antelope Valley Region.

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# Health and Safety Commitments Program

- Access has earned the Health & Safety Commitment (HSC) Seal from the American Public Transportation Association (APTA).
- The HSC Program focuses on four key areas:
  1. Following official guidelines from public health authorities.
  2. Regularly disinfecting vehicles and requiring face coverings.
  3. Keeping passengers informed.
  4. Putting health first by requiring riders and drivers to avoid public transit if sick.



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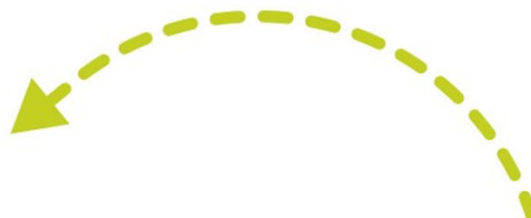


# Delivery Operations



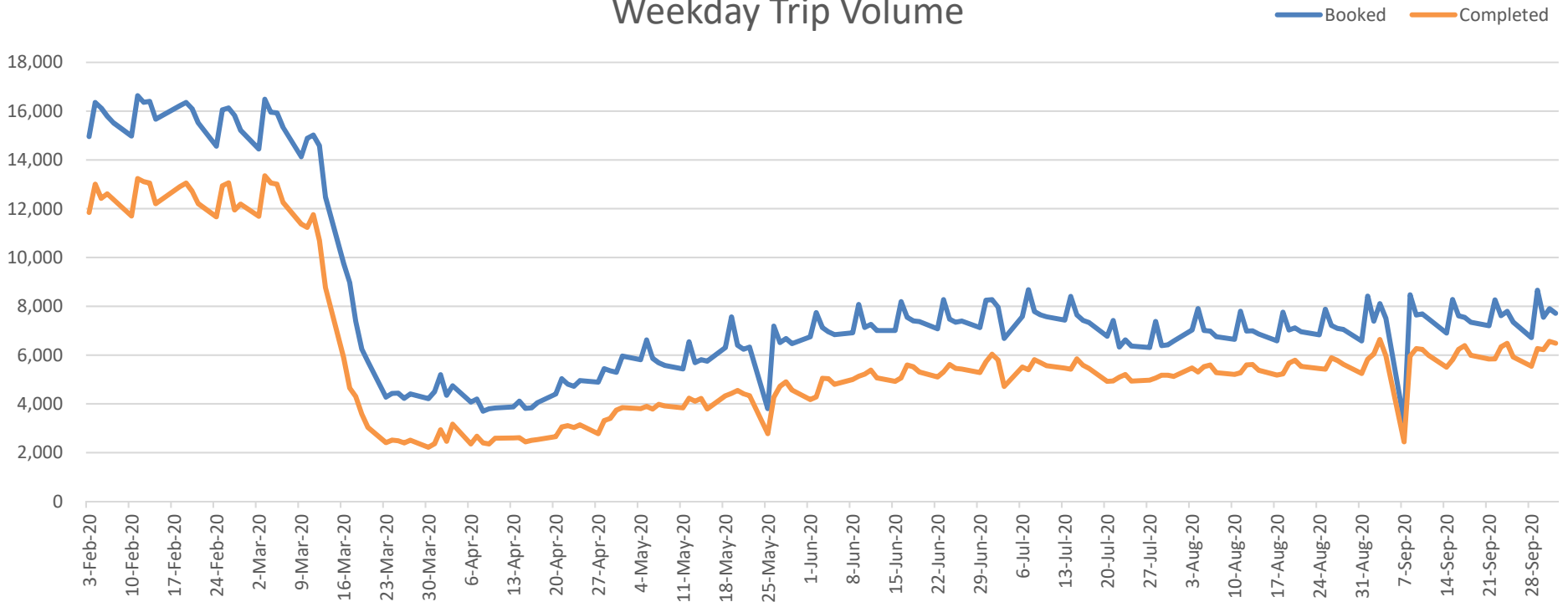
- Access has two current meal and grocery delivery projects active in the four LA Basin service regions.
- Through Thursday, October 8th, Access has made 256,551 total deliveries to date across all active and demobilized projects.

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# Impacts on Ridership

## Weekday Trip Volume



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# Same Day Service Update



- Through October 8, Access has completed 20,620 same-day trips since the program was implemented on May 4.
- Through October 8, Access has completed 37 total curbside pick up trips since the program began on June 8.

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# Survey Results

- Staff conducted a non-scientific phone survey of 32 riders who have used same day service, and 5 riders who have used curbside pickup service, to obtain feedback.
- The survey asked how the rider found out about the enhanced service, what worked well, and if there were any difficulties using the service.

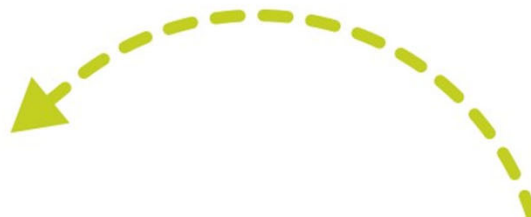
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# Same Day Service Feedback

- Riders from all six service regions were included.
- 21 riders learned about same day service via the hold recording, 4 from the call taker, and 3 from their driver.
- 19 riders touted the service convenience, 5 liked its flexibility, and 3 said it was efficient.
- 19 riders identified a difficulty with scheduling limitations.
- 26 riders said they had not heard about the curbside pickup service; 6 said that they knew about it.

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# Curbside Service Feedback



- 4 of 5 riders said they heard about curbside pickup via the hold message; the other rider said it was from a family member.
- 3 riders liked the convenience of curbside pickup; another rider said it was a money saver to avoid delivery fees; another rider liked getting the same driver and vehicle.
- Two riders noted difficulties with businesses not offering curbside pickup; one experienced a booking error the first time she tried it; another mentioned that the driver didn't understand the program; another thought that the pickup time should be negotiated.

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**Thank you!**

**Questions?**

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