



access



access

## Executive Director's Message

FY 21 proved to be another challenging year full of twists and turns as society continued to grapple with the unprecedented COVID-19 pandemic. After a summer marked by subdued cases and hospitalizations, Los Angeles County became one of the epicenters of the pandemic during the winter. This challenging and stressful time was followed by hope as safe and effective vaccines were introduced that significantly reduced the most serious consequences of the disease and helped society begin to open back up.

Access continued to run a modified paratransit system during much of the fiscal year that included no-shared rides, limited same day service and enhanced vehicle cleaning protocols. We were also instrumental in delivering food and groceries to seniors, veterans and people with disabilities in Los Angeles County. Working with partners like the City of Los Angeles, Access ended up making over 430,000 deliveries to Angelenos experiencing food insecurity!

With the introduction of the vaccines and a mass vaccination program in Los Angeles County, Access and its contractors not only transported customers to medical facilities and drug stores for vaccination but also worked with major drive through vaccination mega-sites, like Dodger Stadium and the Forum in Inglewood, to ensure our customers could quickly and efficiently access the vaccines. Captain Rick Najera of the Los Angeles Fire Department, profiled in these pages as this year's Spirit of Accessibility Award Winner, was instrumental in assisting Access' customers at Dodger Stadium.

Despite the constant operational challenges of the pandemic, the Agency continued to move forward on a number of important projects. After receiving a \$330,000 grant from United States Department of Transportation, Access began work on enhancements to our Where's My Ride (WMR) smartphone application. Access plans to convert WMR to an Accessible Traveler Mobile App (ATMA)

by expanding WMR's functions, including trip planning, trip booking, trip cancellation and integrated mobile fare payment solutions. On the operations side, in February, the Board of Directors awarded a contract to Global Paratransit to continue operating Access' Southern Region service area, successfully concluding the largest procurement in the Agency's history.

Throughout this difficult time, Access Services' frontline employees – our vehicle operators, reservationists, road supervisors, and Access Road Safety Inspectors – continued to work hard and bravely serve the Los Angeles County community. (You can read about one of these brave men and women – Larry Mize from MV Transportation – in this Annual Report.) And a special thanks to the Access employees who staffed our Emergency Operations Center (EOC), which was activated from March 2020 until June 2021. These employees clearly went the extra mile and didn't hesitate to think creatively and act quickly in response to an ever-changing situation.

As always, I would like to thank the Board of Directors, Member Agencies and our customers for their guidance and support during these difficult and unprecedented times. Hopefully, better days lie ahead.

Sincerely,

Andre Colaiace  
Executive Director

ME  
SS  
AGE

# MISSION & VISION

## Mission

Access Services promotes access to all modes of transportation and provides quality and safe ADA paratransit service on behalf of public transit agencies in Los Angeles County.

Access Services serves the community as the leader in promoting accessible and innovative transportation solutions.

## Vision

We accomplish this vision by: Providing quality, efficient, safe and dependable ADA paratransit service.

Leading the national dialogue as an advocate for universal access to transportation.

Partnering with other entities to secure alternate funding sources and legislation that expands transportation options.

# ACCESS VALUES

## To Lead

Develop and implement innovative ideas as part of a nationally recognized team.

## To Respond

Be sensitive to the needs of our customers and respond to their requests in a timely manner.

## To Respect

Treat all customers the way we, ourselves, would want to be treated.

## To Succeed

Demonstrate a measured and expert approach to the business at hand.

## To Protect

Deliver results that exceed our customers' expectations.



**Dolores Nason**  
*Chair*  
County of Los Angeles  
Board of Supervisors



**Martin Gombert**  
*Vice Chair*  
Palos Verdes Peninsula  
Transit Authority  
Los Angeles County  
Local Operators



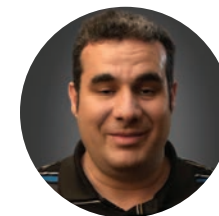
**Doran Barnes**  
*Treasurer*  
City Selection Committee  
Corridor Transportation  
Representatives



**Theresa De Vera**  
*Secretary*  
City of Los Angeles  
Mayor's Office



**Lee Burner**  
Long Beach Transit  
Los Angeles County  
Municipal Operators



**Andrew Del Castillo**  
Los Angeles County  
Independent Living Centers



**Valerie Gibson**  
Pasadena Department  
of Transportation  
Los Angeles County  
Local Operators



**John B. Troost**  
Los Angeles  
County Commission  
on Disabilities



**Jonaurea Wisdom**  
Los Angeles  
County Metropolitan  
Transportation Authority

## Ex Officio Members



**Rachele Goeman**  
*Chair*  
Community Advisory  
Committee (CAC)



**Gracie Davis**  
*Chair*  
Transportation  
Professionals Advisory  
Committee (TPAC)

# BOARD OF DIRECTORS

# TPAC

## Transportation Professionals Advisory Committee

### **Gracie Davis**

*Chair*  
Orange County  
Transportation Authority

### **Diane Amaya**

*Vice Chair*  
City of Redondo Beach,  
Beach Cities Transit

### **Martha D'Andrea**

City of Glendale,  
Glendale Beeline

### **Nicole Carranza**

Pomona Valley  
Transportation Authority

### **Eric Hoch**

City of Santa Monica's  
Big Blue Bus

### **Kellie S. Irving**

City of Long Beach,  
Long Beach Transit

### **Fayma Ishaq**

Los Angeles County Metropolitan  
Transportation Authority

### **Adrianna Kendricks**

City of Montebello,  
Montebello Bus Lines

### **James Lee**

City of Torrance,  
Torrance Transit

### **Kevin Parks McDonald**

Foothill Transit

### **Ariel Bianca Moreno**

Los Angeles Department  
of Transportation

### **Trini Ramirez**

City of Pasadena,  
Department of Transportation

### **Martin Tompkins**

Antelope Valley  
Transit Authority

### **Jesse Valdez**

Eastern Los Angeles  
Regional Center

### **Frazier Watts**

City of Gardena,  
GTrans

# CAC

## Community Advisory Committee

### **Rachele Goeman**

*Chair*

### **Gordon Cardona**

*Vice Chair*

### **Olivia Almalel**

### **Maria Aroch**

### **Michael Anthony Arrigo**

### **Scott Barron**

### **Wendy Cabil**

### **Michael Conrad**

### **Tina Foafoa**

### **Yael Hagen**

### **Kim Hudson**

### **Terri Lantz**

### **Jesse Padilla**

### **Bhumit Shah**



# SUPERIOR SERVICE AWARD RECIPIENTS

## SEPTEMBER 2020

**Maria Romo**  
Mobility Assessment Evaluator,  
MTM, Inc.

## OCTOBER 2020

**Jorge Orozco**  
Driver,  
California Transit, Inc.

## DECEMBER 2020

**Michel Gonzales**  
Call Center Supervisor,  
San Gabriel Transit

## FEBRUARY 2021

**Leticia Underwood**  
Customer Service Representative,  
Santa Clarita Transit

## MARCH 2021

**Reina Espinosa**  
Voice Dispatcher,  
Global Paratransit, Inc.

## APRIL 2021

**Albert Gastine**  
Driver,  
MV Transportation, Inc.

## MAY 2021

**Daisy Lojero**  
Senior Representative,  
ALTA

## JUNE 2021

**Carmen Marquez**  
Driver,  
Keolis Transit America

## ANTELOPE VALLEY REGION

**Kimberly Gianos**  
Keolis Transit America

## EASTERN REGION

**Dawn Boulden**  
San Gabriel Transit

# CONTRACT SERVICE PROVIDERS



## WEST/ CENTRAL REGION

**Michael Fricke**  
California Transit, Inc.

## SANTA CLARITA REGION

**Adrian Aguilar**  
Santa Clarita Transit

## SOUTHERN REGION

**Luis Garcia**  
Global Paratransit, Inc.

## NORTHERN REGION

**Tom Irvin**  
MV Transportation, Inc.

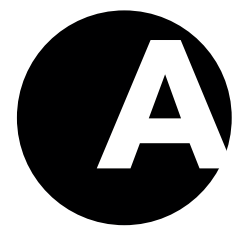
# MEMBER AGENCIES



1. Antelope Valley Transit Authority
2. Beach Cities Transit
3. City of Alhambra
4. City of Arcadia
5. City of Artesia
6. City of Baldwin Park
7. City of Bell
8. City of Bell Gardens
9. City of Bellflower
10. City of Burbank
11. City of Calabasas
12. City of Carson
13. City of Cerritos
14. City of Commerce
15. City of Compton
16. City of Cudahy
17. City of Downey
18. City of Duarte
19. City of El Monte
20. City of Glendale
21. City of Huntington Park
22. City of Inglewood
23. City of La Cañada Flintridge
24. City of Lawndale
25. City of Lynwood
26. City of Monterey Park
27. City of Paramount
28. City of Pasadena
29. City of Rosemead
30. City of Sierra Madre
31. City of West Covina
32. City of West Hollywood
33. City of Westlake Village
34. Culver CityBus
35. Foothill Transit
36. Gardena Municipal Bus Lines
37. Long Beach Transit
38. Los Angeles Department of Transportation
39. Los Angeles County Department of Public Works
40. Los Angeles County Metropolitan Transportation Authority
41. Montebello Bus Lines
42. Norwalk Transit
43. Palos Verdes Peninsula Transit Authority
44. Santa Clarita Transit
45. Santa Monica's Big Blue Bus
46. Torrance Transit



# COVID-19 RESPONSE & RECOVERY REPORT



**Access' commitment to safety** remained at the forefront of the agency's response to the COVID-19 Pandemic in FY21. Many of Access' pandemic programs continued to operate along with new innovative initiatives implemented over the last year to support our riders and communities.

For nearly the entire fiscal year, the Access Services Emergency Operations Center (EOC) was activated at the highest level of staffing to continue the agency-wide response. The EOC team coordinated daily with partner agencies and all contract service providers to ensure a unified pandemic response and continuity of operations during some of the most difficult periods of the pandemic including the nationwide surge in cases impacting Los Angeles County between November 2020 and January 2021.

Much of the EOC's coordination included continuing the response initiatives that began in FY20. Access' meal and grocery delivery programs continued during much of FY21 resulting in a final total of over 438,000 deliveries completed between April 2020 and April 2021. Safety initiatives such as enhanced vehicle disinfection and a mask requirement onboard vehicles remained throughout FY21. Non-shared rides, same-day service, and curbside pickup service also continued to operate for much of the year until May 2021 when Access implemented its Service Restoration Plan amid rising ridership and an improving situation in Los Angeles County.

Starting in January 2021, Access worked with a myriad of partner agencies to support equitable access to the COVID-19 vaccine by implementing ADA paratransit service to vaccination sites across Los Angeles County.

These partners included the City of Los Angeles, City of Long Beach, Foothill Transit, the California Governor's Office of Emergency Services, and the Federal Emergency Management Agency. Access' close coordination with these partners resulted in both service to drop-off sites, such as pharmacies and clinics, and drive-through service to eight mega sites. Staff worked with partners to design designated lanes at each of the eight drive-through sites for paratransit vehicles. The same driver performed the pickup and the return trips to drive-through sites with the rider receiving the vaccination onboard and never needing to exit the vehicle. Overall, Access completed over 400 drive-through trips and 3,467 drop-off trips to vaccinations sites over the last year.

While the EOC deactivated in June 2021, Access' response and recovery activities were transitioned to be part of the agency's new normal operations. Daily vehicle disinfection continues and is now part of Access' newest contracts, the mask requirement onboard remains in effect, and staff continue to monitor the situation daily and respond to cases of COVID-19 when reported. New recovery initiatives are also underway to help the agency build capacity in anticipation of future increases in ridership and to recover response costs through public assistance from the Federal Emergency Management Agency. Access remains committed to providing safe ADA paratransit service and supporting our communities' recovery as we begin to navigate to a new normal.

**FY21 resulted in a final total of over 438,000 deliveries completed between April 2020 and April 2021.**



# OPERATIONS REPORT

# ATIONS

F

**Fiscal Year 21 was a year of innovation** for Access' operations and a year of change for Access riders. In response to the COVID-19 pandemic, a number of modifications to service carried over from FY20, as ridership slowly recovered.

For the first time in years, vehicle trips failed to exceed two million in FY21 as riders took fewer trips due to a reluctance to travel on public transit, public health orders restricting travel for essential purposes, and the closure of many activity centers that serve the disabled community. After a collapse in ridership and shutdown of much of society in March 2020, trip demand has been slow to return. By June 2021, it had returned to only 50% of pre-pandemic levels.

Final FY21 system-wide ridership totaled 1.7 million vehicle trips and 2.2 million passenger trips. On the call center side, reservation calls totaled 1.5 million, and calls for an estimated time of arrival (ETA) totaled over 350,000. Usage of the Where's My Ride app for ETAs continued to grow as an alternative to calling for an ETA and was used more than 1.7 million times for that purpose.

As for performance, contractors achieved high quality service in many areas, meeting 12 of 13 key performance indicators. On-time performance exceeded 92% for the fourth straight year, finishing at 92.6%. And for the first time since tracking

started, Access met its challenging preventable collision rate target, finishing at 0.50 preventable collisions per 100,000 miles, which is half the industry standard.

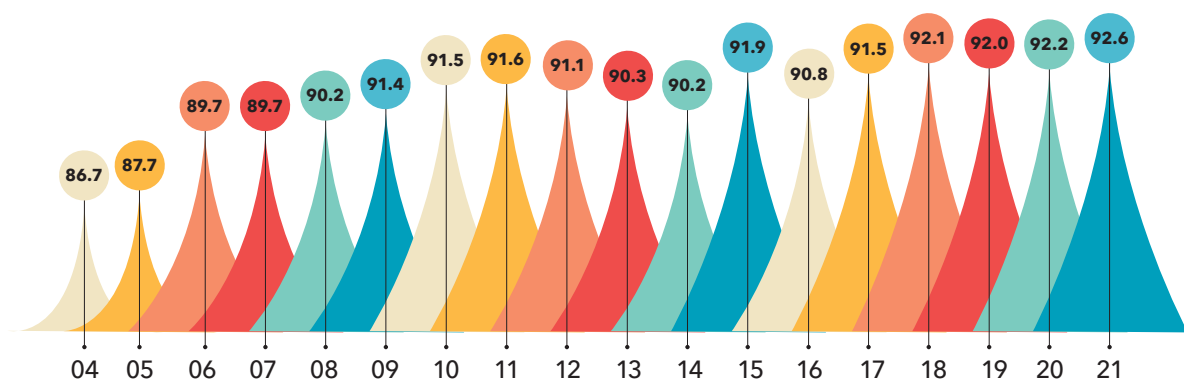
Due to timing, FY21 was also a year of preparing for the future. Within a brief span of time, two of Access' six regional contracts were due to expire. With no option years remaining, staff worked diligently to prepare updated requirements and released Request For Proposals (RFPs) for the Southern Region (Access' largest region) and the Antelope Valley Region. By the end of FY21, a new contract was approved by the Board of Directors for the Southern Region that included a number of service improvements that will benefit riders. At the same time, staff was reviewing proposals from prospective operators for a new contract in the Antelope Valley that will see the implementation of online reservations and the Where's My Ride app in that area of the county, the final remaining piece in system-wide implementation.

In terms of the Access fleet, pandemic-related delays in acquiring new vehicles meant that older vehicles continue to accumulate miles beyond what Access planned for. Contractors continue to meet this challenge by replacing major components on the vehicles including engines, transmissions and suspension systems. And while new vehicle builds continue to be in a holding pattern, Access has continued work on several test vehicles, including the first all-electric, low-floor paratransit vehicle.

**Final FY21 system-wide ridership totaled 1.7 million vehicle trips and 2.2 million passenger trips.**

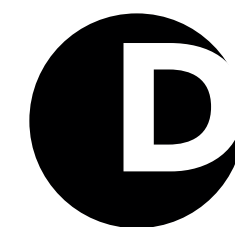
**On Time Performance by Fiscal Year**

Results shown in percentages by year





# SAFETY REPORT



**Despite the COVID-19 pandemic, Access' Safety Steering Committee (SSC) continued to meet virtually** once a month throughout the year.

With representatives from each operating contractor and Access staff, the team continues to collaborate on safety campaigns, review recent collision and incident data, and brainstorm on challenging issues, such as design changes for the next order of Dodge ProMaster vans. One of the milestones of the SSC in Fiscal Year 21 (FY21) was the completion of a driver training video on the new ProMaster van, which was put into service last year. The group also regularly discussed methods to alleviate curb strikes, the most common type of vehicle collision involving Access vehicles, as well as inattention, the most common root cause for collisions. Finally, the committee helped Access finalize the development of a kneeling pad for use by drivers when securing wheelchairs and other mobility devices. Besides providing some cushion to the driver's knees, the pad includes several key reminders to optimize correct wheelchair securement and a smooth ride.

**Says MV General Manager Tom Irvin, who regularly participates in SSC Meetings:**

*"We appreciate Access including all service providers in the Safety Steering Committee to reinforce the paramount importance of safety throughout the system. While each service provider has its own safety and training practices, it allows the Access team to reinforce common policies and expectations, thereby keeping the*

*focus on providing our riders with the safest transportation possible. The monthly committee meetings really help our management team to hear observations and identify trends, as well as to share best practices and ideas for upcoming safety events and campaigns with the group."*

While much of the safety focus in FY21 was on the pandemic, Access' frontline team of Road Safety Inspectors continued to come to work daily to monitor service on the street. RSI duties vary widely from day-to-day including driver observations, vehicle inspections, response to collisions, and investigating safe pick-up and drop-off locations. During the fiscal year, the team completed more than 1,800 driver observations, inspected more than 1,700 Access vehicles, and conducted 138 location evaluations. They also played a key role in the success of the grocery and meal delivery programs that Access operated during the height of the pandemic.

**We completed more than 1,800 driver observations, inspected more than 1,700 Access vehicles, and conducted 138 location evaluations.**

# SPIRIT<sub>OF</sub> ACCESSIBILITY AWARD

## Captain Rick Najera

W

**When the COVID-19 vaccine became widely available,** Access staff immediately mobilized efforts to coordinate vaccine transportation with Access contractors to transport customers to and from vaccination sites. Staff had discussions with both the City of Los Angeles and the County about taking customers to drive through vaccination sites, like Dodger Stadium. These discussions were necessary because of concerns about the potentially long wait times that Access drivers and customers could encounter at some of the vaccination sites and Access asked if priority lanes could be established for our vehicles.

L.A. Fire Department Captain Rick Najera made transportation for the disability community a priority, not an afterthought. He was instrumental in coordinating the Dodger Stadium COVID-19 drive-through vaccination program for Access Services. While the public had to wait in long serpentine lines, Captain Najera met the van at the security guard shack on Vin Scully Avenue at the stadium's main entrance. From there he would lead the Access van directly to a special lane at the front of the vaccination line.

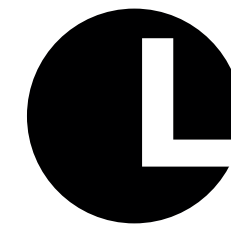
The program was efficient for Access riders and drivers as it bypassed much of the traffic and waiting time experienced by the public. Besides coordinating access to Dodger Stadium for Access vehicles, Captain Najera was hands-on, administering many of the vaccination shots received by Access riders. In total, Access made 126 vaccination trips to Dodger Stadium. This high-end, drive-through service turned out to be a one-of-a-kind experience for the community and, for that, we thank the Los Angeles Fire Department and Captain Rick Najera for their invaluable assistance.

**Captain Rick Najera made transportation for the disability community a priority, not an afterthought.**



# SPOTLIGHT AWARD

## Larry Mize



**Larry Mize has served Access customers since 2015** as the Operations Supervisor for MV Transportation, the contractor for the Northern Region. In this role, he is the primary contact for over 200 drivers, reporting to work at 4:00 am every day to oversee the morning pullout.

He begins his day by ensuring that all drivers are ready for duty, perform comprehensive pre-trip vehicle inspections, and leave the facility at their prescribed departure times to begin their routes on time.

During the day, Larry handles a multitude of challenges including handling on-route issues and sending out spare drivers and vehicles to make sure the contractor is able to continue providing top-notch service to Access riders. He coordinates with the dispatchers and the road supervisors to handle incidents, accidents, traffic tie-ups, routes running behind, inclement weather, or whatever else comes up.

When the Coronavirus pandemic hit in early 2020, Larry (as usual) was a steadying force disseminating information to the team and helping to keep everyone calm and safe in the midst of a very trying time. When Access began to partner with the Mayor's Office, LA County, and a variety of other organizations to begin delivering meals and groceries, Larry was naturally at the forefront of the response. As each new program was about to begin, Larry went out personally to investigate the pick-up points, to make sure they were safe, and to meet with the provider's staff at the site. He would then figure out how

many routes and drivers were necessary to carry all the meals within the expected timelines, and then would spend hours calling drivers to round up enough personnel to do the job. In truth, Larry took this on and rapidly became the "go to" person for all of the meal and grocery delivery programs, which, at their peak, were running over 75 routes and delivering over 1,000 meals a day from multiple sites. Along the way, he coordinated closely with the Access team to share insights and techniques to help the other regional contractors deliver meals more efficiently.

So much of what Larry does is "behind the scenes" and he is truly an unsung hero. He is a great leader who always promotes a positive image of the Access paratransit service and has an immense positive impact on riders and the community.

**So much of what  
Larry does is  
"behind the scenes"  
and he is truly  
an unsung hero.**



# OVERALL SYSTEM STATS

		20	21
Performance	Eligibility Determinations	47,991	36,181
	Passengers	3,751,762	2,156,279
	Contract Revenue Miles	26,779,140	17,921,951
	Number of Trips	2,940,271	1,728,707
	Average Trip Distance	9.11	10.37
Purchased Transportation Cost	Cost per Trip	\$48.20	\$75.96
	Cost per Passenger	\$37.77	\$60.90
	Cost per Contract Revenue Mile	\$5.29	\$7.33

# OPERATIONS REPORT

		20	21	
	Standard			
Operations & Safety	On Time Performance	≥ 91%	92.2%	92.6%
	Excessively Late Trips	≤ 0.10%	0.10%	0.07%
	Excessively Long Trips	≤ 5%	2.9%	0.5%
	Missed Trips	≤ 0.75%	0.46%	0.36%
	Denials	0	18	4
	Access to Work On Time Performance	≥ 94%	95.9%	97.8%
	Average Hold Time (Reservations)	≤ 120	71	52
	Calls On Hold > 5 Min (Reservations)	≤ 5%	3.3%	2.2%
	Calls On Hold > 5 Min (ETA)	≤ 10%	4.1%	1.5%
	Complaints Per 1,000 Trips	≤ 4.0	2.5	2.5
	Preventable Incident Rate (per 100,000 miles)	≤ 0.25	0.19	0.15
	Preventable Collision Rate (per 100,000 miles)	≤ 0.50	0.67	0.50
	Miles Between Road Calls	≥ 25,000	60,999	64,040
Customer Service	Average Initial Hold Time	≤ 180 sec	45	134
	Calls on Hold > 5 Min	≤ 10%	4.1%	15.1%
	Abandoned Calls	≤ 10%	1.9%	4.5%
	Average Call Duration	≤ 300 sec	258	286
Operations Monitoring Center	Average Initial Hold Time	≤ 180 sec	52	57
	Calls on Hold > 5 Min	≤ 10%	4.8%	5.1%
	Abandoned Calls	≤ 10%	4.3%	4.8%
	Average Call Duration	≤ 300 sec	357	351

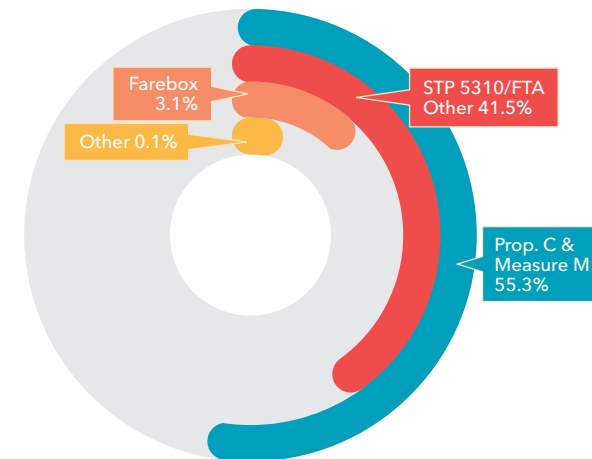
# FINANCE DATA

Revenues and Expenses (year ended June 30, 2021)		
Operating Revenues	Prop C Discretionary Funds	\$82,399,399
	Section 5310 STP & other FTA Funds	\$69,646,273
	Measure M Funds	\$11,496,428
	Passenger Fare Revenues	\$5,234,468
	Section 5316 & 5317 Funds	\$812,043
	Gain on Disposal of Assets	\$271,049
	Other Revenue	\$78,177
	Interest Revenue	\$4,192
	<b>Total Revenues</b>	<b>\$169,942,029</b>
Operating Expenses	Purchased Transportation	\$131,326,873
	Salaries & Related Expense	\$8,508,160
	Professional Services	\$8,156,791
	Insurance	\$6,986,717
	Eligibility and Appeals	\$4,060,768
	Contracted Customer Service	\$1,839,790
	Network & Telecom Maintenance	\$1,342,982
	Office Rent	\$1,010,235
	Communications	\$932,179
	Travel Training	\$578,911
	Printed Materials	\$317,770
	Vehicle Costs	\$229,163

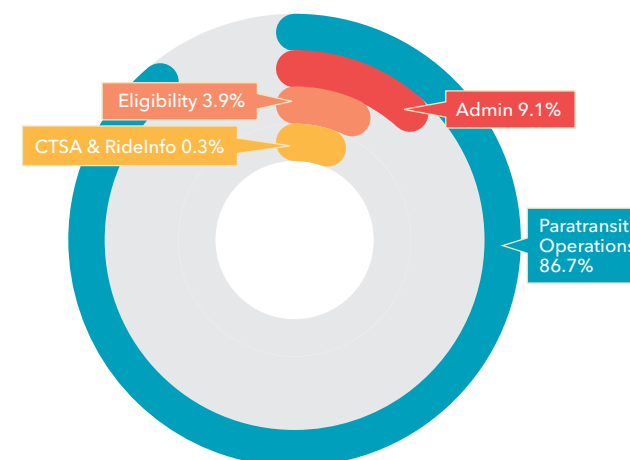
Operating Expenses contd.	Security	\$200,000
	Promotions/Events	\$186,601
	Postage/Mailing	\$183,839
	Other Expense	\$140,902
	Other Related Employee Expense	\$89,794
	Temporary Personnel	\$26,250
	Office/Kitchen Supplies	\$16,558
	Board Compensation	\$9,275
	Business Meetings & Meals	\$7,818
	Repair & Maintenance	\$6,820
	<b>Total Expenses – Before Depreciation</b>	<b>\$166,158,195</b>
	Increase in unfunded defined benefit plan	\$605,344
	Depreciation	\$5,414,043
	<b>Total Expenses – After Depreciation</b>	<b>\$172,177,582</b>
	<b>Change In Net Assets</b>	<b>(\$2,378,903)</b>
	<b>Net Assets Beginning of Year, as Adjusted</b>	<b>\$17,169,357</b>
<b>Net Assets, End of Year</b>		<b>\$14,790,454</b>

Cash and Cash Equivalents	\$20,140,243
Accounts Receivable	\$56,707
Grants Receivable	\$3,255,995
Due from LACMTA	\$2,313,950
Prepaid Expenses	\$7,578,898
<b>Total Current Assets</b>	<b>\$33,345,793</b>
<b>Property &amp; Equipment</b>	
Fixed Assets	\$49,237,723
Accumulated Depreciation – Fixed Assets	(\$36,939,679)
<b>Total Property &amp; Equipment</b>	<b>\$12,298,044</b>
<b>Other Long Term Assets</b>	<b>\$10,558,575</b>
<b>Total Assets</b>	<b>\$56,202,412</b>
<b>Liabilities &amp; Net Assets (Current Liabilities)</b>	
Accounts Payable – Trade	\$1,465,401
Contractors Payable	\$11,921,190
Self Insurance Accruals	\$4,994,495
Unfunded Pension Liability	\$4,460,482
Accrued Salaries & Expenses	\$8,791,064
Deferred Support	\$9,485,344
Deferred Revenue	\$113,844
Deferred Rent	\$180,138
<b>Total Current Liabilities</b>	<b>\$41,411,958</b>
<b>Total Net Assets</b>	<b>\$14,790,454</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$56,202,412</b>

# FUNDING SOURCES



# EXPENSE BY PROGRAM



438,292\*  
Total meal deliveries.

402  
Total drive-thru vaccination trips in FY21.

3,467\*\*  
Total drop-off vaccination trips in FY21.

\* **Note:** Includes deliveries in FY20; meal deliveries began in FY20 and continued through 10 months of FY21.

\*\* **Note:** Trips to drop-off vaccination sites have continued in FY22.



access

**Access Services**

PO Box 5728

El Monte, CA 91734 / [accessla.org](http://accessla.org)