



Behind the Scenes

Dear Access Stakeholders:

I hope you are well and staying safe!

New Access Website: Our new website (www.accessla.org) went live last week with a more contemporary, and significantly more user-friendly look. Many thanks to the Access staff who helped complete this project as well as Access customers who helped provide feedback.

CARES Act Funding: Yesterday, the Metro Board approved regional allocations of Coronavirus Aid, Relief, and Economic Security (CARES) Act funding. I am pleased to report that Access received \$33.5 million. Staff will work with Metro to obligate this funding.

COVID-19 Update



Updated Face Covering Policy: Access will modify its customer communications on face coverings to require them going forward. (Customers who, because of their disability, cannot comply with this requirement, will be encouraged to call Customer Service at (800) 827-0829.) While customer compliance has been very high and our enforcement strategy, consisting of direct customer contact and education, is working, staff believes it is best to convey a uniform message consistent with recent County and City orders and Metro policy. Furthermore, Access was recently contacted by the Los Angeles Office of the California Council on Developmental Disabilities (SCDD) offering significant amounts of free Personal Protective Equipment (PPE) that staff believes will enable drivers to offer masks to customers

on the vehicles if necessary. SCDD is providing 50 cases of surgical masks (100,000 masks total), 125 cases of one-gallon hand sanitizer (500 gallons total) and 10,000 face shields.

Meal Delivery: Access has now implemented six meal and grocery delivery projects and has made over 87,000 deliveries through Thursday, May 28th. Delivery operations are currently ongoing in five service regions.

Continued thanks to everyone at Access for assisting our communities during this difficult time, particularly the dedicated and heroic Access drivers and other frontline staff.

For additional information about Access' response to the COVID-19 emergency, please go to www.accessla.org or contact me at any time with any questions or concerns.

Sincerely,

Andre Colaiace, Executive Director

Colaiace@accessla.org

