

Behind the Scenes

Dear Access Stakeholders:

I hope you are well and staying safe!

DOT Mobility for All Pilot Program Grant Award: I am pleased to announce that the United States Department of Transportation has awarded Access Services \$330,000 to fund proposed enhancements to our Where's My Ride smartphone application. In-kind matching contributions will be provided by IT Curves, which designed the WMR app, for a total project budget of \$412,500. 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.



Access Cover Story in BUSRide Maintenance: Senior Manager of Fleet, Maintenance, and Safety Rick Streiff made the cover of the most recent issue of BUSRide Maintenance which discusses his search for vehicle suspensions that can ensure our customers have a smooth ride. It's a great article that shows how attention to detail in the fleet contributes to customer satisfaction. (The whole article can be found here: <https://view.joomag.com/busride-maintenance-may-june-2020/0179871001589220979>.)

COVID-19 Update

Access would like to thank the Los Angeles Office of the California Council on Developmental Disabilities (SCDD) for providing 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 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 117,000 deliveries. 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, Access Road Safety Inspectors 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
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