

# Behind the Scenes

## Dear Access Stakeholders:

Our most important priority is the safety of Access employees, our contractor staff and our customers and we are working alongside our partners to monitor the Coronavirus (COVID-19) situation in Los Angeles County. Access has been in regular contact with the Los Angeles County Department of Public Health (LACDPH) and the US Centers for Disease Control and Prevention (CDC) to obtain situation briefings on COVID-19. In addition, Access has established an internal COVID-19 Coordination Group which is meeting regularly.

Initiatives to date include:

### ***Notification to Customers***

The following message is being communicated to customers through the website, reservations hold messages, the reservations script and, for the first time, a push notification through the WMR application:

Access is closely monitoring the Coronavirus COVID-19 public health crisis and is engaging in proactive steps to ensure that we protect our riders, contractors and employees. Riders are reminded to: (1) if possible, stay at home (2) do not use Access if you are sick (3) cover your coughs and sneezes, and (4) wash hands frequently with soap and warm water, or use an alcohol-based hand sanitizer.

### ***Reports from the Field***

- > Contractors have significantly enhanced their vehicle cleaning programs.
- > There have been no significant call offs by contractor drivers and call takers.
- > We are seeing substantial declines (> than 50 percent) in trip reservations compared to the prior period. There also have been significant declines in customers at the eligibility center and calls to ALTA for customer services/OMC.

### ***Access Telework Plan***

Starting March 18th, in order to comply with recommendations related to social distancing efforts and to ensure continuity of administrative operations, most Access staff will be working from home. A small number of executive (including myself), operations and other essential staff will continue to report to El Monte HQ on a rotating basis.

### ***Other efforts***

- > Hosted 13 transit agencies as part of a TransMAC conference call.
- > Issued an Operations Bulletin to contractors to provide guidance on COVID-19.
- > Activated the Access Emergency Operations Center.

Please contact me directly if you have any questions or comments.

Sincerely,

**Andre Colaiace, Executive Director**

213-270-6007 | Colaiace@accessla.org