

# Behind the Scenes



## Dear Access Stakeholders:

I hope you are well and staying safe! Access Services is continuing to provide essential transportation for all eligible riders during the COVID-19 emergency. I would like to thank everyone involved in this effort, particularly the Access drivers and other frontline staff, who have shown incredible dedication and heroism in serving our customers.

## Access Board Actions

The Access Services Board of Directors met on April 13, 2020. The Board approved the Consent Calendar, which included items that modified the Board meeting calendar for 2020, awarded contracts for Insurance Third Party Administrator services, and Drug and Alcohol Consulting, and also approved the renewal of employee health and benefit contracts. The Board also received an update on the Southern Region request for proposals process and heard a presentation on the FY20 and FY21 budgets. The Board also took action and authorized staff to develop and implement a limited same day pilot program for the duration of the COVID-19 emergency. The next meeting of the Board of Directors will be on May 11, 2020.

## Customer and Community Efforts

- > Access is now requesting that all of its customers wear a face covering when riding Access. Current messaging can be found at [www.accessla.org](http://www.accessla.org).

Access has fully implemented two delivery services in support of our communities.

- > Meal deliveries on behalf of the City of Los Angeles Department of Aging were implemented on April 6th and through today we have delivered 1,415 meal boxes to approximately 500 Los Angeles seniors. Four Access contractors, including Global Paratransit, MV Transportation, California Transit, and San Gabriel Transit have teamed up in this effort. This partnership was recognized by Mayor Eric Garcetti at his Wednesday COVID-19 press conference.
- > Access' Antelope Valley contractor Keolis is also helping by assisting with a grocery delivery service known as Project Door Drop. This venture, which started on April 13th, is headed up by Grace Chapel and the City of Lancaster. Through this afternoon, Keolis has delivered 462 boxes of groceries to the area's seniors.



Please contact me at any time with any questions or concerns.

Sincerely,

**Andre Colaiace, Executive Director**

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