

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 via a Zoom conference call on May 11, 2020.

The Board approved the Consent Calendar, which included items that extended the contract for legal services and telecommunication services. The Board also renewed the Self-Insured Retention (SIR) automobile liability program and the associated package of commercial business insurance policies. Finally the Board approved changes to the Community Advisory Committee (CAC) Bylaws.

Access staff also presented to the Board an update on the FY20 budget along with an overview of the FY21 budget process. The Board also discussed the ongoing COVID-19 emergency in Closed Session.

The next meeting of the Board of Directors will be on June 15, 2020. This meeting will also be a Zoom conference call. Please refer to the June agenda packet for connection information.

Customer and Community Efforts

Same Day Service: On May 4, Access implemented a limited same-day service program. Riders can book a same-day trip to non-emergency medical/dental appointments, grocery stores, pharmacies, banks, and to LA County Cooling Centers. Riders are limited to one same-day round trip per day and two same-day round trips per week. This program will be in place through the duration of the COVID-19 emergency.

Meal Delivery: Access has implemented four meal and grocery delivery projects and has made over 50,000 deliveries. Delivery operations are ongoing in five service regions. For a nice news story about Access' partnership with the City of Los Angeles' Department on Disability and Fox Studios, please see the following link:

<https://www.foxla.com/news/fox-feeding-families-with-disabilities-during-covid-19-pandemic>

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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