TPAC Meeting
September 10, 2020
COVID-19 Update

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Incident Timeline Update

- July 6: Access implements first step of service restoration plan with limited physically distanced shared rides on transfer trips to and from the Antelope Valley.
- July 17: Last day of meal delivery program with City of Los Angeles Department on Disability and Khalsa Care Foundation.
- July 31: Last of delivery program with I Did Something Good Today Foundation.
- August 3-12: The Access Emergency Operations Center distributed various additional personal protective equipment to service providers.
- August 18: Driver safety tip flyer distributed to service providers.
- September 12: Virtual community meeting scheduled.

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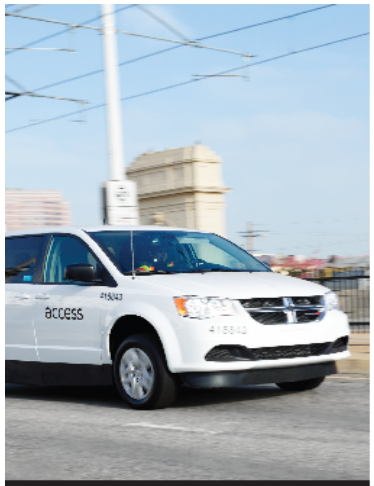
Take One Flyer



Riding Access During COVID-19

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Access cares about your safety and is following recommendations from the Los Angeles County Public Health Department and the Centers for Disease Control and Prevention (CDC).

Face coverings are required. For your and our drivers' safety, face coverings, such as a mask, are required on board our vehicles. If you do not have access to a face covering, your driver can provide one. Coverings should guard your mouth and nose and be worn at all times when onboard Access.*

Please don't ride while sick. If you are sick, have tested positive for COVID-19, or are going to get tested for COVID-19, please do not ride Access. This keeps everyone safe.

Access has also taken proactive steps to keep you safe while you use our service. These services have been put in place temporarily in response to the COVID-19 pandemic and may be modified or ended in the future.

Eliminated shared rides: To promote physical distancing, Access has temporarily eliminated shared rides on Access minivans and implemented physically-distanced shared rides on Access' larger vehicles.

Same day service: Because we know some things cannot wait, during these times we are temporarily offering same day service to certain locations, such as the grocery store, bank, pharmacy, non-emergency medical appointments and cooling stations. We also offer curbside pickup subject to conditions. The fare for a same day trip will be the same as a next day trip. Riders are limited to one same day, round trip per day and no more than two same day round trips per week. This special service is subject to change based on operational conditions and is not permanent.

Enhanced cleaning and disinfection: While cleanliness has always been a priority on Access, we have doubled down on our efforts during the COVID-19 pandemic, and are providing enhanced cleaning and disinfection for all of our vehicles.

We know that Access is a vital part of your life. While it is not possible to eliminate all risk during these times, please know that we are doing everything we can to keep you safe and healthy. If you have further questions, please call Customer Service at **800.827.0829**.

*If you cannot comply with this requirement, please call Customer Service at **800.827.0829**.

Road Safety Inspector

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Delivery Operations

- Access has three current meal and grocery delivery projects active in five service regions
- As of Thursday, September 3rd, Access has made 241,031 total deliveries to date across all active and demobilized projects.
- The meal delivery program with the Los Angeles Department of Aging has been extended through September 30th.

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Same Day Service Update

- As of September 3rd, Access has completed 14,640 same-day trips since the program was implemented on May 4.
- As of September 3rd, Access has completed 22 total curbside pick up trips since the program was implemented on June 8.

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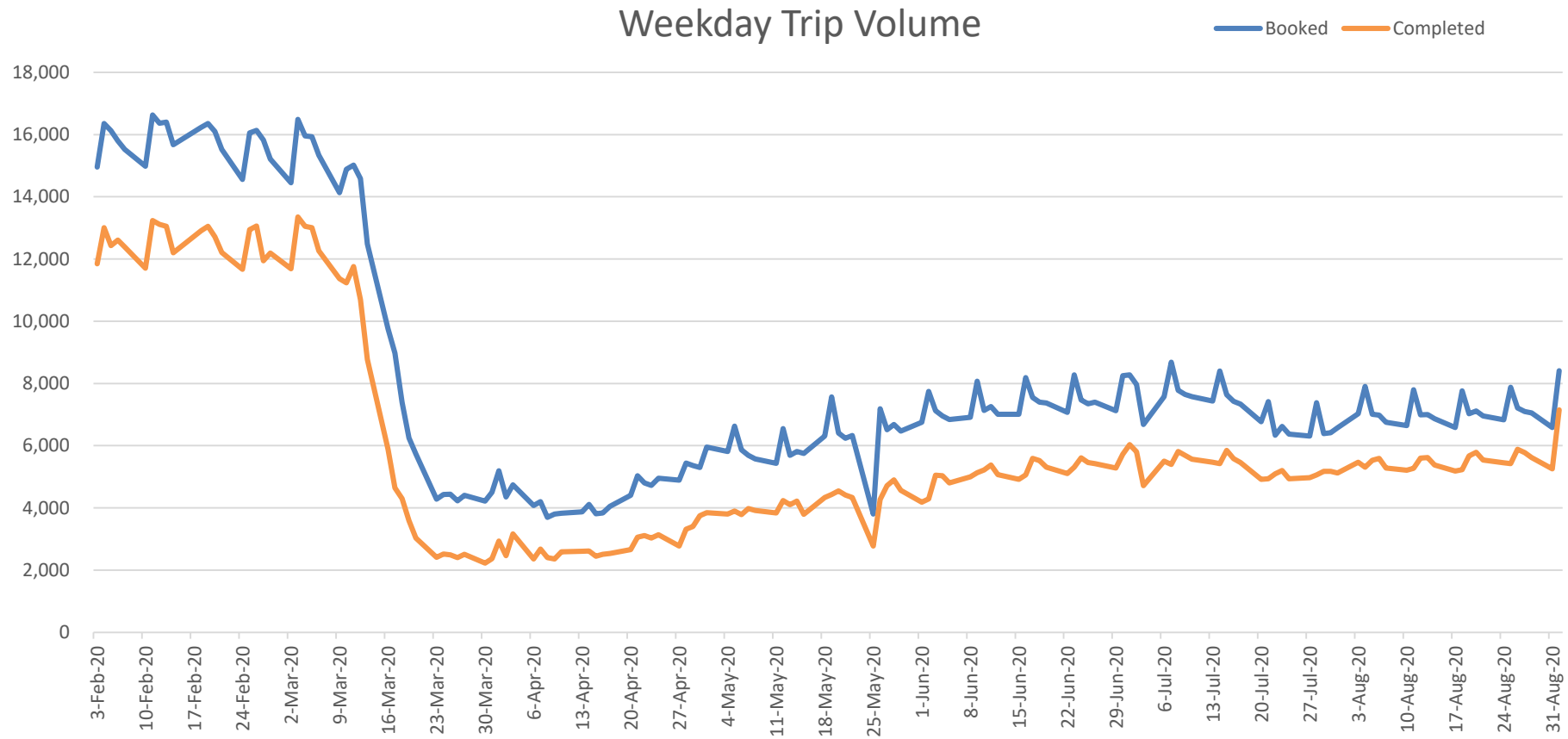
Impacts on Ridership



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Recovery/Service Restoration Factors

1. Demobilize mid-day vehicle disinfection.
2. Reduce delivery services.
3. Eliminate same day service pilot program, including curbside pick up.
4. Relocate the North County Transfer Point back to Olive View Medical Center.
5. Reduce/eliminate non-shared ride service.

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Share Ride Restoration Factors

1. Reinstate limited shared rides to large vehicles (two rider maximum on cutaways).
2. Reinstate limited shared rides on all vehicles (two riders maximum on all vehicles; one mobility device maximum).
3. Reinstate all shared rides with a one mobility device maximum on minivans.
4. Reinstate all shared rides with no limitations.

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Thank you!

Questions?

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