TPAC Meeting
April 8, 2021
Emergency Management Update
Incident Timeline Updates

- January 15: Access begins service to drop-off vaccination sites.
- February 4: Access staff visit first drive-thru vaccination site with County partners.
- February 11: Access provides transportation assistance for pop-up vaccination event in South Los Angeles.
- February 22: Access begins service to drive-thru vaccination sites.
- March 10: Los Angeles County Public Health expands eligibility to transit workers, including Access’ frontline workforce.
- March 16: One year anniversary of Access’ EOC activation.
- March 22: Access attends site visit with Foothill Transit’s Covina Transit Center in preparation for a series of vaccination events.
Vaccination Transportation Operations

- Vaccination Transportation Options for Access Riders:
  1. Regular next-day service to vaccination site with a drop-off area, including pharmacies, clinics, and medical offices, among others.
  2. Next-day drive-thru service to approved drive-thru Points of Dispensing: The Forum, Pomona Fairplex, Magic Mountain, Los Angeles County Office of Education, Cal State University - Los Angeles, Cal State University - Northridge, Long Beach Convention Center, and Dodger Stadium
Drive-Thru Vaccination Sites
Vaccination Transportation Operations

• As of April 5, 2021, Access has completed 1,864 trips to and from drop-off vaccination sites.
• As of April 5, 2021, Access has completed 179 trips to drive-thru vaccination sites.
• In partnership with Foothill Transit, Access will support transportation to vaccination events at the Covina Transit Center between April and June.
COVID-19 Delivery Program Updates

- As of April 5, 2021, Access has made 423,907 total deliveries to date across all active and demobilized projects.
- The delivery program in partnership with the City of Los Angeles Department of Aging concluded on March 31, 2021.
- All other delivery programs will conclude by April 30, 2021.
COVID-19 Same Day Service Update

• As of April 5, Access has completed 57,252 same-day trips since the program was implemented on May 4, 2020.

• As of April 5, Access has completed 185 total curbside pick up trips since the program began on June 8, 2020.
COVID-19 Case Trends

Confirmed Cases Reported Systemwide Per Week

- Contractor Confirmed Case
- Rider Confirmed Case
- HQ Confirmed Case
- Contractor Confirmed Case Trendline

access
Recent Service Demand Increase

• As vaccinations increase, Access is experiencing an increase in ridership.
• Traffic is increasing to near pre-pandemic levels in Los Angeles County.
• These factors have resulted in increasing strains and variability in day-to-day contractor performance.
• Given the increased demand and the improved pandemic situation, Access has begun to implement its Service Restoration Plan.
Service Restoration Plan

1. Reduce vehicle disinfection to once per day effective March 31, 2021.
2. Allow 2-rider maximum shared rides on large vehicles effective April 1, 2021.
Service Restoration Plan

Planned Next Steps:

1. Allow contractors discretion to perform same-day trips based on their ability to maintain performance of core next-day ADA paratransit service.

2. Implement shared rides with a maximum capacity of two riders on all vehicles except sedans.

3. Demobilize all same-day service and implement full shared rides by May 1, 2021.
Rider Communication

- Reservationist Script
- Website
- Online Booking Site
- Where’s My Ride Mobile App
- Hold Messages
- Info Line Recording
- Email Notification
- Customer Service