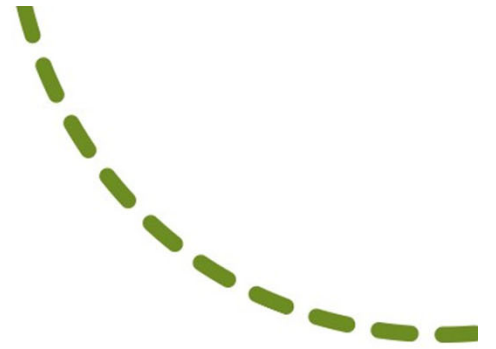
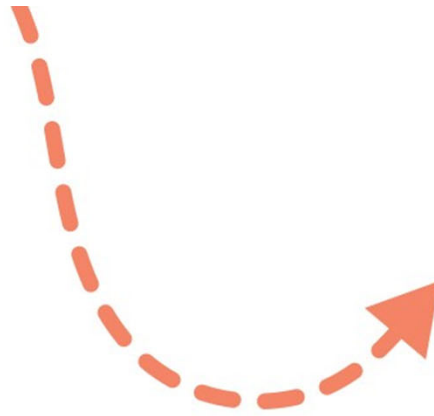
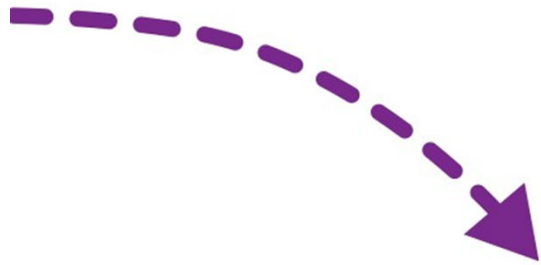


**TPAC Meeting
June 11, 2020
COVID-19 Update**



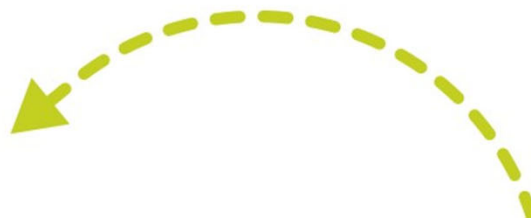
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Incident Timeline

- March 4 - Los Angeles County declares local emergency
- March 16 - Access activates its EOC
- March 18 - Transfer trips temporarily relocated from Olive View Medical Center to McBean Regional Transit Center
- March 23 - Access Board Declaration of Emergency
- March 23 - Eligibility interviews at Commerce facility shifted to phone interviews
- March 24 - Implemented no share ride policy and twice daily vehicle cleaning
- March 31 - Eligibility interviews at Antelope Valley and Santa Clarita shifted to phone interviews

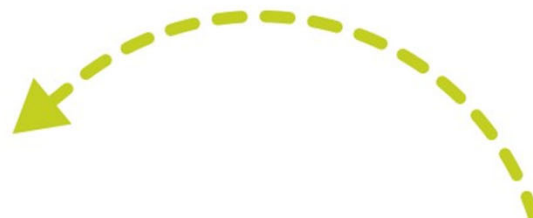
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Incident Timeline

- April 6 - Access implements meal delivery operation in partnership with the City of Los Angeles Department of Aging and Everytable
- April 7 - Access EOC activates at Level 1 (Highest) for first time in agency history
- April 13 - Access implements grocery delivery operation in partnership with Project Door Drop in the Antelope Valley
- April 20 - Access implements meal delivery operation in partnership with the City of Los Angeles Department on Disability and Fox Studios
- April 29 - Access implements meal and grocery delivery operation in partnership with Jewish Family Services of Los Angeles

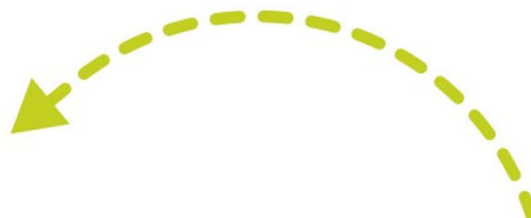
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Incident Timeline

- May 04 - Access implements limited same-day service program
- May 15 - Access implements delivery service project with the organization I Did Something Good Today
- May 18 - Access expands delivery service project with the City of Los Angeles Department on Disability with a new food vendor partner, the Khalsa Care Foundation
- May 30 - Access' EOC initiates response to curfew/civil unrest.
- June 1 - Access invited to send Agency Representative to the City of Los Angeles EOC.
- June 8 - Added curbside pickup to same-day service program.

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Delivery Operations



- Access has implemented six meal, grocery, and paper goods delivery projects and has made 109,627 deliveries through Friday, June 5th.
- Delivery operations are ongoing in five service regions.
- Two new projects include:
 - The City of Los Angeles Department on Disability and the Khalsa Care Foundation to deliver meals to people with disabilities.
 - The organization I Did Something Good Today to deliver paper goods to seniors and people with disabilities.

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Same Day Service Update



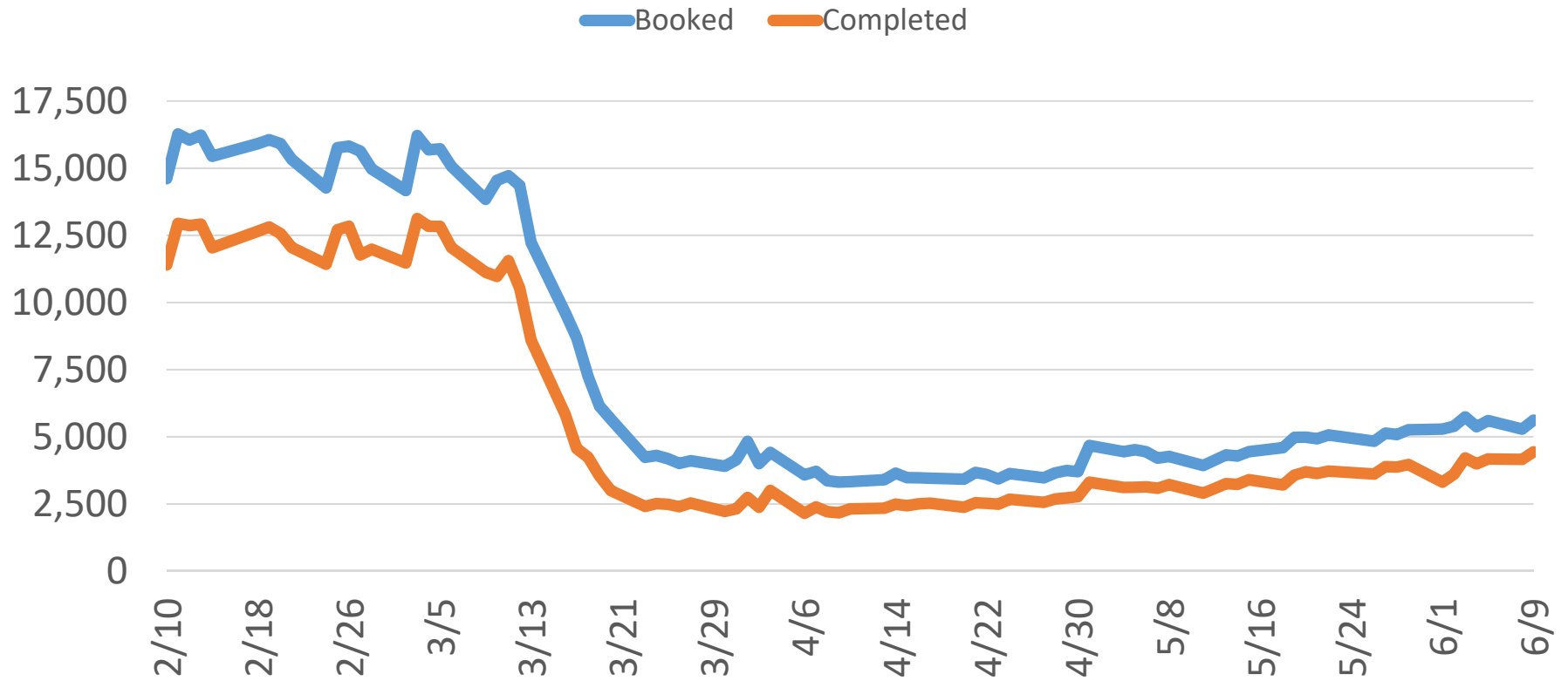
- As of Monday, June 8, Access has completed 2,335 same-day trips since the program was implemented on May 4.
- On June 8, Access implemented a curbside pickup option to its same-day service program.
 - The rider is to remain in the vehicle and should pay for items prior to the trip.
 - The driver is to receive the package and provide the items to the rider.
 - Trip length cannot exceed 10 miles one way.
 - Fare will be charged for each trip leg; same vehicle and driver to do both legs.

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Impacts on Ridership

Weekday Trip Volume



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Other COVID-19 Updates



- Effective June 1st, riders are required to wear a face covering when using Access. Riders who can't wear a face covering due to a disability or underlying health condition can ask for an exemption through Customer Service.
- Access is preparing to provide extra masks for drivers to have available for riders without one.
- Access Headquarters staff, some regional reservation staff, and all Customer Service/Operations Monitoring Center staff continue to telework.
- Recovery planning continues with a focus on both restoring service to pre-pandemic service demand, reentry to the Access HQ facility, and obtaining FEMA reimbursement.

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May 2020 Protest/Curfew Response



- Access activated its EOC at Level II over the weekend of May 30-31 to coordinate its response to the curfews imposed by multiple jurisdictions.
- Access adjusted service hours in accordance with curfew orders. Contractors contacted riders with scheduled trips during curfew hours to cancel trips or reschedule trips to earlier times.
- Access continued to operate after curfew times to transport riders who met exemptions of the curfew orders or to assist riders already out in the community.
- Access' PIO disseminated service change information to riders via the website banner and through emergency alerts in the Where's My Ride app.
- Access sent a liaison to the City of Los Angeles EOC to obtain real-time situational awareness from city partners.

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Recovery and Reconstitution



- Recovery planning, currently underway, will focus on both reconstitution of service to normal operating levels and reentry of staff to the Access HQ and Eligibility facilities.
- Access is investigating potential sources of cost reimbursement for response-related expenses.
- Staff are researching potential changes to HQ to enhance social distancing, add temperature screening devices, and implement adjusted staffing schedules.
- Eligibility is planning for ways to ensure social distancing at all stages of the eligibility evaluation.

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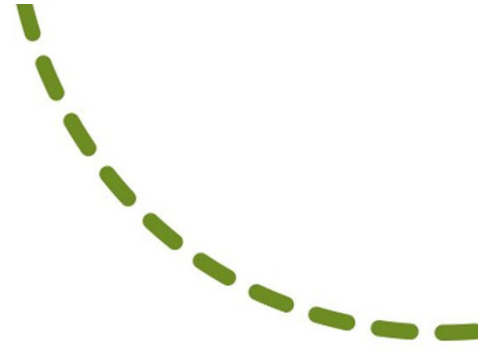
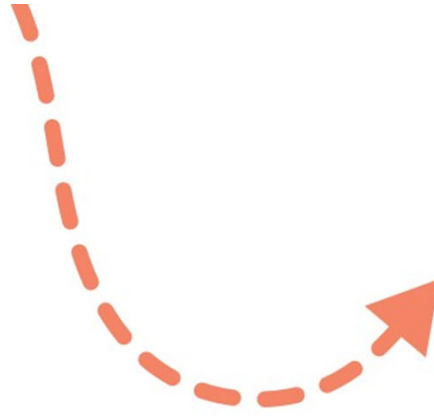
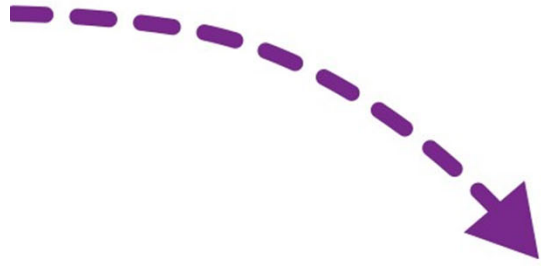
Challenges to Returning to Normalcy



- At some point, ridership will return.
- As trip demand grows, Access will need to cease delivery services and same day service, and reintroduce shared rides.
- Taxi services will be ready to resume Access support.
- Key will be to balance (1) public health advice, (2) trip demand, and (3) re-shifting all resources back to next-day service.

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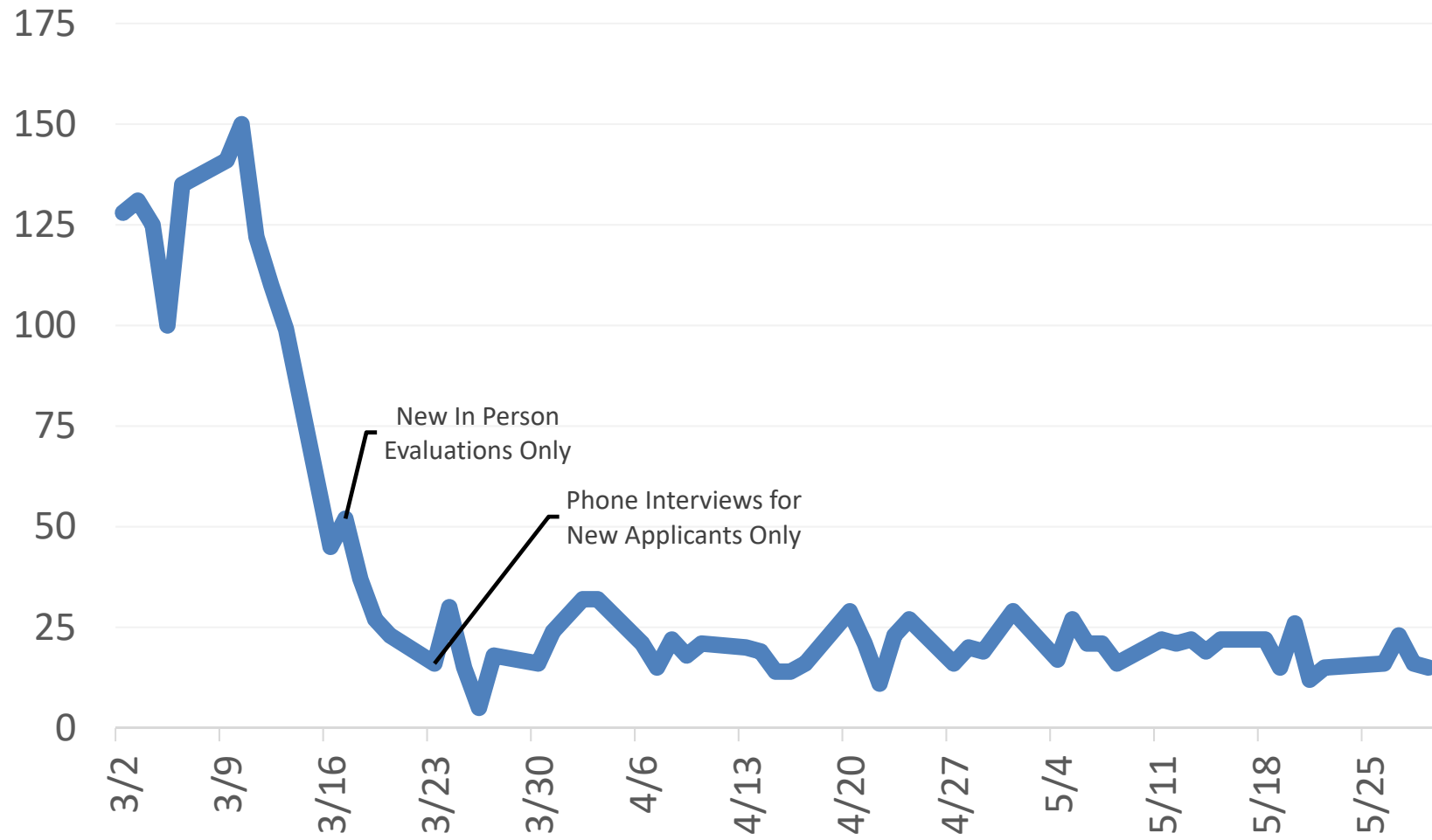
Eligibility/Customer Service



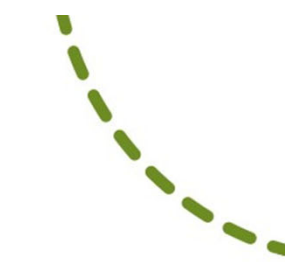
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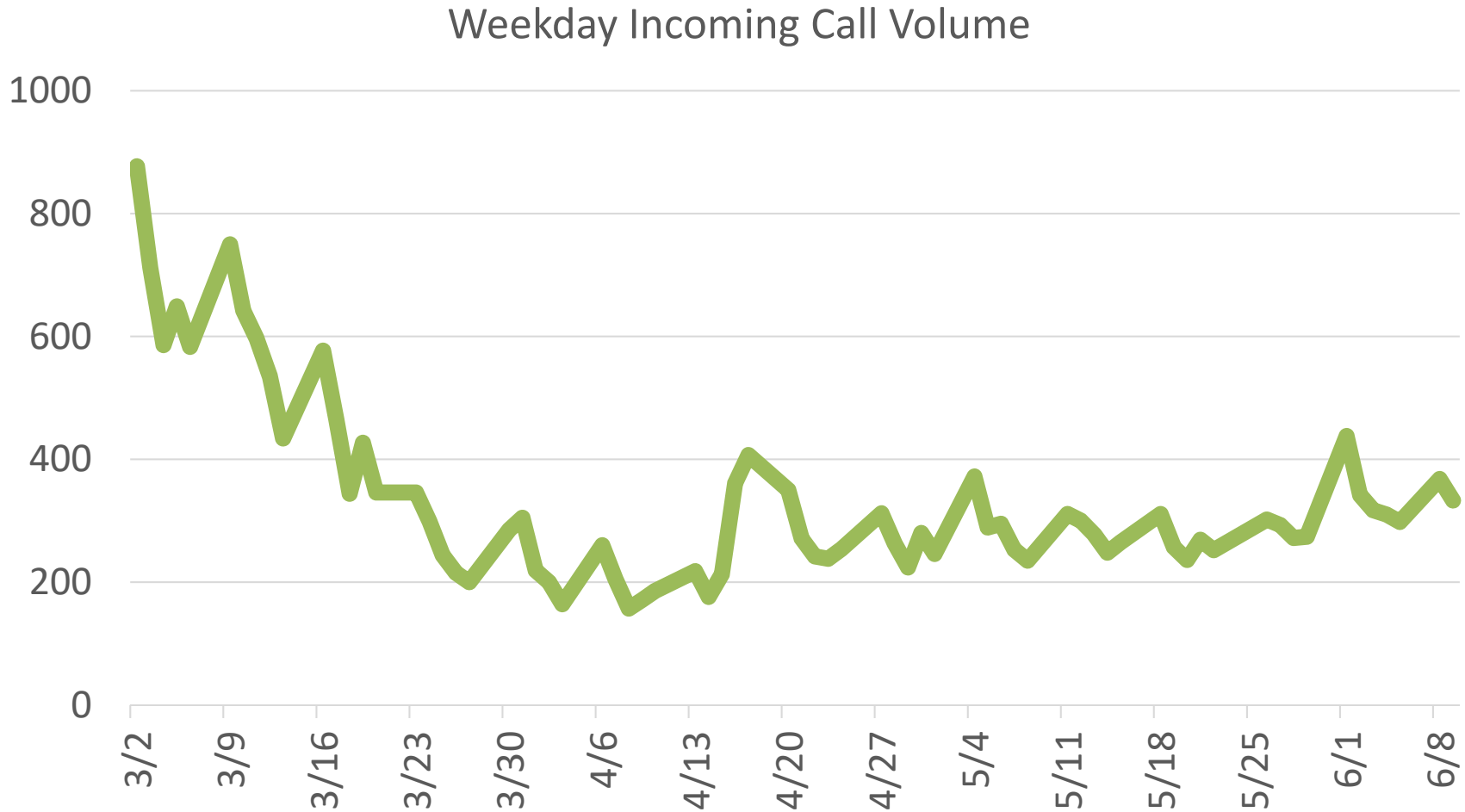
Impact on Eligibility



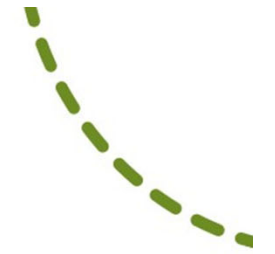
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Impact on Customer Service

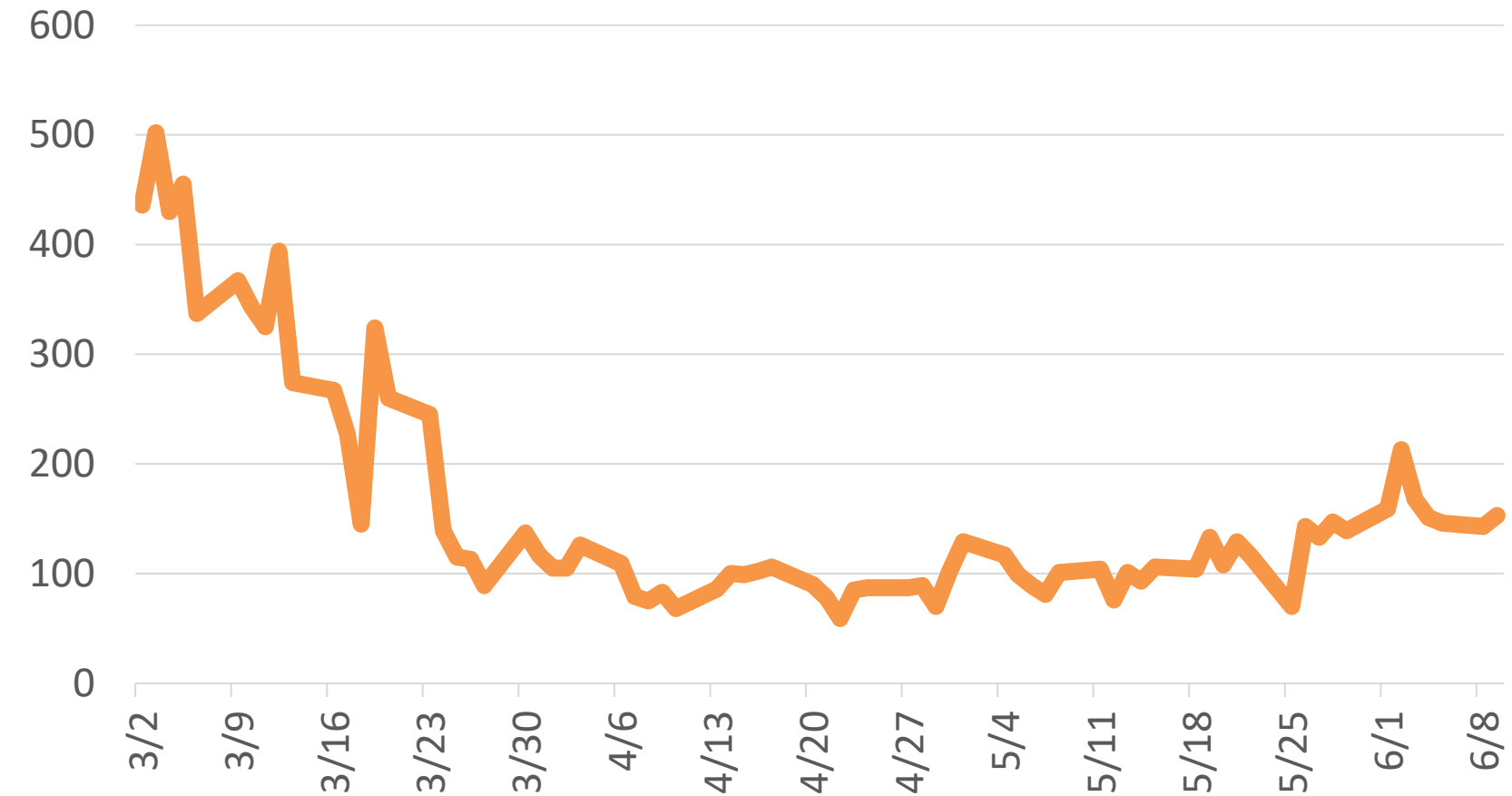


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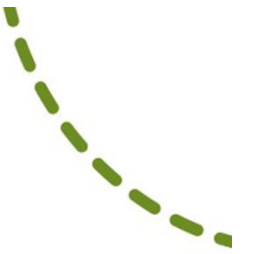


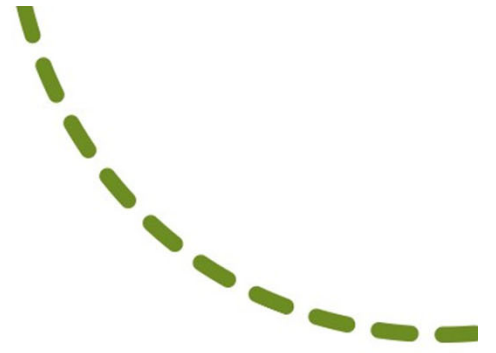
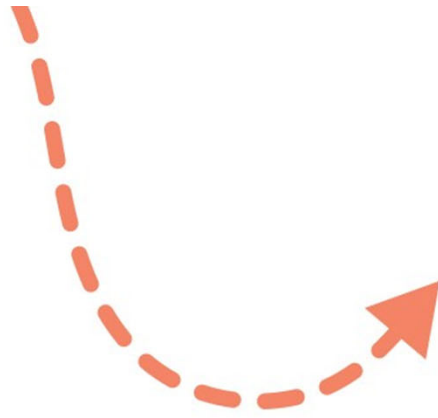
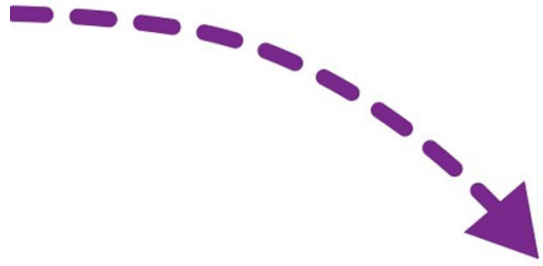
Impact on OMC

Weekday Incoming Call Volume



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Financial Impact



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FY20 Cost Differential

Description	Normal Rates	Covid-19 Rates
Same Day Rate		\$44.23
Emergency Hourly Rate	\$50.00	\$50.00
Average Provider Rate/Trip:	\$31.48	\$44.23
Special Procedures	\$0.00	\$5.16
Adjusted Average Rate (Variable only):	\$31.48	\$49.39
% Increase vs Normal:		57%

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Draft Financials – FY20 YTD April



	Actuals	Budget	Var B/(W)
Direct Transportation	\$129,124,823	\$131,205,813	\$2,080,990
Contracted Support	\$10,991,954	\$11,595,953	\$603,999
Mgmt. & Admin.	\$9,020,626	\$9,533,347	\$512,721
Expenses Total	\$149,137,403	\$152,335,113	\$3,197,710

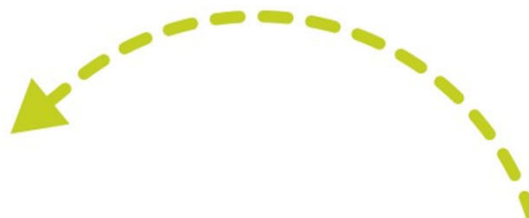
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FY20 Year End Projection

	Forecast			Budget	Variance
	YTD April Actuals	May-June Forecast	Total	Total	
PAX	3,510,227	279,347	3,789,574	4,574,918	785,344
Trips	2,744,877	227,111	2,971,988	3,423,717	451,729
Cost/Trip	\$44.83	\$81.48	\$47.63	\$44.19	(\$3.44)
	YTD March Actuals	Apr-June Forecast	Total	Total	Variance
Contracted Support	\$10,991,954	\$1,862,624	\$12,854,578	\$13,985,333	\$1,130,755
Direct Transportation	\$129,124,823	\$19,706,024	\$148,830,847	\$158,590,841	\$9,759,993
Mgmt. & Admin.	\$9,020,626	\$1,755,192	\$10,775,818	\$11,328,349	\$552,532
Totals:	\$149,137,403	\$23,323,840	\$172,461,243	\$183,904,523	\$11,443,280

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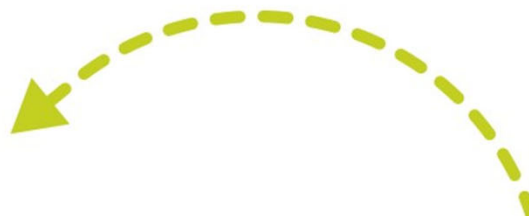


FY21 Passenger Estimates



FISCAL YEAR	TOTAL
FY21 Original Projection	5,187,703
2021 May Estimate	3,790,600
2021 July Projection	To Be Determined

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Next Steps for FY21 Budget



FY21 Budget Development

- Passenger Re-Forecast - July
- Draft Budget - Mid-July
 - Review of non-essential services
 - Prioritization of essential services
 - Contract modifications - Tiers
 - Social distancing measures
 - Alternate revenue sources
- Continuing Resolution Metro/Access
- Final Budget - August
- MOU Negotiations September/October

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